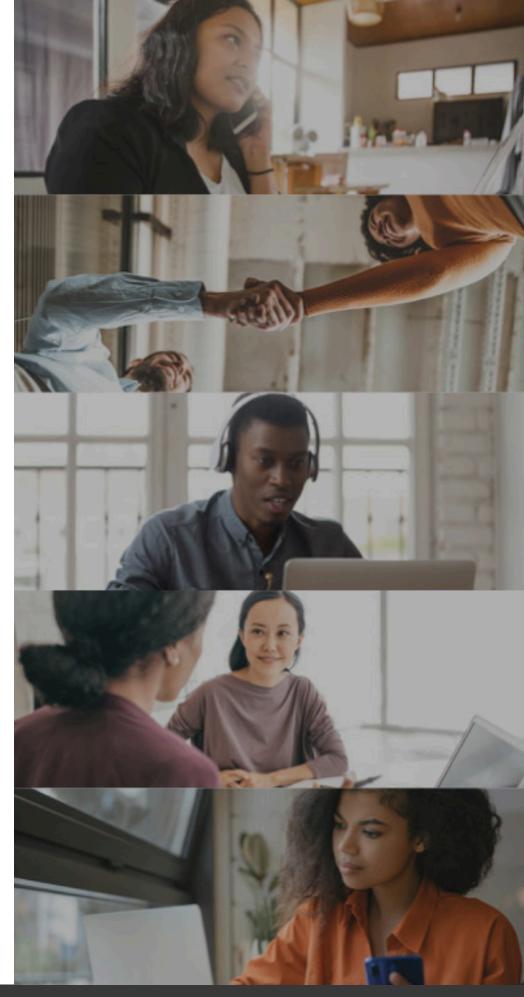
WORKFORCE INNOVATION AND OPPORTUNITY ACT

PROGRAM YEAR

2021

ANNUAL REPORT





Workforce Innovation and Opportunity Act (WIOA) Kansas Title I and Title III Annual Statewide Performance Report Narrative Program Year 2021

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ATTACHMENTS

A. LOCAL AREA OVERVIEW, SUCCESS STORIES AND PERFORMANCE

Local Area Kansas Map

Local Area I – KANSASWORKFORCE ONE

Local Area II – HEARTLAND WORKS, INC.

Local Area III – WORKFORCE PARTNERSHIP

Local Area IV - WORKFORCE ALLIANCE OF SOUTHCENTRAL KANSAS

Local Area V – SOUTHEAST KANSASWORKS

- B. Effectiveness in Serving Employers
- C. Layoff Aversion
- D. System and Customer Satisfaction
- E. Performance Measures, Data and Analysis
- F. WIOA Title I Training Services and Participants Served by Local Area
- G. Data Collection and Data Validation

KANSASWORKS STATE BOARD STRATEGIC PLAN

2021-2023 Strategic Plan

The Strategic Plan is to guide the focus, oversight, and investments of the **KANSASWORKS** State Board over the next two years. There are three main goal areas approved in the 2021-2023 Strategic Plan.

- ✓ Advancing a One **KANSAS**WORKS Experience
- ✓ Virtual Services Coordinate communication and outreach efforts between state and local partners.
- ✓ Upskilling Establish coordinated workforce planning, investments, and operations, aligned to build relevant knowledge, skills, and abilities to meet industry needs in order to attract and retain people in our state.

Goal 1: 'Kansas One': Advance a One KANSASWORKS Experience

Strategy 1: Lead efforts to enhance coordinate and standardize state and local workforce system websites and tools with an emphasis on a consistent experience across the state.

Strategy 2: Develop and provide guidance to the state and local workforce system outlining an approach for strategic business engagement that is:

- ✓ Coordinated across workforce system partners to provide one contact for business
- ✓ Founded on the analysis of accurate and comprehensive Labor Market Information
- ✓ Focused on identifying the skill needed to fill current and projected talent needs
- ✓ Designed to use the knowledge gleaned regarding businesses' talent needs to inform the design and delivery of training and career services

Strategy 3: Coordinate with state and local partners to assess and improve virtual and in-person service delivery and communication and outreach.

Goal 2: 'Virtual Services': Coordinate communication and outreach efforts between state and local partners.

Strategy 1: Research, synthesize, and disseminate current practices, promising approaches, and challenges related to virtual workforce service delivery in Kansas and across the country.

Strategy 2: Lead efforts to develop workforce system partner staff and customer (job seeker and employer) skills and capacity to engage in virtual service delivery and remote work opportunities.

Goal 3: 'Upskilling': Establish coordinated workforce planning, investments, and operations, aligned to build relevant knowledge, skills, and abilities to meet industry needs in order to attract and retain people in our state.

Strategy 1: Establish and implement a plan to ensure consistent access to accurate, up-to-date labor market information (LMI), and analysis of LMI, that is comprehensive, simple, graphical, and designed for use by multiple audiences statewide.

Strategy 2: Expand understanding of and access to career pathways to support upskilling opportunities using work-based learning and other types of training by:

- Coordinating across partners and programs to support services and investments in business-informed career pathways
- Building on existing CTE career pathway maps to build out a comprehensive set for key occupations as identified through Labor Market Information and business input
- ✓ Developing and implementing a communication and training approach to ensure the local workforce system has knowledge of existing career pathways tools and capacity to use them effectively with both iob seeker and business customers

EFFECTIVENESS IN SERVING EMPLOYERS

Kansas continues to make progress with employer effectiveness measures as per direction from USDOL.

Employer indicators are not measured against negotiated goals as the cohort collected will serve as a baseline for this annual performance reporting period. Kansas Title I, Title II, Title III, and Title IV partners elected to designate Kansas Department of Commerce (Commerce) as the lead reporting agency for these indicators.

Collaborative efforts between these partners ensured all data for each of the core programs collected during PY2021 are combined and reported to USDOL as one set of data. As baseline reporting continues, the Effectiveness of Serving Employers performance indicators reported in the PY2021 include the following primary indicators:

1. Retention with same employer in the 2nd and 4th quarters after exit date

2. Repeat Business Customer Rate

As depicted in the charts located in the attachments Kansas has experienced a 6.1% decrease in retention rates for 2nd and 4th quarters and a 1.6% decrease in repeat business customers over the course of the last program year. As in past years, employers have reported the need for services such as including supportive services, recruitment assistance, and training services. The low unemployment rate in Kansas is the primary reason for the 6.1% decrease in retention rates.

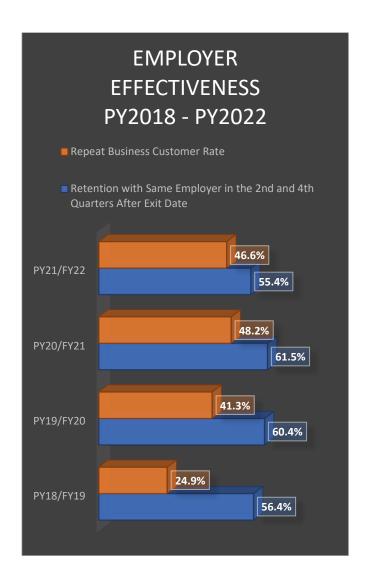
Kansas employers continue to receive business services, however, overall progress for the measures of retention and repeat business customers has decreased slightly for PY2021. KANSASWORKS Business Service Teams expect to expand outreach efforts to promote continuous improvement in the upcoming program year. The values reports are decreased from last year to this year, however, continuous improvement between agency systems and relations as well as maintaining a consistent staff are areas focused on for the upcoming year to ensure these rates continue to rise.

Of the 20,297 employers actively utilizing the **KANSASWORKS**.com system, a reported 71,215 job postings were available as of 6/30/2021. In addition to job postings, repeat business customers received a total of 4.066 services over the course of the PY2021.

To coincide with these employer services, 4,066 participants who gained employment retained employment at 55.4%, Geographically, statewide success was experienced with retaining employees as a result of service delivery and pinpointed job matching between job seekers and employers. The chart located in the attachments displays a breakout by Local Area and the participant/percentage retained by employers.

Kansas will continue to focus on counseling our employers on better retention strategies and focus on encouraging those individuals who are on the sidelines of the labor market to engage.

All Effectiveness in Serving Employers Charts and Graphs can be found in the Attachment section of this document. Attachment B



CUSTOMER SERVICE AND SATISFACTION

In PY2021, Kansas continued the efforts of Workforce 2.0 to ensure as we move forward, we are continually thinking about adjusting to meet the needs of our customers and to improve the services we provide and how we provide them.

Kansas partnered with Wichita State University (WSU) on this project. In the fall of 2021, WSU sent surveys to both employers and jobseekers. For employers, the purpose was to engage with them to understand how KANSASWORKS can best meet their needs related to finding and training employees. For jobseekers, the purpose was to engage with individuals who were either currently or recently seeking employment to understand what supports and services they found helpful, how they anticipate using supports and services in the future and what additional supports and services they would like to have available.

As follow-up to the surveys, WSU hosted five virtual focus groups for employers and reached out to jobseekers via phone interviews. These follow-up activities were conducted to gain a more in-depth look at the information gathered from the surveys.

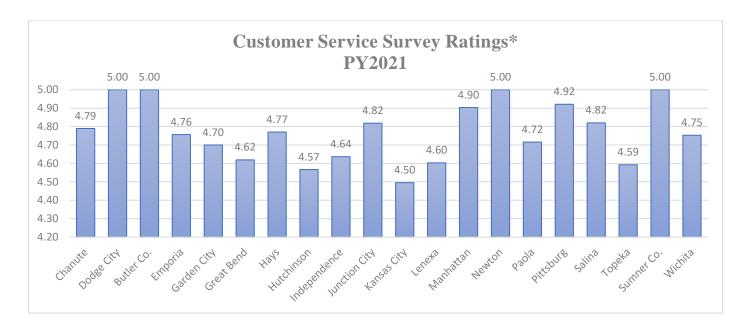
Participants were asked to provide more details beyond the survey questions.

In addition, WSU gathered feedback from front-line Workforce Center staff, also through surveys. For feedback regarding customer service, it's important to ensure staff's voices are heard as well.

A summary report is in the works from WSU. This report will be shared with local board Executive Directors, Regional Operations Managers, One-Stop Operators, local boards, and the state board. Each of these groups will meet to determine actionable next steps based on the results of the report. Again, this is to ensure continuous improvement of customer service.

Another avenue to ensure continuous improvement of customer service has been the sustained usage of the customer service kiosk surveys within each Workforce Center. As they leave the Centers, customers are encouraged to fill out a survey regarding the services they received during their visit. The following are the PY21 results from the Customer Service Kiosk surveys.

Customer Service Kiosks Survey Results



*Rating is out of 5

WORKFORCE CENTERS ACTIVITIES AND TRAINING

Over the past year, the **KANSASWORKS** Workforce Centers continued to provide services both in-person and virtually. Job seekers and employers had the option to receive and/or participate in services either in-person or virtually, based on their needs.

An area of focus during PY21 was training for staff. For Supervisors training the following was provided:

- ✓ Performance Management Process; Progressive Discipline Process and Documentation; Staff accountability/Coaching and Feedback Management Process
- ✓ Intro to Effective Supervision/Leadership Transitions to Supervision
- ✓ Conflict Resolution
- ✓ Team Building, Managing Change, Motivation
- ✓ Overview of Programs and Resources
- ✓ Time Management/Organizational Tools/ Delegation

All staff including Workforce Center staff, Board staff, Contractor staff and WIOA co-located partners were provided the following: Diversity, Equity, and Inclusion (DEI): There was an introduction session that provided basic information on diversity, equity, and inclusion. Then Wichita State (WSU) trained DEI discussion group leaders on how to facilitate meaningful conversations on diversity in small group sessions, to focus on case studies, key discussion questions and personal development. Each Local Area was responsible for identifying discussion group leaders who met eight times in the year with WSU for leadership training and development in DEI. Then these discussion leaders met quarterly with staff throughout the state to provide information sessions. WSU was responsible for developing training material content for the discussion leaders and the discussion format. including learning objectives and discussion questions. WSU hosted an initial in-person training retreat and then met with the discussion leaders for training and debriefing twice per quarter. The intent was to create a learning community regarding DEI across the state in Workforce Services.

Mental health issues: These have been a growing concern in society and the recent COVID pandemic has only elevated those issues. WSU identified and hired a mental health trainer to provide basic tips on assisting people searching for employment with mental health issues. The session focused on common issues, identifying signs, communication tips and community resources. The sessions were designed to provide basic information and practical tips for assisting those with mental health issues.

Other trainings included: Quarterly trainings provided by the Kansas Department of Labor (KDOL) on updated information regarding Unemployment Insurance and how Workforce Center staff can best partner with KDOL on assisting these customers; How to Deal with Difficult Customers; and Assisting Justice-Involved Individuals.

Workforce Innovation Conference

The Annual Workforce Innovation Conference took place in October and was hosted by the Kansas Department of Commerce and Kansas Board Regents. Presentations and workshops were provided to enhance and improve workforce solutions in Kansas. Plus, The schedule included Local Area discussion groups that provided an opportunity for each local area to discuss take aways from the conference and share ideas that can be implemented in their Local Areas.

STATEWIDE ACTIVITIES

Rapid Response

For PY2021, Kansas received 9 WARN notices affecting 524 employees and had 9 non-WARN events, affecting 99 employees. Rapid Response (RR) customers can be linked to Workforce Centers through a variety of methods. One occurs if they attend a Rapid Response meeting. Over this past year, RR meetings have been held virtually or in-person, based on the company preference. During these meetings, employees learn about the KANSASWORKS Workforce Centers, the services available and may even connect with a KANSASWORKS Workforce Center representative. To assist with in-person job seekers and when possible, one of the mobile Workforce Centers is present at the meetings. Dislocated workers can have an in-person experience at that time and are encouraged to visit their local Workforce Center for further assistance. A second opportunity is when workers file Unemployment Insurance (UI) claims. Workers receive information on the KANSASWORKS Workforce Centers, including all services available to them, and again are encouraged to visit their local Workforce Center. A third opportunity is if they are selected to participate in the RESEA or My Reemployment Plan programs with the Workforce Centers. Both programs require the recipients to contact a Workforce Center to assist them with their employment needs. A fourth opportunity is if they attend a job fair where our KANSASWORKS team is present. They will learn about the Workforce Center resources and be encouraged to visit one for assistance. It is our goal in Kansas to lead all Rapid Response customers to the Workforce Center to utilize resources in as many ways as possible.

Currently, **KANSAS**WORKS.com gathers WARN and nonWARN basic information regarding Rapid Response events. When information is entered into **KANSAS**WORKS.com for these events, an automated number is assigned to the event, staff can then select a company or Rapid Response event number, and then the enrollments and services are tied to the selection.

The strategies for linking RR recipients to the Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs is also a priority for Kansas and to coordinate with the strategies listed above for connecting these customers to the Workforce Centers. The TAA, DW and Workforce Center employees are cross-trained and have open communication to ensure the RR customers are getting the best services they can and are able to enroll in the programs best suited for

their employment needs and goals. All WARN and non-WARN layoffs are sent to the TAA team to research for petition application opportunities. Additional strategies include: (1) The TAA and DW programs are discussed at the Rapid Response meetings; (2) Our UI partners at KDOL send out information on these programs; (3) RESEA and my Reemployment Plan representatives refer customers to these programs, as well as other Workforce Center representatives as they work with Rapid Response recipients in the centers.

The TAA Program Manager and Rapid Response Coordinators work closely together to ensure petitions are filed in a timely manner. The TAA Program Manager participates in the quarterly Rapid Response Coordinators meetings to ensure consistent communication regarding the program and possible petitions.

Kansas has a statewide Workforce Response Coordinator who has constant communication with local Economic Development representatives, Human Resource groups and other statewide organizations to keep their fingers on the pulse of employers, particularly those who may be struggling. They participate in job fairs, to communicate with employers, especially those needing assistance to avoid closure and/or relocation. This staff member visits with job seekers who could potentially fill open positions at companies or businesses who may be struggling to find qualified employees. They work closely with local Rapid Response representatives who are in contact with any struggling companies to help them understand the services available to them. The RR Workforce Response Coordinator also keeps a good pulse on layoffs or closings across the state and sends that information out to the local Rapid Response Coordinators.

Layoff Aversion

Another plan of action is reaching out to the company who may be laying off staff or closing to get to the employees as quickly as possible to let them know about the KANASWORKS Workforce Centers and the services available to them. This will either assist them in getting reemployed or enrolled in training to help prepare them for a new career. Kansas does not set a minimum number of laid-off employees to trigger a Rapid Response meeting or contact, so staff responds to any qualified layoff, regardless of the number. If the layoff has already occurred, an effort is made to get information to employees. Outreach on social media in

each area is conducted to inform those potentially affected about the availability of KANSASWORKS Workforce Center services that can be of assistance during a layoff. Notices about these layoffs come in a variety of ways: WARN notices, newspaper articles, individual reporting to a Workforce Center, etc. Staff also receive e-mails from UI partners on a weekly basis that lists companies that have filings of 25 or more employees. Commerce can proactively reach out to those employers or employees regarding the layoff however, if Commerce receives notice, staff conduct diligent activities to supply information to these employees as quickly as possible so the individual can make a quick and smooth transition into new employment.

Please see associated chart in the attachments section which shows the PY2021 industries with individuals affected by a layoff in both WARN and Non-WARN categories. Attachment C

Rapid Response Program Aligns with Business

The Kansas Workforce Response Coordinator and Rapid Response Coordinators are involved with business engagement through their participation in local and statewide organizations, attending business functions and constant communication with these groups. As far as sector strategies and career pathway efforts, our Coordinators continue to work in partnership with the Local Workforce Development Boards to ensure they are part of Sector Planning and are aware of the Career Pathways available to these employees

The Rapid Response services available to companies and affected workers include:

- ✓ Immediate contact with the employer to discuss plan of action to assist the employees.
- ✓ Rapid Response meetings (to include virtual) to discuss all the services available to them at the Workforce Centers, unemployment, local resources, and possible training opportunities.
- ✓ Folder containing all the above information, so the employees have something to take home.
- ✓ Job Fairs with local employers interested in hiring the affected workers.
- Resume writing, job search and/or interview skills workshops.
- ✓ Mobile Center on-site to provide basic services of a Workforce Center.
- ✓ Possible participation in either the RESEA or my Reemployment programs.

- ✓ Possible referrals to training programs such as DW or TAA.
- ✓ Possible filing of TAA certification application.
- ✓ Assistance with UI filing.

National Dislocated Worker Grants (DWGs)

Local Area 4 received a National Dislocated Worker Grant (DWG) in May 2020 and was allowed to provide grant activities retroactive to January 1, 2020, due to major layoff activities beginning at that time. The DWG was coordinated with Rapid Response activities and meetings were a key participant recruitment strategy along with social media, websites, local education institutions, and the Workforce Center to inform potential participants of services available.

As of 6-30-22, 627 participants were enrolled in the DWG awarded to Local Area IV. Of those 627 participants, 311 received Occupational Skills Training and 1 received On the Job Training (OJT). There were 169 participants that received 387 different supportive services, and 351 of those supportive services were emergency services to assist with rent and utility payments. Five participants were assisted with childcare and 31 participants were assisted with transportation for training. During the timeframe of the grant, the Workforce Alliance responded to 1,107 employers, for layoffs impacting 61,448 individuals; of which 46,444 were COVID related layoffs. There were 4,939 Rapid Response packets distributed in person and 22,238 packets delivered electronically.

ReEmployment Services And Eligibility Assessment

Reemployment Services and Eligibility Assessment (RESEA) is a collaboration between the Kansas Department of Commerce and the Kansas Department of Labor. The goals of RESEA are to shorten the number of weeks Unemployment Insurance (UI) benefits are claimed, prevent, and detect UI overpayments, decrease the likelihood of claimants exhausting UI benefits, cost savings to the UI trust fund and rapid reemployment for UI claimants.

RESEA is provided in sixteen KANSASWORKS Workforce Centers around the state. There are fifteen grant-funded positions located at five Workforce Centers. Wagner-Peyser funded staff provides RESEA services in offices that do not have dedicated staff. Claimants scheduled for RESEA are required to report to a Workforce Center as a condition to receiving UI benefits. RESEA has scheduled 1,726 claimants for services with 756 completing RESEA over the course of this program year.

My ReEmployment Program (MRP)

Beginning June 2021, My (Re)Employment Plan (MRP) was revived and updated in HB2196. program is a collaboration between the Kansas Departments of Commerce and Department of Labor and KANSASWORKS Workforce System and provides enhanced reemployment services to Kansans who are unemployed and looking for work. The program connects unemployment recipients who have received three consecutive Unemployment Insurance payments with KANSASWORKS.com. Selected claimants are required to complete a Job Search Plan and have an active resume in KANSASWORKS.com. Customers needing assistance are encouraged to visit their nearest Workforce Center. During the month of June, 14,773 claimants were notified of their required participation in the My (Re)Employment Plan program. 11,785 have successfully completed all program requirements, the remaining 2,988 potentially returned to work prior to completion or other unknown factors. 848 were waived from participation, mainly due to returning to work.

Phase 2 of the My Reemployment Plan program has Workforce Center Staff providing customized staff assisted services to claimants who have completed their requirements. Staff in each local area review active resumes for MRP participants and make contact providing an overview of Workforce Center services and tailored services dependent on their job search plan and needs. These services consist of resume reviews, mock interviews, partner referrals and other reemployment services deemed necessary to assist them in their job search efforts.

MRP Website Link:

My Reemployment - Kansas Department of Commerce (kansascommerce.gov)

SERVING VETERANS

Jobs for Veterans State Grant (JVSG)

The Jobs for Veterans Grant (JVSG) works directly with local Veteran populations and the military installations of Fort Leavenworth, Fort Riley, McConnell Air Force Base, and Forbes Field. This overview provides a snapshot of KANSASWORKS Veteran employment representative outreach across Kansas. JVSG staff continue to attend virtual and in-person Society for Human Resource Management (SHRM) and Chamber of Commerce meetings as well as providing services to Veterans attending colleges, universities, and technical colleges. This is used to target Veterans, transitioning service members, and military spouses in Kansas for the purpose of marketing workforce center services across the state while ensuring that Veterans, transitioning service members, and military spouses are made aware of "Priority of Service" at any of the Workforce Center locations across the state.

Veterans served in the Workforce Centers - During the fiscal year, 3,940 Veterans were served within the Workforce Centers with 2323 receiving further assistance by Disabled Veteran Outreach Program Specialists (DVOP) based on identification of significant barriers to employment. This assistance consisted of customized resume assistance and/or review, workshops, Veterans individual employment comprehensive assessments, and basic employability skills needed for each individual Veteran's needs. Through outreach by this staff a total of 3,057 Veterans, transitioning service members, and military spouses requested more information and assistance through the KANSASWORKS.com website. Additionally, for the fiscal year, 4,569 employer engagements were made by Local Veteran Employment Representatives (LVER), **1,371** of which were with federal contractors. Disabled Veterans Outreach Program Specialists (DVOP), in partnership with the Department of Veterans Affairs Veterans Readiness & Employment (VR&E) program, assisted **601** special disabled Veterans with **58** obtaining employment during the fiscal year. A total of **433** Veterans, transitioning service members, and spouses received job placements.

JVSG Staff conducted email outreach to 21,245 Veterans and transitioning service members throughout the fiscal year to provide DVOP Newsletters containing information on DVOP services, advertisement of virtual and in person job fairs, dissemination of resources and free training information as well as new developments in Veterans benefits and Veteran news. Additionally, throughout the fiscal year, JVSG staff conducted outreach to 5,567 Veterans, transitioning service members, and spouses these "in-person" presentations were conducted during transition briefings on the military installations and other non-profit meetings with the purpose of discussing employment services and opportunities in Kansas.

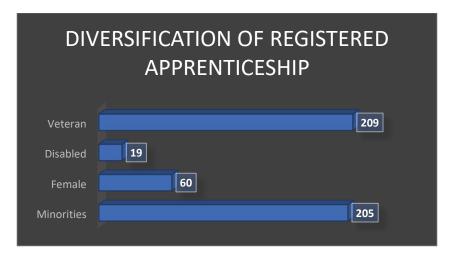
KANVET.org provides direct access to state of Kansas Veteran-specific resources and benefits without having to navigate multiple state and federal agency websites. The most popular searches conducted include employment, support services, and educational information and opportunities. Please take a few minutes to view the site and see what it offers to our Kansas Veterans, spouses, and those still serving our nation. www.kanvet.org

REGISTERED APPRENTICESHIP

During the PY2021, Kansas closed the Registered Apprenticeship State Expansion Grant (RASEG), which supported 432 apprentices and 13 new and existing program enhancements. In addition to RASEG, Kansas with the capacity continues building employers/sponsors through Building State Capacity to Expand Apprenticeship through Innovation (RACAP) grant. Commerce has an existing partnership with the Kansas Local Workforce Development Boards (LWDBs) to further enhance capacity of the expanded RA strategies. This collaboration provides the ability to integrate RA with workforce development strategies through the LWDBs to serve, enhance and strategically scale RAs reaching geographic areas throughout the state, as well as increasing diversity of Registered Apprenticeship Program (RAPs) populations.

Kansas currently uses a dual data entry process to enter apprentice data into the RAPIDS, State Apprenticeship Agency (SAA) system and KANSASWORKS.com, Kansas case management system. RAPIDS comprehensively collects all apprentice and program data including those served through grant programs as described above and those served externally. For FY2022, Kansas reported 973 *new* apprentices with 13 *new* programs.

Kansas continues to support diversification in the populations being served in the Registered Apprenticeship Program



Of the 973 apprentices served, 50.7% fall between the ages of 25-44 with the majority (64.2%) having high school or greater education level. The top occupation trained for related technical instruction is Construction Craft Laborer with 201 apprentices enrolled in the program. Starting median wage at beginning the program is \$14.53 with journey worker median wage at \$19.83 or higher depending on occupation. Kansas has secured 21 new programs during the course of the fiscal year.

Kansas continues to serve under-represented populations as well as build programs with new grant opportunities, such as the State Apprenticeship

Expansion, Equity, and Innovation (SAEEI) grant. With this initiative, Kansas will have the opportunity to change the model for serving this population and potentially invest in new employer sponsor programs by means of collaboration through intermediaries and LWDB's. Currently, there are a total of 7 intermediaries and 5 LWDB's working in union to provide RTI to individuals entering apprentice occupations. During this first year of activity, Kansas reported 29 apprentices enrolled in training. Kansas anticipates this relationship will offer a wider access to workforce supportive services while obtaining on-the-job training through RTI delivered by intermediaries.

OTHER STATE PROGRAM SERVICES

Workforce/Corrections Initiatives/Addressing Barriers to Reentry

The Manager for Justice-Involved Programs serves as the liaison between Kansas Department of Commerce and Kansas Department of Corrections (KDOC) to work Statewide at increasing opportunities for individuals involved in the criminal justice system to rejoin the workforce in sustainable living wage employment. Statewide involvement activities include:

- ✓ Regular meetings with KDOC Executive Director
 of Programs and Risk Reduction, Job Readiness
 Program Manager and Director of Education, to
 discuss goals and connections needed to foster
 employment for individuals exiting the correctional
 facilities.
- ✓ Train Department of Commerce Workforce Services Specialist Registered Apprentices and other staff on assisting individuals who have been involved in the justice system with rejoining the workforce,
- ✓ Providing training for partner agencies on employment support specific to individuals involved in the justice system,
- ✓ Technical assistance and connection to workforce professionals provided to several KDOC staff,
- ✓ Connecting with businesses interested in expanding their hiring pool to qualified justice-involved individuals,
- ✓ Administering **RESPECTWORKS** (Re-Entry Specialized Employment Counselling and Training), an "inside/outside" employment counselling and training program funded by the US Department of Labor.

Pathway Home 2/ReSpECTWORKS

In June 2021, the Kansas Department of Commerce was awarded a \$3,997,764 competitive grant from the US **Employment** Dept. of Labor and **Training** Administration (DOL/ETA) for the Pathway Home 2 project. The period of performance is from July 1, 2021 to December 31, 2024. Pathway Home 2 provides eligible, incarcerated individuals with workforce services within 20 and 180 days of release from a Kansas correctional facility. Participating individuals have access to services that aid them in preparation to enter sustainable, living wage employment in a high demand industry in the local labor market of the community which they plan to return. These services include, but are not limited to; job preparation,

individualized that address plans barriers employment, career exploration and planning, counseling, assistance obtaining state identification required for employment, and assistance linking residents to the social services required to help them transition back to their communities. A key feature of this program is the participants' case manager, with whom they have built a relationship, remains with them post-release to support skill-building, job attainment, and employment retention. Partnerships with internal and external service providers ensure that participants' barriers to employment are addressed, to aid in their success and reduce recidivism. Enrollment began in January 2022 and as of June 30, 2022, there were 48 participants enrolled in the program.

Retaining Employment and Talent After Injury/Illness Network (RETAIN)

RETAINWORKS is part of the **Retaining Employment and Talent After Injury/Illness Network**(**RETAIN**), a federally funded initiative exploring early stay-at-work/return-to-work (**SAW/RTW**) intervention strategies that keep people in the labor force following illness or injury.

RETAINWORKS is funded by the U.S. Department of Labor and the Social Security Administration under a grant award of \$21,600,000 to the Kansas Department of Commerce. The primary goals are to increase employment retention and labor force participation, and to reduce long-term work disability among project participants.

Through a statewide collaboration between three of the largest medical systems in Kansas, Ascension Via Christi, Stormont Vail, and the University of Kansas Health Systems, in partnership with all five Local Workforce Development Boards, up to 14 FTE Nurse Navigators and 10 FTE Workforce Coordinators will be coordinating health and employment service delivery to support the employee in returning to or staying at work. Additionally, 6 FTE Referral and enrollment leads will track program progress and assist with recruitment and training of participating Medical Providers.

Enrollment for the program started just prior to the end of the year. As of June 30, 2022, 39 individuals were enrolled (20 were in control group and 19 treatment) and 7 had already returned to work by the end of the reporting period.

The overarching goal of **RETAINWORKS** is a cultural change to viewing employment as an outcome of medical treatment.

WorkKeys / National Career Readiness Certificate

WorkKeys National Career Readiness Certificate (NCRC®) is an assessment-based credential issued at four levels: Platinum, Gold, Silver, and Bronze. The NCRC measures and certifies the essential work skills needed for success in jobs across industries and occupations. The WorkKeys (NCRC®) has helped Kansas businesses streamline the selection process for hourly manufacturing employees. The level of certificate easily indicates if the job seeker can grasp key concepts to be successful in the manufacturing industry. Other Kansas businesses have used the WorkKeys (NCRC®) to provide wage increases if the employee reaches a higher certificate level. The Kansas Workforce Centers provide the WorkKeys National Career Readiness Certificate (NCRC®) at no cost to the Employers and the Job Seekers.

The credential is awarded in four levels and verifies skills proficiency in:

- ✓ Problem solving
- ✓ Critical thinking
- ✓ Reading and using work-related text

- ✓ Applying information from workplace documents to solve problems
- ✓ Applying mathematical reasoning to work-related problems
- ✓ Setting up and performing work-related mathematical calculations
- ✓ Locating, synthesizing, and applying information that is presented graphically
- ✓ Comparing, summarizing, and analyzing information presented in multiple related graphics

A National Career Readiness Certificate is earned by achieving a Level Score of 3 or better on all three WorkKeys assessments:

- ✓ Applied Math
- ✓ Workplace Documents
- ✓ Graphic Literacy

Assessments Administered and Certificates earned statewide:

| Platinum | 265 |
|--------------|-------|
| Gold | 335 |
| Silver | 372 |
| Bronze | 286 |
| TOTAL | 1,258 |

Workforce Aligned with Industry Demand (AID)

Industry demand for skilled workers in Kansas is significant, and the skills gap faced by many Kansas employers requires new, creative solutions to overcome the challenges and create a pipeline of qualified employees. In partnership with the Kansas Board of Regents, the Kansas Department of Commerce developed Workforce Aligned with Industry Demand (AID) to address the skills gap currently challenging companies across the state.

Employers drive the training process

While training providers are selected based on a competitive bid process, it is employers who define how the training is developed. Employers outline the skills and credentials their employees need to find success and work directly with training providers to create a curriculum that will deliver positive outcomes.

Designed for mutual success

Businesses lead the selection process, identifying candidates who meet their needs and requirements, and then extend contingent offers to the candidates selected. Potential employees have the opportunity to learn about a company, its culture, and opportunities before accepting a contingent offer and beginning training. This leads to an overall reduction in training and recruitment costs, as well as increased retention of employees hired through the process.

Additional information:

https://www.kansascommerce.gov/program/workforce-services/workforce-aid/

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) program is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. This allows the individual to move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers. An employer can receive a federal tax credit that varies between the amounts of \$2,400 to \$9,600 per applicant.

The WOTC program implemented a new interface system to automate and assist with eliminating the backlog of application requests.

At the beginning of PY21, the Kansas WOTC program had a backlog to process approximately 151,000 application requests.

There are zero remaining application requests to process for year-end PY2020.

In PY21/ 66,890 <u>new</u> certification requests were received.

This is a federal tax savings to Kansas businesses of almost \$89 million. The largest numbers of workers certified as eligible were recipients of Supplemental Nutrition Assistance Program (SNAP), followed by Temporary Assistance for Needy Families (TANF), Rural Renewal Counties (RRC), Ex-felons and Long-term Unemployment Recipient (LTUR).

The average tax credit per certification to the employer is \$2,650.55.

Trade Adjustment Assistance (TAA)

The Trade Adjustment Assistance (TAA) Program is designed to assist workers who experience a lack of work as a result of U.S. foreign trade. Worker groups are identified within a certified TAA petition. In addition to reemployment services provided through the Workforce Centers, they receive individualized assistance from TAA Case Managers who provide indepth benefit details, enroll them in services, provide employment counseling and assistance throughout their TAA enrollment. The TAA Program provides adversely affected workers an opportunity to update their skills to increase their marketability for the ever-changing competitive workforce. In addition to Training Benefits (both classroom and work-based), workers may be eligible for income support in the form of Trade Readjustment Allowances (TRA) while attending TAA Approved Training. Out-of-Area Job Search Assistance, Relocation Allowance and Reemployment Trade Adjustment Assistance (RTAA) are also available. Adversely affected workers must apply for the TAA Program for an eligibility determination and then apply for each TAA Benefit.

In PY2021 the Trade Adjustment Assistance (TAA) Program served 806 TAA Workers in total. Unfortunately, Kansas saw a significant decrease in TAA Enrollments. However, on the contrary, TAA has seen a steady increase in Reemployment Trade Adjustment Assistance (RTAA) with 42 TAA Workers taking advantage of the wage subsidy benefit. Many TAA Workers across the state have gained reemployment through recalls or new employment opportunities. This increased number of TAA Workers returning to reemployment has changed the program's strategies to retain participants in the program. The

TAA Team across the state continues to work with these TAA Workers to exhaust all options to continue their TAA Training. In some cases, the TAA T\team has been able to work with the training provider to adjust schedules from full-time to part-time or online learning opportunities so TAA Workers can continue to attend TAA Training while also working full-time.

Even with an increase in reemployment, TAA sponsored 53 new Training Plans during this program year. In addition, 223 TAA Workers successfully completed TAA Training. Supplemental assistance in the form of Transportation Payments were provided to 43 TAA Workers and 5 TAA Workers received Subsistence Payments to defray expenses while TAA Workers attended TAA Training outside their commuting area. In addition, 1 TAA Worker received Relocation Assistance after he completed TAA Training. No TAA Workers took advantage of Out-of-Area Job Search Assistance, but this was reflective of the increase of available employment within their commuting areas.

The TAA Program Administrative Office continued to work very closely with Kansas Department of Labor (KDOL) TRA Unit Staff with a high level of communication and cooperation to define service delivery and update policies and procedures to reflect the Final Rule of the TAA Act published in Fall 2020 and Reversion 2021. Quarterly monitoring tools were used to review all actions across the state of Kansas and make improvements when necessary.

SUCCESS STORIES AND TESTIMONIALS

Kansas Department of Commerce/Department of Veterans Affairs Partnership Pays Dividends

The Challenge: Hayden is a Post 9/11 Era Special Disabled Veteran who was referred to Disabled Veterans' Outreach Program (DVOP) Stephen in May 2021 by his Veteran Readiness & Employment (VR&E) Case Manager from the Wichita VA Medical Center for Job Placement services. DVOP Stephen contacted Hayden to assist him with job searching and obtaining self-sufficient employment. Hayden served in the U.S. Army from 09/2015 to 12/2018, having received an honorable discharge. Upon his discharge from the Army, Hayden received a 40% disability rating from the Department of Veteran Affairs. Hayden has an Associate of Arts degree in Religion from Cowley Community College. He is employed but does not like his job and wants to find another position.

The Workforce Center Solution: DVOP Stephen assisted Hayden with a customized resume and provided coaching on his job interviewing skills. DVOP Stephen assisted Hayden in creating a customized cover letter and collaborated with Hayden to develop a Veterans Individual Employment Plan that outlined very specific steps they would take together to get Hayden job-ready and suitably employed. During the COVID-19 pandemic, the Wichita Workforce Center was closed and DVOP Stephen worked with Hayden virtually via videoconferencing on Zoom. DVOP Stephen was able to meet with Hayden when the Wichita Workforce Center reopened in August 2021. DVOP Stephen listened to the concerns Havden had about his current job situation and how his work environment had become so toxic. DVOP Stephen shared a similar job experience where he had experienced the same issues. DVOP Stephen told Hayden he decided to take a leap of faith and leave his job not knowing what the future outcome would be for him. DVOP Stephen's faith had opened a job opportunity that provided a more prosperous outcome.

The Outcome: DVOP Stephen continued to work with Hayden to provide him with job leads from KANSASWORKS and other search engines. In addition, DVOP Stephen provided encouragement and support to help build his confidence. In September 2021, Hayden said he had left his job without notice and he felt a great weight had been lifted off his shoulders. A week later, Hayden received a job offer from an employer. On October 4, 2021, Hayden began work at the Kansas Heart Hospital in Wichita, Kansas. He is working as a Material Coordinator earning \$18.00 per

hour, working 40 hours a week, Monday to Friday, 40 hours a week. For 90 days, DVOP Stephen provided post-employment services for Hayden to ensure his job retention.

Air Force Veteran Continues to Fly High

The Challenge: Jesse, the Chief of Staff for the 184th Wing Commander of the Kansas Air National Guard, came to meet with DVOP Gordon at the McConnell Air Force Base Transition Office prior to his retirement from the Air Force. Jesse, a former KC-135 pilot, transitioned to the Guard and served on active duty for many years. Although Jesse has a pilot's license and a Top Secret/SCI security clearance, he wanted to find a job at the director level in the private sector. Among his education credentials, Jesse has a master's degree in strategic planning from the US Air Force War College.

The Workforce Center Solution: DVOP Gordon and Jesse teamed together to research senior level positions on KANSASWORKS.com and encouraged him to network through his sphere of influence. He initially found a job that interested him at Bethel College as the Vice President of Finance. While working with Jesse, DVOP Gordon and the rest of the Wichita JVSG team conducted a mock interview with Jesse to hone his interviewing skills. Jesse attended two interviews with the President of Bethel College and had a third and final interview set up when he also applied for a job with the Greater Wichita Partnership. After his interview there, the interviewer told him that while his credentials were impressive, they didn't match the job requirements and suggested he apply for a trust administrator position with the Trust Company of Kansas.

Outcomes and Benefits: After interviewing for the trust administrator job, Jesse decided he wanted to pursue that position instead of the one at Bethel College. Jesse interviewed for the job of trust administrator and was offered and accepted the position with a starting wage of \$60,000 per year. He officially joined TCK on January 1, 2022 and was told several of the current trust fund managers would be retiring within the next two years and he would be groomed to take one of those positions which would lead to a salary approaching \$200,000 per year. Jesse expressed his gratitude for the services provided by the Workforce Center and is looking forward to his new career.

Business Services

Wyandotte County Workforce Center is fortunate to have built strong relationships with multiple companies in Kansas City, Kansas. Every week employers are scheduled to host targeted, onsite hiring events. MPS Group reached out to the Wyandotte County Center and requested space and times they could recruit, screen, and hire job seekers for their General Motors worksite in the Fairfax manufacturing districts of Kansas City, Kansas.

MPS Group is a certified minority business enterprise (MBE) specializing in creative and comprehensive service solutions in the areas of Waste & Byproduct Management, Specialized Industrial and Technical Cleaning and Industrial Wastewater Treatment. MPS Group has partnered with General Motors and Ford Motor Corporation in Detroit for the past 20 years.

MPS hosted an event in the Wyandotte Center on March 9th. Flyers were distributed to Community Partners and Center staff to promote the event, and flyers were posted in high-visibility areas of the Center for two weeks leading up to the event. MPS met with 32 job seekers and made offers to 30 of them. Both MPS Recruiters who worked this event expressed their surprise and delight with the job-seeker turnout, given the tight labor market we're experiencing. They stated a similar event recently held in Springhill, TN, produced only 1 hire over the course of 3 days. And another event in Fort Wayne, IN, which lasted two days only produced 7 hires. This single-session March 9th event at the Wyandotte County Workforce Center easily surpassed those results, and far exceeded the Recruiters' expectations coming into the event.

Wyandotte County Workforce Center also has been a go-to location for hiring events for ABM Industries, Inc. A new \$110 million dollar fulfillment center located at 9700 Leavenworth Road is bringing 500 additional jobs to the Kansas City, KS area. ABM Industries is a facility management provider for various client business across the U.S., to include, notably, Amazon. As of 2013, the company is one of the largest facility management providers in the U.S. with 130,000 employees across 350 offices and various international locations, with a corporate office located in Kansas City, MO.

On September 14th and 15th, a Recruiter from ABM scheduled interviews with job seekers for placement at one of the Amazon facilities in Kansas City, KS. Positions being filled included janitorial and warehouse jobs, with starting pay ranging from \$15.00 to \$18.00 per hour and offering full benefits packages. The Recruiter's goal was to screen and make offers to 37 job

seekers. After two days recruiting and interviewing in the Wyandotte County Workforce Center, the ABM Recruiter reported 39 hires, exceeding the desired goal.

Business Service Representative and DVOP from the Emporia Workforce Center were guest speakers for the Emporia Rotary Club. They were able to speak to over 25 business and community members. DVOP brought information about the new Veteran Education Program through VRRAP. DVOP also discussed résumé, mock interviews, career counseling, and management. BSR spoke about On the Job training programs, registered apprenticeships, and Southeast KANSASWORKS can work with businesses in retaining and retraining employees. Both also discussed some of the other opportunities for training through WIOA.

At the Wichita Workforce Center, Career Center and Business Services staff worked together on a new project entitled Interview Day. Staff completed resume searches in KANSASWORKS, received referrals from case managers in the center, and spoke to all job seekers in the center about the event to ensure all available interview spots were filled for the event. Everyone was assigned to an industry, and they worked to prepare job seekers for an interview with the employer on the day of the event. This was done via resume reviews and mock interviews. The goal was to have employers participate who had multiple openings and who could provide job offers rather quickly. The employers who participated in the event, which took place on June 21st, 2022, included Dondlinger, Starkey, Budget Car and Truck Rental, and Perfekta/Premier. In total, 23 job seekers showed for their interview on the day of the event and 13 individuals were offered jobs. Some job seekers had start dates the Monday following the event. Diane- HR Representative shared the following, "I really enjoyed it and am looking forward to participating again!"

Trade Adjustment Assistance (TAA) Success

Customer shared success in his words: My name is Scott; I just want to share my story about using Trade Adjustment Assistance (TAA) after being laid off. I was laid off from Exacta Aerospace in the summer of 2021. I got in contact with the TAA program and was able to talk to a few people while getting school set up, everyone was great to work with even with some complications that came up due to small details with a first-time school.

I spent 5 years in aircraft 2 of which as the lead for my shop, after being laid off I was not sure what direction to go. I found out about TAA, and they said that I could pick just about any field as long as there is growth

expected and a demand for the career. I selected to go to Oklahoma Horse Shoeing School for a 12-week program. While working to get the school finalized last minute there was some complications but because of Lynette Courtney putting in the long hours and working late I made it to class that weekend! She was awesome help! While there they worked with my school schedule and checked in to see how class was going. Now that I finished the course I have been able to make the move from working for a corporation and making \$25 an hour to now starting my own business, setting my own

schedule, and having the opportunity to make starting out \$50k a year and upwards of \$120k a year! All thanks to the support I had from TAA and especially from Lynette!

Workforce Innovation Opportunity Act Title I Activity

Training Services Provided by Local Area

| Local Area | Adult | Dislocated Worker | Total |
|--|-------|----------------------|-------|
| Local Area I Kansas WorkforceONE | 183 | 36 | 219 |
| Local Area II Heartland Works, Inc. | 184 | 23 | 207 |
| Local Area III Workforce Partnership Inc. | 264 | 24 | 288 |
| Local Area IV Workforce Alliance of South-Central KS | 36 | 56 | 91 |
| Local Area V Southeast KANSASWORKS | 221 | 13 | 234 |
| Total | 888 | 152 | 1,040 |

Participants Served by Local Area

| Local Area | Adult | Dislocated Worker | Total |
|--|-------|----------------------|-------|
| Local Area I Kansas WorkforceONE | 339 | 41 | 380 |
| Local Area II Heartland Works, Inc. | 194 | 25 | 219 |
| Local Area III Workforce Partnership Inc. | 441 | 41 | 482 |
| Local Area IV Workforce Alliance of South-Central KS | 621 | 852 | 1,473 |
| Local Area V Southeast KANSASWORKS | 440 | 17 | 457 |
| Total | 2,035 | 976 | 3,011 |

LOCAL AREA SUCCESS STORIES AND TESTIMONIALS

Local Area I - Kansas WorkforceONE

Vocational Rehabilitation Partnership

Barriers to Employment

Jacob visited the Great Bend KANSASWORKS Workforce Center seeking assistance in securing employment. Jacob worried that because he used a wheelchair, it would be more difficult to find a job. He also reported a history of substance abuse and was residing in a local Oxford House.

Workforce Solutions

Kansas WorkforceONE staff began working with Jacob and made a direct referral to Vocational Rehabilitation Services to partner with them to assist with Jacob's job search and identifying resources that could assist with clothing and or transportation needs. Kansas WorkforceONE staff contacted the manager of a local hotel, and they discussed potential employment opportunities at the hotel and how the job seeker might fit the needs the employer was looking to fill. Following this conversation, the manager agreed to interview Jacob and subsequently offered him a part-time position as a night auditor.

Outcomes

Jacob has now been employed with the Holiday Inn for approximately one year and the manager reports he has mastered all of the skills needed for each of the shifts of the front desk. When Kansas WorkforceONE staff last visited Jacob to provide follow-up services, he was STANDING behind the front desk and WALKED into the conference room. Jacob reports he is in better physical condition, in large part because of his employment and staying physically active. The stability that has developed Jacob's in life has truly transformational. Jacob is not only successful in his job, but he is also regularly active in the leadership of the Oxford Houses in his district. He is an inspiration!

WIOA In-School Youth/Pre-Employment Transition Services

Lee enrolled in the Pre-ETS program through Vocational Rehabilitation and was then referred to Kansas WorkforceONE to enroll into the WIOA In-School Youth program at which point he had the opportunity to participate in a work experience. Lee's Employment Specialist contacted the city office in Garden City and developed a work experience for Lee working in one of the maintenance departments. Lee had the opportunity to work outside and with staff who

instructed and assisted him in learning his daily duties. Lee was excited to begin his work experience as outdoor work is something in which he was extremely interested. Lee completed his work-based experience with the Garden City Cemetery Department. He worked well with the staff and learned essential workplace skills. Lee will be able to continue with his work experience in May 2023. Lee did such an excellent job with his work experience that the Cemetery Department celebrated Lee on his last day, gifting him with a cowboy hat and belt buckle for his last day. Lee's mother said he wears his hat and belt buckle everywhere he goes.

Local Area II - Heartland Works, Inc.

Justice Involved Assistance

Work Based Learning (WBL) Success Story – Manhattan, KS Brianna was a senior at Manhattan High School and was enrolled in the WBL class with an interest in architecture. Brianna was placed with a local architecture firm in Manhattan. Not only did Brianna receive academic credit for the WBL class, but she was also paid for her time as an intern. She was treated just like an architect and was encouraged frequently to submit sketches when needed and had the opportunity to sit in on client meetings. Her overall experience was fantastic, and Brianna is currently enrolled at Kansas State University in architecture.

Reemployment Services & Eligibility Assessments (RESEA) Success Story

Justin is a Campaign Veteran who came to the Workforce Center after his welding contract ended. He had been working full-time at Tradesman International as a Welder earning \$23.00 per hour. Justin had one barrier to employment: Older Worker. Justin was enrolled in the RESEA program in March after being unsuccessful at obtaining employment. Justin was looking for work as a Welder Supervisor. The RESEA case manager met with him at the end of March to discuss his employment goals moving forward and to address his barrier to employment. Case manager informed Justin he should highlight his 30+ years of experience in interviews. Case manager also reviewed his resume and provided additional tips to make it job ready and not to show his age. Justin applied the tips given to him and updated his resume KANSASWORKS.com. Case manager contacted Justin just before the Memorial Day weekend and he stated he was talking to an employer who was going to hire him after the holiday. When case manager contacted him after the holiday to inquire about his employment, James stated he would be starting on June 13th. James was extremely excited about finally obtaining a position. James had accepted a full-time position as a Shipping/Receiving Manager earning \$55,000 per year.

Local Area III - Workforce Partnership

Deepening Work with Special Populations

Local Area III hosted the virtual, Kansas City metro 2021 Disability Mentoring Day (DMD) on November 3rd, with approximately 100 participants, including individuals with disabilities, as well as area high schools and services agencies who serve those individuals. This is the local event recognizing National Disability Employment Awareness Month, promoting career development for students and job seekers with disabilities through career exploration and ongoing mentoring relationships.

In previous years DMD Kansas City grew into two inperson events, one on each side of the state line, offering sessions on job searches, interviewing, resume help as well as career exploration with employers, and networking with service organizations. The content this year included several employment trainings videos, plus employer spotlights including FedEx, Hy-Vee, Advance Auto, Spectrum, and Golden Scoop, great employers with mature disability hiring practices. Of even greater interest was the panel discussion featuring three individuals with disabilities, answering questions from participants and the moderator regarding their job search and current jobs.

Local job seekers came out in full force to the Fair Chance Job Fair in Wyandotte County. The job fair was organized specifically for justice involved job seekers. One hundred and Forty (140) job seekers participated in the hiring event that took place in the Kansas City Kansas Community College's Technical Center. The fair was organized by Johnson County Workforce Center and included 26 area businesses in addition to 3 resource tables. Employers say they were impressed by the high turnout, and job seekers reported being very excited about all the opportunities the event provided.

Rapid Response Success

"Lucinda" was displaced by a mass layoff at Waddell & Reed where she had worked in software development for about 15 years. She had also performed some project management duties and tasks through the years but had never been trained in project management per se and never held an official job title of such. After the layoff and having been unemployed about 7 weeks, it was clear the absence of a credential was going to be a hurdle in

trying to replace or come close to her salary at layoff. Project management was a logical choice given what the current job market was wanting. Lucinda decided to enroll in Project Management training and test prep at Johnson County Community College. Within 3 weeks of completing the course, she landed a position as Business Analysis Manager with the National Association of Insurance Commissioners (NAIC) making \$130,000 per year, representing a 6% increase over her prior salary. Lucinda is still employed with NAIC and has already received a performance pay increase since her hire. Unsolicited, she recently emailed her Career Navigator to touch-base and express gratitude, writing "Just a quick email to check in. I am still with the NAIC and loving it!"

My Re-Employment Combines with Mature Worker Program

"Susan" came to the Wyandotte Workforce Center for My Re-Employment services and, as an older worker, and was referred to the Mature Worker Program for intensive services. She had been working as a file clerk for the last 6 years and just wanted to find the same type of work. Staff explained that file clerk positions are very limited these days and engaged her in a conversation about other areas of interest. She shared she was reluctant to try anything new. Susan was not computer savvy, very timid with low self-esteem and ready to give up. Staff also encouraged her to improve her digital skills so she could apply for unemployment through the website on her own, as well as apply for jobs online. Although her first job application took her 3 hours to complete, she succeeded and was proud of herself. She thanked the staff for their assistance and patience and said she would return the next day to apply for another job. Over the course of several weeks following, Susan made the Workforce Center her home and applied for many positions of interest. Staff also encouraged her to attend a hiring event at the KCKCC Technical Education Center. Since Susan had no experience in navigating a job fair, staff met her at the event and introduced her to employers with suitable open positions. After a while, Susan began working the job fair on her own which resulted in her obtaining 2 interviews. The next day, she was back in the Career Center taking an assessment from one of the two companies. She continued this committed pace from May through early July. During this time, she also earned a certificate of completion for basic computer skills. On July 9th she received an offer for full time employment in housekeeping at an exclusive senior living center within 10 minutes of her home, for the same wage she was making at her old job. She glowed with confidence and thanked staff for continuing to push her.

Local Area IV – Workforce Alliance of South-Central Kansas

Wichita Workforce Center Provides Assistance

Dislocated Worker Services

Courtney was referred to the Workforce Center in July of 2020 due to a layoff from his employment in the aviation industry. Prior to his layoff, Courtney was working full time as an Engine Mechanic making \$33.20 per hour. Courtney was seeking training to upgrade his skills to stay in the Aviation industry but in a different occupation. Courtney is a single father to three children, so it was crucial for him to be able to match or exceed the income he earned prior to his layoff.

After working with a Workforce Professional, Courtney decided on training at a local community college for Non-Destructive Testing. He began training in August of 2020. While attending training he took advantage of fuel assistance supportive services to assist him in traveling to school. Courtney was able to gain entry level employment at a local aviation employer towards the end of his training to assist in providing for his children. While this entry level employment led to less income than prior to his layoff, he was able to gain experience and earn income while attending school.

Courtney graduated in June 2022 with his NDT Technical certification. This certification allowed him to obtain a promotion and wage increase at the aviation employer he was working at. Courtney is now earning \$39.56 per hour with full benefits and is again able to support his family.

Local Area V - Southeast KANSASWORKS, Inc.

Youth Program Success

Braiding Services to Benefit our Local Employers

Colt was unemployed when he applied at Mr. Electric. He previously worked for a police department and had no experience as an electrician. He wanted to make a career change and hoped Mr. Electric would take a chance on him. After the interview, Mr. Electric saw Colt's potential but expressed concern with his skill gap. So, Mr. Electric contacted Southeast **KANSAS**WORKS about the On-the-Job Training (OJT) program.

Workforce Center staff enrolled Colt as a WIOA Adult to begin his OJT with Mr. Electric as an Electrician starting out at \$15.00/hr. Due to his quick learning and potential, Mr. Electric moved Colt into Registered Apprenticeship (RA) training when his OJT was complete.

WIOA Youth Success Story

The Challenge

Ethan comes from a family where his father is the sole income earner. During the height of the pandemic, Ethan's father began seeing changes in his schedule and started working fewer and fewer hours due to a shortage of materials at work. Ethan was referred to Southeast **KANSASWORKS** by his Building Trades Instructor at the High School to see if he would be eligible to participate in a summer work experience program.

The Solution

Southeast KANSASWORKS conducted a comprehensive assessment of Ethan's knowledge, skills, abilities, and interests. Ethan completed LifeWorks to improve his employability skills and was able to participate in a summer work experience working in the construction field. Ethan worked 32 hours per week doing demolition, concrete repair, and some carpentry for the school district. Ethan was able to earn money to provide for himself and alleviate some of his father's financial burdens.

The Outcome

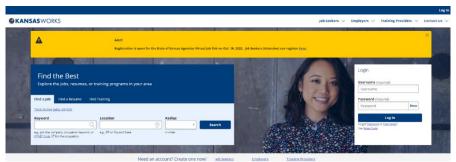
Ethan worked throughout the summer until school started. He was able to gain valuable experience in the construction field and soft skills that will help him succeed in future employment. Ethan is currently in his senior year of high school and is making all A's and B's. Ethan plans on joining the military after high school and has made his father very proud.

SYSTEM

KANSASWORKS.COM

During PY2021, KANSASWORKS.com continues to adapt to the needs of Kansas employers and jobs seekers as well as expansion of programs. KANSASWORKS.com, hosted by America's JobLink Alliance (AJLA), expanded to include additional

enrollments for new grants such as **RETAIN***WORKS* and SAEEI as relates to the case management modules of the system. Kansas continues to strive to make routine adjustments to the site to foster a welcoming appearance for all users.



Learn more about navigating **KANSAS**WORKS.com at the following link: https://rise.articulate.com/share/bJPUSLzaz5R8sPsIom3iylFk0QEu6wiZ

KANSASWORKS.com is available on a mobile application as well. Job seekers can access the most

current jobs through applications on smart phones, tablets or through the web-based platform shown above.



AJLA has also implemented a third-party security scan for the purposes of data security, integrity, and protection. These security scans will be applied on a monthly basis going forward vs the annual scanning in. previous years. In addition to this, a reorganization of the team resulted in more focused workgroups to address consortium needs. Despite some challenges

with the transition to the newly renovated system, Kansas job seekers, employers, providers, and staff have begun to embrace and appreciate the changes incorporated. The long-term plan will be to continue to make updates to customize the system in an effort to work more efficiently and accurately for our customers. Attachment D

Teams mentioned above include:

- ✓ Customer Success
- ✓ DevOps
- ✓ JobLink/Mobile/Vocal
- ✓ CertLink
- ✓ Data/Reporting/Tableau
- ✓ API/Ingestion/FEDES

KANSASWORKS.com Live Chat

The KANSASWORKS.com Live Chat was implemented in January 2020, and it continues to assist customers with all their online needs from password resets to step- by-step instructions on how to build a resume on our site. Most participants are able to resolve their issues through chat, with no additional follow up needed.

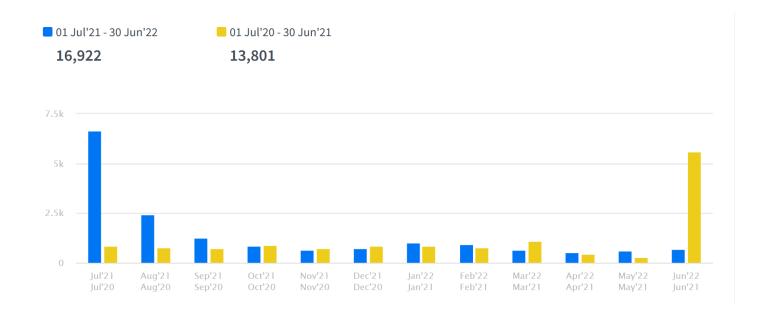
Between 7/1/2021 and 6/30/2022 our digital assistants handled 16.922 customers up from the 13,801

in PY20. The industry's average for online assistance is 1,368 chats. The average satisfaction rate was 91%. The industry average satisfaction rate is 78%. See below and Attachment D for Chat Satisfaction Results..

Ensure accessibility for all populations

To ensure accessibility for all populations, an ongoing accessibility audit is in place for **KANSASWORKS**.com, and the **KANSASWORKS** mobile app. In addition, all staff have received training in working with individuals with disabilities.

Live Chat



VIRTUAL SERVICES

VIRTUAL JOB FAIRS

KANSASWORKS has placed an emphasis on the availability of virtual services, which includes hosting virtual job fairs across the state. Providing access to virtual job fairs has eliminated geographical barriers and has enabled more accessibility to the events for job seekers and employers. This has also reduced the cost and number of staff needed as opposed to a job fair at a physical location.

KANSASWORKS started out the 2022 Fiscal Year with a new Virtual Job Fair provider, an easy to navigate platform with on-going enhancements to meet the needs of its users. The Statewide virtual job fairs are set-up by workforce area and by industry categories so job seekers can easily access the jobs they are looking for. Employers and job seekers can chat back and forth regarding job opportunities and employers can initiate a video conversation if they choose to do so. Employer booths consist of their company bio, logos, social media links, job postings and/or job link. Employers can download a list of job seekers who visited their booths along with resumes if provided by the job seeker.

The first virtual job fair with the new provider was held in the Local Workforce Development Area IV. This event was followed by three multi-employer events and an Early Childhood Education event in September and October in the same workforce area.

Local Workforce Development Area III held three virtual events: October 2021-Targeting Individuals with disabilities, and a couple of small multi-employer events taking place November 2021 and March of 2022.

KANSASWORKS hosted 2-day statewide virtual Job Fairs open for all Kansas employers and job seekers in September and December of 2021 and February and May of 2022. Those events averaged 183 employers participating and 190 job seekers attending.

During the months of November 2021, January 2022, March 2022, and April 2022, **KANSAS**WORKS hosted Virtual job fairs for the Kansas Department of Commerce. These events averaged 58 job seekers. In June of 2022, the Department of Commerce job fair was expanded to include all Kansas government agencies.

Twenty-five agencies participated with 199 job seekers attending.

The events are promoted to KANSASWORKS employers, Kansas Chambers, Economic Development Directors, Kansas Government Agencies, Kansas SHRM, via social media and other employer lists. To promote the events to job seekers, 1000's of emails is sent seekers registered KANSASWORKS.com along with emails to Kansas Post-Secondary schools, Skills USA, JAG-KS, Kansas Libraries, Kansas Military installations, posting and social media postings. Press Releases are sent out for events and Kansas Department of Labor shares the information with unemployment claimants. To connect with additional College students in Kansas and contiguous states, the job seeker flyer was also posted on Handshake.com on multiple school accounts.

GOVERNOR'S RESERVE FUND

In addition to required activities mandated in Sections 129 and 134 of WIOA, the Governor has used reserve funds to support projects designed to implement innovative programs and strategies to meet the needs of all employers in Kansas, and to develop strategies for effectively serving individuals with barriers to employment.

Governor's Reserve Funds are also used to fund staff who develop strategies for effectively serving identified populations with multiple barriers to employment, including individuals with disabilities, justice-involved job candidates and older workers.

Neosho County Community College

For Example, Kansas Department of Commerce continued its project with Neosho County Community College to provide underserved youth postsecondary education and training in preparation for demand occupations.

Funds were granted for a January 15, 2022 start date with the emphasis of youth aging out of Foster Care. The program start-up period resulted in the selection and hiring of a program/case manager and outreach to youth aging out of foster care through public schools, state agencies and social media. As of June 30, 2022, eight participants had been enrolled and had begun both High Scholl/GED preparation and/or postsecondary education programs. The purpose of this project is to demonstrate effective strategies for reducing the multiple barriers this youth population faces when trying to make it on their own when services and support from foster care ends

WorkReady

The Kansas WORKReady! Certificate is a nationally recognized certificate that lets Employers know a job candidate's skills before they even walk into the interview. Job seekers present their Bronze, Silver, Gold, or Platinum Certificate to Employers as proof of skills in reading, locating information, and mathematics.

Workforce Innovation Conference

The Annual Workforce Innovation Conference took place in October and was hosted by the Kansas Department of Commerce and Kansas Board Regents. Presentations and workshops were provided to enhance and improve workforce solutions in Kansas. Plus, The schedule included Local Area discussion groups that provided an opportunity for each local area to discuss

take aways from the conference and share ideas that can be implemented in their Local Areas.

Registered Apprenticeship

The Registered Apprenticeship training programs are available in 1,500 occupations across 170 industries found in businesses of all sizes and last from 1-5 years. Apprenticeship programs are for people of all ages who want to earn a salary while they learn, gaining skills and knowledge. These programs offer employers the opportunity to strengthen and build their workforce providing a high-quality talent pipeline. Registered Apprenticeship programs meet the needs of both employers and job seekers.

KANSASWORKS.COM

KANSASWORKS.com continues to adapt to the needs of Kansas employers and jobs seekers as well as expansion of programs. KANSASWORKS.com, hosted by America's JobLink Alliance (AJLA), expanded to include additional enrollments for new grants such as RETAINWORKS and SAEEI as relates to the case management modules of the system. Kansas continues to strive to make routine adjustments to the site to foster a welcoming appearance for all users.

KANSASWORKS State Board Strategic Plan

Every two years the state board develops a new strategic plan to guide the focus, oversight, and investments of the KANSASWORKS State Board. Additional details can be found on page one of this document as well as on the KANSASWORKS State Board website:

<u>State Plans - KANSASWORKS STATE BOARD</u> (ksworksstateboard.org)

ECONOMIC DEVELOPMENT AND PARTNERSHIPS

Work Based Learning (WBL) Intermediaries

Kansas Work Based Learning Project is comprehensive approach that ensures Kansas students have equitable access to high quality work-based learning experiences designed to prepare each student for postsecondary, and workforce success, in high wage, high demand and critical need occupations of our state and regions. The WBL project includes an integrated partnership between The Kansas Department of Education, Kansas Department of Commerce, Kansas Board of Regents, and the Local Workforce Development Boards. There are five regional workbased learning intermediaries, one in each region, to connect education, business and industry, and economic development in each of the five workforce regions. Intermediaries act as a liaison and expand existing working relationships between education, business and industry, and economic development in the regions. Additionally, Intermediaries coordinate exploration experiences in the identified career clusters for all students that may include job shadows, mock interviews, field trips, internships, and career mentoring.

Kansas Framework for Growth Report

Governor Kelly unveiled Kansas' new, comprehensive economic development strategic plan, the first of its kind in more than 30 years. The Kansas Framework for Growth is an aggressive strategy to align our state's strengths with emerging trends across the global economy, while guiding economic development at state and local levels into the future.

The Framework for Growth was created through data analysis and with input from Kansans statewide. Business and community leaders were engaged to offer suggestions and determine priorities for the Kansas economy, and through a virtual survey and town hall meetings across the state, thousands of Kansans came together to help create the final plan.

The Framework for Growth outlines specific approaches to help develop the state's number one asset – its people. By focusing on talent and innovation, the Framework aims to build resiliency in the Kansas workforce and unlock the potential for new ideas to cultivate and develop into tomorrow's prosperous businesses.

Some key initiatives outlined within Framework for Growth include a renewed emphasis on the following, among many others:

- ✓ Talent development and retention
- ✓ Harnessing the state's colleges and universities for job and business creation
- ✓ Innovation as a driver of new business opportunity
- ✓ Community assets and regional approaches to economic development
- ✓ Policies to support long-term growth

Kansas Framework for Growth | Kansas Department of Commerce (kansascommerce.gov)

WAIVERS AND STATE WORKFORCE CHALLENGES

Waivers

In the fall of 2021, Kansas submitted a waiver request which was approved on December 1, 2021. This waiver of WIOA Section 129(c)(4) and 20 CFR 681.590(b), allowed workforce development areas to count both WIOA local youth formula funds and Temporary Assistance for Needy Families (TANF) funds toward the 20 percent expenditure requirement for paid and unpaid work experience.

Local Area I had plans to implement a pilot program with the Kansas Department for Children and Families, where youth would be co-enrolled in TANF and WIOA Youth programs. As youth were set up on work experiences, TANF funds would be used to pay the wages. Implementation of this pilot program proved to be a challenge as the Department of Children and Families had very low enrollments this last program year. Local Area I also had fewer WIOA Youth enrollments than expected, and they were only able to develop 5 new youth Work Experiences this past program year.

As a result of low enrollment totals and undeveloped work experiences, Kansas decided to let this waiver expire on June 30, 2022, without requesting an extension.

State Workforce System Challenges

Over the last few years, Kansas has seen explosive growth with various economic development projects totaling more than \$14 billion in investment and creating and retaining over 51,000 jobs. Over the same time period the Kansas labor force has remained relatively flat and unchanged. To meet this challenge head on, Kansas is looking at a variety of strategies such as ways to retain young workers in the State, upskilling strategies, and alternate workforce talent pools. Kansas is ready to meet this challenge of expanding the labor force so that our economic development can continue with record setting growth.

LOCAL AREA REPORTS (Attachment A)

Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects can be found in attachment A. This discussion covers a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss. See Attachment A for all Local Area Reports.

Workforce Innovation and Opportunity Act (WIOA) Kansas Title I and Title III Annual Statewide Performance Report Narrative Program Year 2021

CONTENT

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A. LOCAL AREA OVERVIEW, SUCCESS STORIES AND PERFORMANCE

Local Area Kansas Map

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Local Area II – HEARTLAND WORKS, INC.

Local Area III – WORKFORCE PARTNERSHIP

Local Area IV – WORKFORCE ALLIANCE OF SOUTHCENTRAL KANSAS

Local Area V – SOUTHEAST KANSASWORKS

- B. Effectiveness in Serving Employers
- C. Layoff Aversion
- D. System and Customer Satisfaction
- E. Performance Measures, Data and Analysis
- F. WIOA Title I Training Services and Participants Served by Local Area
- G. Data Collection and Data Validation

Workforce Innovation and Opportunity Act (WIOA) Kansas Title I and Title III Annual Statewide Performance Report Narrative Program Year 2021

ATTACHMENT A INCLUDES THE FOLLOWING:

LOCAL AREA OVERVIEW, SUCCESS STORIES AND PERFORMANCE

Local Area Kansas Map

Local Area I – KANSASWORKFORCE ONE

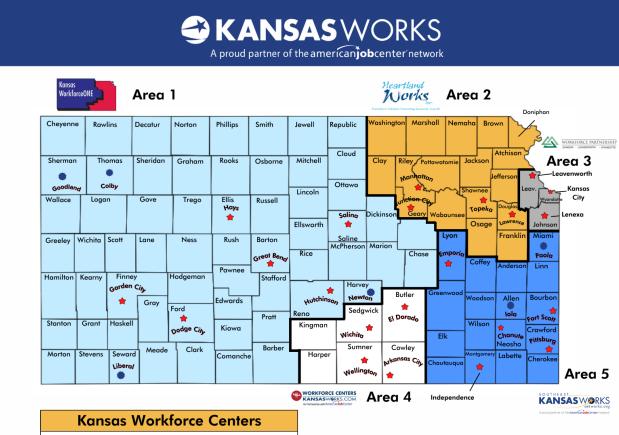
Local Area II – HEARTLAND WORKS, INC.

Local Area III – WORKFORCE PARTNERSHIP

Local Area IV – WORKFORCE ALLIANCE OF SOUTHCENTRAL KANSAS

Local Area V – SOUTHEAST KANSASWORKS

Attachment A





Local Area I - Kansas WorkforceONE Vocational Rehabilitation Partnership

Kansas WorkforceONE in Local Area I, serving 62-counties in Western Kansas, continued to dedicate its resources to the preparation of employment through job seeker services and training of its citizens in highdemand occupations. In PY2021, Kansas WorkforceONE enrolled 340 Adults, 41 Dislocated Workers, and 39 Youth customers, while once again achieving their Board's goal of serving at least one person in every county within their large rural area. During PY2021, Kansas WorkforceONE, exceeded fourteen of fifteen federal performance measures. During PY2021, Kansas WorkforceONE employed a number of strategies to continue to strengthen career pathways, sector strategies, and work-based learning opportunities within the region. Valuable industry specific information has been gleaned from local business and industry, economic development organizations, as well as input and collaboration of Local Area Partners that continues to assist WorkforceONE as they develop and maintain their Local Area I Demand Occupation List. WorkforceONE collaborated with training providers to identify short term occupational skills pathways, OJT opportunities, and registered apprenticeships, all leading to self-sustaining employment. As a result of these relationships, additional training opportunities for jobseekers were developed while maintaining direct partnerships with employers seeking trained employees. Many of these training opportunities have been enhanced over the last couple of years to utilize hybrid and virtual learning platforms. Throughout PY2021, Kansas WorkforceONE researched and identified opportunities for enhanced job seeker services using virtual platforms, new and updated technology, virtual job seeker and employer services, and thorough the creation and application of workforce center staff training and development. In addition, opportunities to create and apply enhanced customer supports were identified and implemented by leveraging partner resources throughout Local Area I. As unemployment numbers remained exceptionally low throughout western Kansas, we continued to see an increase in the number of and severity of the barriers our customers are facing to securing and retaining meaningful employment. Expanded partnerships allowed us to locate resources as well as leverage time and funding to help customers address those barriers so they could successfully job search, complete necessary retraining, and enter sustainable employment. The strong partnerships that WorkforceONE enjoys with our community and technical colleges has aided us in assisting our customers as they continued to navigate changing learning platforms. Kansas WorkforceONE is fortunate to partner with training providers who provide course offerings that meet the current and future needs of business and industry throughout central and western Kansas. identified individualized accessibility needs.

Promising Practices – Workforce Center Staff Professional Development

During PY2021, Kansas WorkforceONE sought to provide workforce training that would be available for all Local Area I workforce staff, selecting PowerNotes, LLC to facilitate the training. PowerNotes, LLC, operated by MaryAnn Lawrence, and is one of four approved trainers nationally to offer the reciprocity training for individuals and groups of workforce professionals to attain the Certified Workforce

Development Professional (CDWP) certification. MaryAnn Lawrence has been invaluable to Local Area I. In addition to delivering the CDWP training, she has provided Local Area monitoring, facilitating regional guidance for strategic planning, served as an expert to our staff and Local Workforce Development Board, and has motivated staff as a guest speaker.

The National Association of Workforce Development Professionals (NAWDP) developed the CWDP certification using research based on the job requirements of a wide range of workforce development roles. The results have been validated by professionals across the nation in a variety of settings as representative of the skills and competencies required for success in the industry. The 5 Competencies the CWDP is based on are:

- 1. Customer Service Methodology
- 2. Diversity in Workforce Development
- 3. Labor Market Information and Intelligence
- 4. Principles of Communication
- Workforce Development Structure, Policies and Programs

force eve men ent

Staff from the Hutchinson KansasWORKS office receiving their award provided by the LWDB for completing the requirements of the CWDP certification.

Over the past year, MaryAnn's expertise has been on full display to all levels of our Local Area staff as they have worked to complete the Certified Workforce

Development Professional (CWDP) certification. This self-paced credential, offered virtually through an extensive library of modules authored and delivered by MaryAnn herself, provided staff with the opportunity to build their base of knowledge while continuing to put what they were learning into practice through their daily work with job seekers, employers, and partners. Following the completion of the required modules, staff were then able to become certified by NAWDP.

Promising Practices – Sustaining Strong Partnerships

Ensuring that jobseekers and customers in Kansas have access to all of the services that they need, is a

priority of Kansas
WorkforceONE. In
addition to regular OneStop Partner meetings,
Local Area I has
collaborated with partners
to launch a Virtual
Resource Room so that
both staff and customers

can access the information



We are so glad you're here!!

that they need quickly while also offering an opportunity for partner to cross-train their own staff. Connecting our customers to partners and other resources is best accomplished by providing real-time direct linkages, including assisting them with applications and setting appointments with partner staff. To assist in preparing staff to develop these connections for their customers, Kansas WorkforceONE has created a virtual, virtual Direct Linkage Training. This interactive training will be available on the Partner page of Kansas WorkforceONE's website, giving all partner staff within Local Area I information to provide meaningful access to their programs and services.

Promising Practices – Vocational Rehabilitation Direct Provider Services

VR-Direct staff provides direct workforce services to individuals with disabilities to achieve success utilizing Vocational Rehabilitation (VR), and WIOA Title IB authorized services. VR-Direct offers job placement services, including employer advocacy for customers referred by VR Counselors to identify barriers and strengths to empower them to become successfully employed. The goal is job placement and retention in integrated, competitive employment settings suitable to their occupational objective. The primary employment service referred by VR is Customized Placement.

Employment Services Available –

Customized Placement Community-Based Work Assessment

Job Preparation Community-Based Job Tryout

Guided Placement Job Coaching

Supported Employment Purchasing Support

Partners – Vocational Rehabilitation Services, Kansas Department of Corrections

PY2021 Report as of June 30, 2022 –

• New Referrals in PY 21: 86

PY 2021 Employment Services (Referral) Type -

- Customized Placement 79
- Customized Placement Supported Employment 2
- Community-Based Work Assessment (standalone) 1
- Job Preparation (standalone) 1
- Job Coaching (standalone) 3

PY 21 Successful Component/Service Completion -

| Service | Total Participants Receiving |
|--|------------------------------|
| | Service |
| Job Development Action Plan | 75 |
| 10-Day Placement in Permanent Paid Integrated Employment | 62 |
| Job Stabilization – Supported Employment Only | 2 |
| 45 Days of Continuous Successful Employment | 55 |

| Extended Ongoing Services Plan – Supported Employment | 2 |
|---|---------|
| Only | |
| 90 Day Successful Case Closure | 52 |
| Community Based Job Tryout | 6 |
| Community-Based Work Assessment | 1 (job) |
| Job Coaching | 17 |
| Job Preparation | 1 |

Business Services - Rapid Response/Job Fairs/Recruitments/Training



Kansas WorkforceONE continued to provide vital employer services by assisting with job fairs, recruiting, and collaborating with employers to develop opportunities to identify potential employees through other creative methods. New highlights include State-Wide Virtual Job Fair, Registered Apprenticeship and Alternative Pool Recruiting across Local Area 1. Staff have been providing Rapid Response to Employers and Job Seekers who have experienced layoffs and have been able to transition many of these dislocated workers to employers who need employees interested in transitioning their skills to a new occupation or industry utilizing on-the-job training (OJT) or other short-term training programs.

Registered Apprenticeship

Local Area 1 has been active with promoting Registered Apprenticeship to employers, employer groups and community colleges. Local Area 1 has enrolled and provided RTI funding for 182 Registered Apprentices with 64 RA Sponsors.

Youth Works/Work-Based Learning

The mission of the LWDB in Local Area I is to "connect employers to a motivated workforce, having the skills to obtain and maintain meaningful employment throughout its 62-county community." Each year, we collaborate with both employers and job seekers to identify training that will prepare our workforce for the jobs in their communities. Local Area I (LA1) currently has 11,016 job vacancies which is compounded by our chronic low unemployment, creating a dire situation for our employers.



Tucky Allen, WorkforceONE, presenting a workshop for Work-Based Learning students.

As a Workforce Development Board, we have long recognized that the recruiting and training of youth in



Kristin Doze, WorkforceONE, delivering a virtual workshop to Work-Based Learning students.

our communities is the key to filling the needs of our employers. Through our partnership with the Kansas Department of Education, Local Area I began providing Work-Based Learning services to schools within the local area. While initially only working with a handful of schools selected by KSDE, Kansas WorkforceONE's

footprint was expanded during the last legislative session when the State of Kansas budgeted additional funds for WorkforceONE to provide these essential services to any school within our local area. This has allowed WorkforceONE to hire a full-time Work-Based Learning Intermediary to provide WBL services to area schools. Kansas WorkforceONE provides numerous opportunities to develop and practice skills needed for in the workforce through a variety of workshops,

speakers, work experiences, internships, and mentorship opportunities. WF1 partners with local educators and staff, employers, and communities to bring real-world experiences to their local youth including events such as Building Bridges, mock interviews, as well as professional development opportunities for Area I staff.



Work-Based Learning (WBL) includes a continuum of awareness, exploration, and preparation that combines an individual's career goals, structured learning, and authentic work experiences implemented through a sustained partnership with Kansas business/industry. Work-Based Learning activities with industry or community professionals culminate in a validation and measurement of acquired knowledge, skills, and employment. Moving into PY2022, Kansas WorkforceONE is engaging with their LWDB Youth Committee and looks forward to convening a group of more than ten partners from within Local Area I who are all committed to developing and introducing additional training opportunities, enhanced supportive services, and work-based learning opportunities for youth throughout central and western Kansas.

| Work-Based Learning Services | Total Provided – PY2021 |
|---|-------------------------|
| Job Shadows | 50 |
| Engaging Employers in Job Shadows and Speaking Events | 30+ Employers |
| Reality U – Financial Literacy Event | 60 Students |

| Building Bridges | 2 School Districts |
|--|----------------------------|
| Workshops (Resume, Financial Literacy, Job Search, Other Ways to | 500+ Students Participated |
| Win, Career Success, and others. | |
| Mock Interviews | 20+ |

Corrections/Pathway Home 2 (ReSPECTWORKS)/Vocational Rehabilitation Direct Provider ReSpECTWORKS (Pathway Home 2)

The Reintegration of Ex-Offenders Pathway Home 2 (ReSpECTWORKS) purpose is to expand employment preparation activities statewide to improve occupational outcomes and reduce recidivism for justice-involved adults. The Kansas Department of Commerce was awarded a total of \$3,997,764.00 in response to Program Year 2021 proposal.

The goals of the ReSpECTWORKS grant include the following –

- Intensive case management pre and post release, supportive services, and suitable employment to justice-involved eligible job seekers.
- Collaborate with Department of Corrections partners to refer and deliver services both pre and post release with interventions and supports.
- Meet with individuals to identify needs and barriers, explore career interests and options, refer to education/training as appropriate, and connect participants with individualized supportive services that will allow them to find and maintain meaningful employment.
- Coordinate and convene an Integrated Resource Team that will work together to assist the
 participant in realizing their employment goals, while also providing follow-up services both pre
 and post release.

We began the Pathway Home 2 (ReSPECTWORKS) grant in January 2022. Kansas WorkforceONE's goal is to enroll 130 justice involved individuals prior to release from incarceration throughout the first two years and complete an additional one year of follow-up with each participant to assist with job retention and track outcomes. During FY2021, WorkforceONE enrolled 33 residents into the program. Throughout the last 20 years, Kansas WorkforceONE has partnered with the Kansas Department of Corrections to provide workforce services to incarcerated individuals and those who are post-release. As a result of the relationship that has been developed, WorkforceONE was positioned to assist with mentoring staff from the other local areas involved in the grant to help them connect with the Kansas Department of Corrections and prepare their staff to provide grant services with residents pre- and post-release. Local Area I's Workforce Coordinator for Justice Involved Services accepted the role of the statewide ReSpECTWORKS Project Manager position on July 1, 2022.

Service Delivery

Through ReSpECTWORKS, Kansas WorkforceONE's Offender Workforce Development Specialists can begin engaging with a justice involved individual up to 6 months before their prison release date. The objective is to assist the participants by providing services that will help lead them into and retain high- demand, self-sustaining jobs in the community through intensive case management. Grant funding is available to provide financial assistance towards occupational skills training, on-the-job training, rental assistance, transportation, work clothes & supplies, mental health treatment, and other individualized services. Residents are amazed and thankful for the range of services available, and success stories are already emerging.

Developing Outcomes

From July 2021 through June 2022, Kansas WorkforceONE enrolled **89** new enrollments and continued working with **84** previously enrolled as they moved through follow-up, totaling **173** justice-involved participants through the VR-Direct, ReSpECTWORKS, and Workforce Innovation and Opportunity Act (WIOA) Adult, Youth, Dislocated Worker, and Apprenticeship programs. These justice-involved individuals were new enrollments, active in our programs, or follow-up through WIOA during FY 2021. The participants were from the community through parole or community corrections, all eight adult prisons, or referrals directly from VR Counselors.

Offender Workforce Development Specialist Testimonials

"It's incredible to see their gratitude for the support and sometimes amazement of the resources that we can provide."

Kathy Stucker - Career Navigator, CWDP, OWDS

"Our program also impacts the people who support the justice involved customer, creating a network that truly believes and is invested in the success of that customer."

Jason Hickson – Career Navigator, OWDS

"We are seeing a shift in employers who are seeing the person and their skills instead of their past. It is about looking to the future and believing in the customers possibilities."

Tom Snyder, Workforce Development Specialist, OWDS

We met in person or remotely with resident's prior to release, who were residing in facilities across our area and utilized virtual technology for residents releasing to our area located in the out-of-area facilities, working with all the Adult KDOC prisons in Kansas. The KDOC Job Specialists, Discharge Planners, and other Re-entry staff have done an excellent job giving us access to residents who may be eligible for our programs and releasing to our 62-county area. Services continued post-release in the community. Participants received numerous services in one-on-one interactions, including resumes and interview preparation, soft skill enhancement, relapse prevention planning, life plans, avoid/cope action plans, and individualized employment plan development. During our one-on-one interactions, we also targeted and addressed criminogenic offender needs and faulty cognitions. Additional services provided to residents, parolees, and community corrections include intensive case management, workforce development, employer-based advocacy, training activities, occupational skills training, and other services based on individual needs. Through VR-Direct, we used customized employment strategies to assist customers in overcoming significant disabilities and barriers to employment. During FY 2021, 172 additional justice-involved individuals were served across our 62-county area through Job Service or Re-employment services at the KANSASWORKS offices. Services included: individualized employment plans, resume assistance, job search assistance, application support,

1

employment referrals, Kansas WorkReady Assessment, soft skill

enhancement, mock interviews, documenting computer skills, and referrals to other agencies for help.

Justice-Involved Individuals Served in FY2021

| | Number of Individual |
|--|----------------------|
| Performance Measure | Served |
| Total justice-involved individuals enrolled, active, or in | 173 |
| follow-up process through WIOA, ReSpectWORKS, | |
| Apprenticeship, or VR-Direct programs during FY2021 | |
| Additional justice-involved individuals served in | 172 |
| KANSASWORKS Offices across Local Area I through | |
| Job Service or Re-Employment services during FY2021 | |

FY2021 Annual One Year Recidivism Rate

| -FY2021, Recidivism Rate for | |
|-------------------------------------|---|
| WIOA/VR-Direct Participants | 8.9% - Of the 101 active or in follow-up WIOA or VR-Direct |
| -Participated for at least one year | participants, 9 individuals returned to prison within one-year |
| and active or in follow-up services | post-release by new convictions, technical violations, or |
| within FY2021. | Absconded status; or were sentenced to new criminal convictions |
| -Post-Release or on Community | while on community corrections |
| Corrections for at least one year | |

FY2021, Annual Average LSIR Scores

| Average LSIR Scores of the above 101 | Total LSIR average- 27.4 |
|--------------------------------------|--------------------------------|
| Justice-Involved Participants | Alcohol/Drug LSIR average- 3.8 |

SUCCESS STORIES

WIOA Adult/Vocational Rehabilitation Direct Service — Barriers to Employment

Upon receiving a direct linkage referral from Vocational Rehabilitation, Kansas WorkforceONE VR Direct staff reached out to Crystal to begin providing intensive workforce supports and services to assist her in identifying her employment goals, her strengths, and opportunities to

help her overcome her barriers to employment. Crystal lived in a small town in western Kansas and felt that because she was previously involved in the justice system, that she would have difficulty in securing and retaining employment that she could also find rewarding. Crystal was also concerned that her disability might interfere with her goals of securing gainful employment, allowing her to earn a living in her community.

Workforce Solutions

Kansas WorkforceONE and Vocational Rehabilitation Services staff met with Crystal and developed an action plan that included services that would teach her how to speak with employers about her justice involvement, how to highlight her strengths, and the positive steps that she was taking to create change in her life. Crystal's Workforce Development Specialist, who is also an Offender Workforce Development Specialist, met with her and discussed how she could present herself and her previous experiences to potential employers. Kansas WorkforceONE staff also taught Crystal about the Federal Bonding program and the Work Opportunity Tax Credit, while practicing her speeches on these topics so that she would feel comfortable and confident in discussing this with employers. Additionally, they discussed the importance of medication management, especially as she prepared to begin working consistently and in a new, unfamiliar environment.





Crystal set an initial employment goal of securing a general labor position, specifically in refuse services. One of Crystal's longer-term goals was to obtain her Commercial Driver's License and find employment in the transportation sector. Crystal's Workforce Development Specialist talked with administrative staff at a local city office, introducing them to the opportunities that Crystal was eligible for, which they showed interest in reviewing an application from Crystal. Upon interviewing, Crystal was offered a position with the city's Street Services Department as a Street Maintenance Worker.

Outcomes

Crystal excitedly accepted the position, especially because they agreed to train her to obtain her CDL when the next class opens in a few months. In the meantime, Crystal is learning how to operate tractors, backhoes, and other types of large equipment. Crystal is now earning a sustainable wage, has full benefits, and is able to take care of her children and her elderly mother who also lives in the home.

Crystal will begin classes for her CDL no later than January of 2023 and is thrilled with it, telling her WF1 Workforce Specialist, "Thank you. I could not have done this without your support. You guys are wonderful."

WIOA Adult/Vocational Rehabilitation Direct Provider

Barriers to Employment

Jacob visited the Great Bend KansasWORKS Workforce Center seeking assistance in securing employment. Jacob worried that because he used a wheelchair, it would be more difficult to find a job. He also reported a history of substance abuse and was residing in a local Oxford House.

Workforce Solutions

Kansas WorkforceONE staff began working with Jacob and made a direct referral to Vocational Rehabilitation Services to partner with them to assist with Jacob's job search and identifying resources that could assist with clothing and or transportation needs. Kansas WorkforceONE staff contacted the manager of a local hotel, and they discussed potential employment opportunities at the hotel and how the job seeker might fit the needs that the employer was looking to fill. Following this conversation, the manager agreed to interview Jacob and subsequently offered him a part-time position as a night auditor.

Outcomes

Jacob has now been employed with the Holiday Inn for approximately one year and the manager reports that he has mastered all of the skills needed for each of the shifts of the front desk. When Kansas WorkforceONE staff last visited Jacob to provide follow-up services, he was *STANDING* behind the front desk and *WALKED* into the conference room. Jacob reports that he in better physical condition, in large

part because of his employment and staying physically active. The stability that has developed in Jacob's life has truly been transformational. Jacob is not only successful in his job, but he is also regularly active in the leadership of the Oxford Houses in his district. He is an inspiration!

Employer Spotlight

Kansas WorkforceONE staff have the opportunity to engage with many employers, representing all workforce sectors. The Holiday Inn Express in Great Bend, Kansas is an employer that local WorkforceONE staff chose to spotlight. *Claudia Elsten*, General Manager of the Holiday Inn Express, has



been an integral employer partner for staff in the Great Bend area. Over the last several years, Claudia has "answered the call" anytime that staff have a job seeker customer who they want to refer for an interview. The trust that has been developed through this relationship with WorkforceONE staff, has resulted in employment opportunities for customers who are directly referred to her, even for jobseekers who are working through various levels of barriers to

employment. While not every referral has resulted in a successful match, Claudia and the Holiday Inn Express, have continued to provide opportunities to customers who staff refer for employment; Claudia is always willing to "give someone a chance." WorkforceONE staff report that "she (Claudia) is straight forward about her expectations and does not pull any punches," adding that "she is one of the most positive and best Second Chance Employers" in the Great Bend area.

WIOA In-School Youth/Pre-Employment Transition Services

Lee enrolled in the Pre-ETS program through Vocational Rehabilitation and was then referred to Kansas WorkforceONE to enroll into the WIOA In-School Youth program at which point he had the opportunity



to participate in a work experience. Lee's

Employment Specialist contacted the city office in

Garden City and developed a work experience for

Lee working in one of the maintenance departments.

Lee had the opportunity to work outside and with

staff that instructed and assisted him in learning his
daily duties. Lee was excited to begin his work

experience as outdoor work is something in which he

was extremely interested.

Lee completed his work-based experience with the Garden City Cemetery Department. He worked well with the staff and learned essential workplace skills. Lee will be able to continue with his work experience in May 2023. Lee did such an excellent job with his work experience that the Cemetery Department celebrated Lee on his last day, gifting him with a cowboy hat and belt buckle for his last day. Lee's mother said that he wears his hat and belt buckle everywhere he goes.



WIOA In-School Youth/Pre-Employment Transition Services

Wenxi was referred to WIOA from Vocational Rehabilitation and the Pre-Employment Transition

Services program. Wenxi was enrolled into the WIOA In-School Youth program where he met with his Employment Specialist and established his career goal, attending culinary school so he can one day own and operate his own food truck. Wenxi was placed at Mama C's Take and Bake for his work experience. This is what Wenxi had to say about it:

"Carla, Mary, and Roger did not think or treat me like I



was less
capable to
do my job
just
because I
use a
wheelchair. I
love the social
interaction of
going to work
every day. I was
always made to
feel that my
contribution at

work was valuable. I had the opportunity at this job to do a lot of food prep, especially for the salad bar, which is one of the things I love to do. Living and working in a small community I





felt proud when people complemented me on my work. Having this summer work experience in food prep helped me decide that I really do want to pursue a career in culinary arts." – Wenxi



Program Year 21 (PY21) Annual Report Narrative

LOCAL AREA II (LAII) – HEARTLAND WORKS, INC.

Heartland Works, Inc. (HWI) serves seventeen counties in northeast Kansas, also known as Local Area II (LAII). HWI coordinates and provides workforce development services across the area, serving both employers and job seekers. Services are provided through a network of partners focused on the economic development of businesses and workers in the area. LAII Workforce Centers are in Junction City, Lawrence, Manhattan, and Topeka with outreach services provided throughout the area.

The focus of PY21 was to begin to rebuild and recover from COVID19 system impacts – primarily a decrease in job seeker and employer utilization of programs and services in the height of the pandemic. In PY21, over 9,000 customer visits (either walk-in or virtual) occurred, which was an increase over the previous program year, but is still lower than pre-pandemic years.

The COVID19 pandemic created an immediate need to find new ways to reach customers and deliver services. Virtual service provision continued to develop and expand in PY21. Social media platform content expanded, additional virtual career fairs were scheduled, staff further refined their skills in meeting with customers through platforms such as Microsoft TEAMS and ZOOM and the www.KANSASWORKS.com live chat feature was more fully utilized. Workforce Centers routinely sent out monthly event calendars and hot jobs lists through email distribution lists and social media channels to promote content which met job seeker and employer needs in the area.

LAII WFC staff have worked diligently to outreach to employers and job seekers to revitalize and expand workforce development services. During the PY21 program year, the LAII Workforce Centers hosted over 281 in-person hiring events with 2,191 job seekers in attendance at those events. These hiring events offered job opportunities for veterans, non-transitioning service members, military spouses, and non-veteran customers.

The work to expand outreach and engagement efforts remains a top priority in PY22.

LAII SECTOR STRATEGIES AND CAREER PATHWAYS

The LAII **WIOA Youth Program** utilizes funded work experiences, combining academic and occupational learning, to help youth research careers, identify pathways of interest, learn indemand work skills, and develop work-related references for future career endeavors. In PY21, over 83 WIOA youth participated in paid work experiences at over thirty different worksites. Youth gained experiences in a variety of occupations, including customer service, office/administration, hospital admissions, dietary, patient transport/logistics, retail, arts programming, photography, archiving, and facilities maintenance. WIOA Youth funded work experiences provide vital education and employment experience for youth. While participating in work experiences, youth not only earn a wage and develop excellent work references, but they also learn about a variety of careers and the steps needed to develop progressive skills which promote movement along the career pathway.

HWI WIOA Employment & Training Specialists (ETSs) have a well-developed partnership with the Topeka Electrical Joint Apprenticeship (JATC) training program. WIOA Adult funding is utilized to help offset the apprentices' costs of books/reference materials/curriculum for their first year of a five-year electrician apprenticeship. This partnership has existed for many years. In PY21, eighteen apprentices were enrolled in WIOA and received funding to support the first year of their apprenticeship training. Of those eighteen, sixteen completed their first year successfully and entered their second year of apprenticeship with a wage increase. The partnership between HWI WIOA programs ant Topeka JATC continues in PY22.

LAII WORK BASED LEARNING (WBL) ACTIVITIES

In PY21, HWI continued its partnership with the USD #383 Manhattan-Ogden School District funded by the Kansas Department of Education to develop and implement WBL opportunities in LAII.

Manhattan High School (MHS) Elective Fair: The HWI WBL Intermediary had a table with information about the WBL program for the student advisory fair during the school day. All students/grade levels were invited, with emphasis on junior and senior students at a specific time. A separate elective fair was held that same day in the evening for the parents to attend. The WBL Intermediary met with several parents about students taking the MHS WBL class as a senior and the importance of job shadowing prior to the student's senior year. Program information was handed out and a signup sheet provided for students and parents who were interested in job shadowing and/or the senior class at both events.

KANSASWORKS Career Fair: The HWI WBL Intermediary invited students from the surrounding area high schools to attend this industry specific career fair held in Manhattan, KS. This career fair was centered around the construction, agriculture, manufacturing, and distribution trades.

This career fair was hosted by Kansas Department of Commerce and Manhattan Area Chamber of Commerce. Three area high schools attended a special student only time prior to the career fair opening to the public. This time for students only was very well received by the businesses attending the career fair, as we received positive feedback about the students attending, the importance of the businesses reaching future employees and what types of training and education the students would need to become an employee. Some employers who were in attendance were: Michelin, Hayden Tower Service, Caterpillar, Bayer Construction and Parker Hannifin Corporation.

Manhattan High School In-House Career Fair: Manhattan High School hosted an in-house career fair for students who were still undecided about post-graduation plans or students that have indicated that they will not be attending any type of education or training program after high school graduation. This career fair took place during students' advisory period and was open to all MHS students. However, senior level students were encouraged the most to attend. The HWI WBL Intermediary assisted with contacting area businesses to attend this career fair. Employers in attendance included: Lamunyon, Big Lakes, Footlocker, BHS Construction and Manhattan Parks and Recreation.

During PY21, HWI assisted Wamego High School with their WBL program as well:

<u>Wamego High School In-House Career Fair:</u> Local area schools were invited to Wamego High School for an in-house career fair. This career fair had employers from all sectors from Wamego, Manhattan, Salina, and Topeka areas. The HWI WBL Intermediary assisted with the set up and was able to network with other high school counselors who attended with their students. Employers in attendance included: Midwest Concrete Materials, BSNF, Kan-Equip and City of Wamego.

LAII DISABLED VETERAN OUTREACH PROGRAM HIGHLIGHTS

LAII DVOP conducted email outreach to over **7,000** Veterans and Transitioning Service Members throughout the program year with DVOP Newsletters to offer DVOP services, advertising virtual and in-person job fairs, to disseminate resources and free training information as well as new developments in Veterans benefits and Veteran news.

Results: Over 50 clients initiated contact and engagement with DVOP; leading to answering questions and providing additional services for new, current, and previous clients. 10 Clients that responded to outreach notified DVOP that they had interviewed and/or gained employment. DVOP was able to provide additional follow up and ensure the placements were recorded in **KANSASWORKS**.com.

LOCAL VETERAN EMPLOYMENT REPRESENTATIVE (LVER) HIGHLIGHTS

LAII LVER's embedded in the LAII Business Services Team (BST) coordinated with staff within the Workforce Centers for hiring events. The LVER and the BST worked with local employers such as Frito-Lay, M&M Mars, Inc., Caterpillar, Russell Stover, Smithfield Foods, Foot Locker, Berry Plastics, and USDA.

LAII PROMISING PRACTICES

Heroes Make America Partnership

Heroes Make America (HMA) is a ten-week program sponsored by the Manufacturing Institute, National Association of Manufacturers, Junction City Workforce Center (KANSASWORKS), Kansas State University and Washburn Institute of Technology providing completers with a Production Technical Certification. The program was piloted at Fort Riley in 2018 and continues to be successful. It prepares soldiers who are exiting out of the military to transition into a thriving manufacturing career field. The first week of class is held at the Junction City Workforce Center where transitioning service members from Fort Riley and Fort Leavenworth are guided by Veterans Employment Representatives and Workforce Service Specialists. The class participants learn about the benefits of registering on KANSASWORKS.com which they complete during the class. Participants receive instruction on understanding their soft skills, military culture vs civilian; customized resume assistance, wage negotiation, Job Success, and LinkedIn workshops; labor market information; interviewing skills and preparation for the thirty second elevator speech for use at job fairs. They take the WorkKeys assessments and are awarded the National Career Readiness Certificate. The program also provides tours of several manufacturing plants, networking opportunities and both live and virtual interviews. WIOA Title I Adult and/or Dislocated Worker funds allocated by HWI are used to sponsor students who choose to apply for assistance and are determined eligible for WIOA funding. The ten-week program has been extraordinarily successful in retaining transitioning service members in Kansas. For PY21, the program has produced thirty-nine graduates, who upon program completion were placed into civilian employment.

Career Skills Program/ DOD Skills Bridge

These programs afford transitioning service members (TSMs) the opportunity to participate in employment skills training (EST), on-the-job training (OJT), pre-apprenticeships and internships with a high probability of employment in high-demand and highly-skills jobs. Participation must occur within the last 180 days of military service, with an honorable discharge. This program is a partnership with Fort Riley Transition Assistance Program counselors and Transitioning Service

Members, workforce staff match the occupations and bridges the TSM's with local employers in Local Area II. The program is a "no cost" to participants or the employers.

Kansas Employment Exploration Program (KEEP Veterans Here) designed for TSM's and families for an opportunity to visit communities and employers around the state seeking employment and community environment. Over the past year, JVSG staff provided eight (8) presentations to Fort Riley – Garrison Town Hall meetings. The KEEP program has been reinvigorated after the COVID epidemic. This partnership is between the Workforce Centers, Chambers of Commerce, cities, and Fort Riley. The program is a "no cost" connection to Transitioning Service Members, family are transported from the installation to the communities. Communities provide a free lunch and an overview of the community which includes housing market, family necessities and employment opportunities.

LAII SUCCESS STORIES*

*Client names changed for confidentiality

Work Based Learning Success Story – Manhattan, KS

Brianna was a senior at Manhattan High School and was enrolled in the WBL class with an interest in architecture. Brianna was placed with a local architecture firm in Manhattan. Not only did Brianna receive academic credit for the WBL class, but she was also paid for her time as an intern. She was treated just like an architect and was encouraged frequently to submit sketches when needed and had the opportunity to sit in on client meetings. Her overall experience was fantastic, and Brianna is currently enrolled at Kansas State University in architecture.

Reemployment Services & Eligibility Assessments (RESEA) Success Story

Justin is a Campaign Veteran who came to the Workforce Center after his welding contract ended. He had been working full-time at Tradesman International as a Welder earning \$23.00 per hour. Justin had one barrier to employment: Older Worker. Justin was enrolled in the RESEA program in March after being unsuccessful at obtaining employment. Justin was looking for work as a Welder Supervisor. The RESEA case manager met with him at the end of March to discuss his employment goals moving forward and to address his barrier to employment. Case manager informed Justin he should highlight his 30+ years of experience in interviews. Case manager also reviewed his resume and provided additional tips to make it job ready and not to show his age. Justin applied the tips given to him and updated his resume in KANSASWORKS. Case manager contacted Justin just before the Memorial Day weekend and he stated he was talking to an employer who was going to hire him after the holiday. When case manager contacted him after the holiday to inquire about his employment, James stated he would be starting on June 13th. James was extremely excited about finally obtaining a position. James had accepted a full-time position as a Shipping/Receiving Manager earning \$55,000 per year.

WIOA OSY Success Story-Van Go, Inc. – Lawrence, KS

James was hired for The Arts Train at Van Go, Inc. and enrolled in the WIOA grant in the fall of 2019 after having dropped out of high school towards the end of his junior year. The CASAS testing during the WIOA enrollment process also established his basic skills deficiency in Math. James had previous fast food work experience but still struggled with employment related communications skills and workplace reliability. In addition to the goal of securing his GED, an assessment of James' career interests identified working in the fitness industry as a potential career path.

As a part of the Arts Train, James was engaged in paid work experience working 20 hours/week at Van Go receiving employability skills and life skills training. Van Go's staff also provided individual supportive services to assist James with addressing barriers to achieving his goals and facilitating his enrollment and engagement in the GED program at Lawrence's Adult Learning Center. James was also provided with regular tutoring services to assist in addressing his math basic skills deficiency.

The Covid-19 pandemic and stay-at-home order issued in the spring of 2020 disrupted James' onsite work experience and steady progress toward his individual life plan. This also resulted in Van Go staff having some difficulty maintaining regular contact with him initially. With Van Go staff persistence though, James re-engaged in WIOA services in the early fall and returned to onsite work experience to complete his final session in The Arts Train in the spring of 2021. At that point, James had successfully completed three of the four GED exams, and only the Math exam remained.

In the summer of 2021, James was set up with a WIOA subsidized work experience as a grocery clerk at The Community Mercantile that led to full-time, unsubsidized employment. At the same time, with Van Go staff support, he moved into independent living for the first time. This transition was difficult for James, and he chose to prioritize his work hours and income to pay his rent and bills, which impacted his ability to make consistent progress on his GED. He changed jobs taking a position at Planet Fitness. Progress towards his GED was extremely slow moving during these series of transitions, and James attributes Van Go's staff as playing an essential role in keeping him committed to tutoring and preparing for his final GED exam during this period of change.

In February 2022, James crossed the finish line of his GED completing his last exam in Math! He also completed the CASAS post-test and is no longer basic skills deficient in Math. To add to this list of successes, James was offered and accepted an Assistant Management position at Planet Fitness and is still maintaining in this position seven months later

WIOA OSY Success Story – USD #501 Youth Project – Topeka, KS

Teresa was a young lady we enrolled into our program after she graduated from high school. An individual with a disability, she faced several barriers to employment. She was quiet and shy.

She did well in school as she had great attendance and would complete her classwork. She had not been employed at the time of graduation, so she lacked a work history and occupational skills training in a demand occupation. Teresa was extremely nervous and scared about this next step in her life. We were able to recruit her for our program.

Teresa was interested in working with animals. We were able to get her a work experience opportunity at a local vet clinic. She was able to work with animals and started to slowly come out of her shell. By the time her work experience ended she was talking with other staff. But Teresa realized working with animals was not for her. She was not sure what she wanted to do.

We were able to place her at a local hospital for another work experience opportunity. She worked in Food Services and the Gift Shop. Teresa was able to learn how to use the cash register. She was scared about doing that but with support from our Job Coaches and Liaison she was able to learn it quickly. Teresa continued to open up and interact with others. In March 2022 she started applying for a job at the hospital. The Liaison worked with her on her resume, completing the application and practicing interview skills. She did get an interview and was hired in April of 2022 as a Nutritional Service Technician. Her starting pay was \$15 an hour with full benefits. She was so incredibly happy about this new opportunity as were we. She continues to do well and blossom. We are all so immensely proud of her. She would not have been successful without the program and support she received.

WIOA OSY Success Story-Neosho County Community College (NCCC) Youth Project - Lawrence, KS

Our student Jane was a determined young lady. She came to NCCC with a determination to complete her GED . As time passed we noticed her attendance in class began to decrease. We brought her in to speak to her and found she was amid a domestic violence issue from an exboyfriend. This situation caused damage to her home as well as to herself and police reports ensued. Jane went to court for a protective order as recommended by the police. She then went to Missouri to stay with her sister who was going to give birth. She stayed with her sister about 6 weeks and then returned to Lawrence to re-engage in her education and employment plans. When Jane returned she entered back into her CNA class and her GED class and completed both successfully. She is also working at Presbyterian Manor as a CNA and is no longer involved with the abuser. She is currently taking a CMA class with WIOA support and is also taking general education classes at JCCC under her own financial means as a precursor to her application to nursing school.

WIOA Adult Success Story - Manhattan, KS

Nancy contacted the Manhattan Workforce Center in November 2020 inquiring about the WIOA Adult Grant and funding for her Associate Degree of Nursing (ADN) at Manhattan Area Technical College. Nancy had applied and been accepted into the ADN program for Spring 2021 and Fall 2021. As a single parent of two children, despite the fact she was working as an LPN, Nancy was still having a challenging time providing for her family in that position.

The HWI ETS, met with Nancy and found she had the personality, compassion, and determination to continue her education and move forward and earn her ADN. The HWI ETS determined Nancy eligible for enrollment and was approved for WIOA services & occupational training funding. Nancy worked hard and stayed connected with the WIOA ETS throughout her occupational training and on December 18, 2021, she successfully completed her program and was awarded her ADN Degree. On February 25, 2022, Nancy passed her NCLEX and secured full-time employment with KU Health System, St. Francis Campus in Topeka, KS which increased annual earnings by almost \$24,000. The position also offered with employee benefits (Medical, PTO, & Retirement). Nancy is now able to provide her family with the income and benefits they need and a career of which she is immensely proud.

WIOA Adult Success Story – Topeka, KS

Drew is a young man who faced several challenges in his career path. He is a veteran of the army national guard. When he came to the Topeka Workforce Center for help, he had been working at odd jobs and struggled to find a career path that would be rewarding and provide for his family. His girlfriend was expecting their first child in a few months, and he knew they were depending on him to provide for the family. Drew had struggled to afford the career he truly dreamed of. He came to the Topeka Workforce Center with the hope that he would find support with his dream of becoming an over the road commercial truck driver. He was encouraged by his family to pursue his dream and find out how he might achieve his goal of better pay and a stable career to support his growing family.

Drew did his own research and found a local truck driving school that has a great opportunity for him to join their class and learn how to become a commercial truck driver. He also learned that the cost of this opportunity was greater than he expected. Though he was discouraged, he learned from the school that the Topeka Workforce Center has a program that might be able to help him.

The day the HWI Employment and Training Specialist (ETS) met Drew he was excited and worried. He was hopeful that WIOA could help him. After meeting with the ETS, Drew learned that he would be a great candidate for the program. Soon after funding was approved Drew enrolled in the CDL class and excelled in his education. Drew was determined to finish the course and find employment. He worked extremely hard on testing and driving skills. Throughout the training, the HWI ETS providing counseling and coaching support to encourage his progress in training.

Soon after completing the course and receiving his commercial driver's license he was quickly hired for full time employment with Schneider trucking company. Drew came back to the Topeka Workforce Center to give his HWI ETS a copy of his Commercial Driver's License and is <u>VERY</u> grateful for the help he received. Drew was excited to start his dream job as an over the road commercial truck driver. With WIOA's help, he increased his skill levels, achieved an in-

demand certification, and raised his hourly wage by over \$14 an hour more than what he was making at enrollment.

WIOA Dislocated Worker Success Story – Junction City, KS

Kris was referred to the WIOA Dislocated Worker program by Heroes Make America program staff. Kris was soon approaching an honorable discharge from military service was seeking assistance in building transitional skills to help him transfer into a high demand civilian occupation with career ladder potential. As the sole financial provider for his wife and child, Kris was determined to take the steps necessary to ensure a smooth transition post dislocation from the military. The HMA program – offering training in Certified Production Specialist – was the perfect training solution for Kris. The client attended the Heroes MAKE America program from March 14-May 13, 2022. He completed the program earning his certification. Kris' HWI ETS assisted by providing information on job openings in the area the client wanted to relocate to, information on updating his resume and reached out to the client regularly for updates on the client's job search. On June 6, 2022, Kris working with DHL as an Operations Supervisor. The position is full time with an annual pay of \$62,000/year and a \$3,000 sign on bonus and possible quarterly bonuses.

WIOA Adult Success Story – Lawrence, KS

Jim came to the Lawrence Workforce Center seeking help to train for an in-demand career with good earning potential. The HWI Employment & Training Specialist (ETS) met with Jim because he was interested in obtaining his CDL credential. Jim had always enjoyed driving, and while travelling to other states realized that an Over-the-Road truck driver would be a good profession for him. He could travel to other states, have a good career, and get paid well for something he enjoyed doing. Jim's long-term goal was to have his own truck.

At the time of enrollment into WIOA (January 2022) Jim had been unemployed since October 2020 due to the pandemic. He had received no income during that time other than a few odd jobs working for his brother and the sale of his car. Jim had a few barriers to employment, most notably his lack of a high school diploma or a GED. The HWI ETS and Jim discussed this barrier and how this could impact his future employment, and his ETS encouraged him to obtain his GED to better his marketability, to which Jim agreed and told me that he would investigate obtaining his GED. Jim was asked to reach out to companies that hire CDL drivers to obtain pre-hire letters from the employers regarding Jim not having a high school diploma or GED. He was able to receive written and verbal pre-hire invitations from Lowes, Midway Beacon, and Coca-Cola.

When Jim completed training, he was hit with another barrier. His son was diagnosed with Type 1 Diabetes and Jim was navigating care with his son's mother. Jim estimated this would take a month and delayed an employment start date. After more than a month went by and no contact from Jim,, and telephone calls and emails going unanswered, his HWI ETS started to think that I might not hear from Jim.

At the end of August, Jim knew that I had been reaching out requesting employment updates, but he wanted to call me personally to inform me by telephone the good news that he started working for Coca-Cola earlier that week, working full-time, making \$25/hour as a Delivery Driver. Jim expressed much appreciation for assisting him going to training and thanked his HWI ETS for the opportunity.

WIOA Adult Success Story – Topeka, KS

Jason came to the Topeka WFC seeking assistance with obtaining a CDL certification.

Although he was employed full time at Sheltered Living, he was not making a self-sufficient wage and had little to no prospect of advancement there. He possessed no education or training beyond a high school diploma and lacked the skills and experience to enter an occupation in high demand with increased earning potential. This was during the pandemic, and Jason was extremely uncomfortable about his frequent exposure to COVID at his current job. He wanted a career that he felt safe doing during the pandemic that would also provide a sufficient wage and job security. His HWI ETS assisted and supported him in exploring the career of commercial truck driving. As James was a single man with no dependents that liked the idea of driving over the road, he felt this was a particularly good fit for him.

James discussed his desire to attend training with his current employer who agreed to rearrange his work schedule to accommodate his school schedule. As the time to begin class approached, his employer decided they could not make that accommodation. James' HWI ETS supported his wish to continue to advocate for himself with the employer who then agreed to make the accommodations for the next class. ETS agreed to complete a date change modification to allow James to adjust his training start date.

James was able to successfully complete the training and obtained employment with Hill's Brothers Transport. He returned to the Topeka WFC to express much gratitude for the support in this effort.

Veteran's Program Success Stories

Evan is a special disabled Veteran referred to DVOP by VR&E for Case Management in February as he was preparing to graduate with a bachelor's degree in Computer Information Sciences in May. He was seeking assistance with job search and résumés to become a web developer. He had a goal of making \$50K/yr. Evan worked on custom résumé and Federal résumé development with the DVOP case manager. DVOP began working with Evan on finding entry level positions in web or applications development that would match his salary and commute criteria. Evan applied for the positions DVOP sent and soon after graduating began interviewing for jobs in his field. DVOP assisted with interview etiquette and any other job search questions Evan had. Evan let DVOP know he accepted an offer with the Kansas State High School Activities Association as web developer in Topeka. He will start on June 20th, at a salary of \$50K.

Tara is a special-disabled, Case Managed Veteran in Lawrence referred to DVOPs in the Fort Riley area by VR&E. Tara has a degree in homeland security with a disaster recovery focus but needed to find work in a field that had a sedentary environment and that ideally did not involve much driving with a salary of around \$50K. Tara had served as a recruiter in the Army and DVOP David assisted her with translating her military skills into a civilian résumé. DVOP began working with her in August. DVOP sought out sedentary opportunities in her career field as well as focusing on remote corporate recruiting roles. Tara gained employment with Lowe's in a temporary Talent Acquisition role in September and the job was extended until May of this year. DVOP continued to assist her with a search for remote recruiter and talent acquisition positions. Tara let DVOP know that she had interviewed and accepted a permanent job offer from the Chicago Transit Authority as a Talent Acquisition Specialist. She started on May 23rd in a hybrid role at a salary of \$72,200/yr.

Roger is a Special Disabled Veteran referred to DVOP by VR&E for Case Management and Job Placement. He was pursuing a bachelor's degree in Computer Science with a Digital Forensics Concentration. He wanted to understand the job market in Topeka for this specialty and prepare an industry resume. This degree represented a career change for him, and he had no work experience in a field where entry level jobs ask for several years of experience. DVOP conducted a job market survey for employers that hire staff using his skills. DVOP identified that there were very few industry jobs for candidates with no experience. DVOP recommended employment with the State of KS. He liked that idea as he was working in a student internship with the KS Department of Insurance. DVOP reviewed job seeking skills with him and sent him announcements and newsletter for Veteran jobseekers. Roger let DVOP know that the KS Department of Insurance hired him as a full-time employee as a Data Analyst/Evidence Specialist (digital evidence) at a salary of \$50K/yr.

Oliver is a special disabled Veteran referred to DVOP Case Management and Job Placement services by the VA VR&E program in January. Oliver struggled with physical and other conditions and was seeking employment in a professional work environment that utilizes his skills. He had been in law enforcement for the last 9 years and that was no longer tenable for him. He completed his Business Administration degree in December and has special emphasis in team dynamics and team development. He was ready to relocate or stay local and was hoping to make about \$80K. DVOP assisted him with job search planning and feedback. He accepted an offer from Amentum at the Pueblo Colorado Chemical Depot as an Ordinance Technician for a salary of \$86,000 annually.

Local Area III - Workforce Partnership

PY21 Annual Narrative Report

Workforce Partnership (WFP), which serves Johnson, Leavenworth and Wyandotte Counties in the Kansas City metropolitan area, continued to provide outstanding service to job seekers and employers during PY 2021 while managing the everchanging labor market landscape and COVID-related protocols. During most of PY 2021, WFP found it had to focus substantially on serving the high needs of its employers who were desperately seeking talent to fill the thousands of job vacancies in the local area due to ever decreasing rates of unemployment.

Services and Performance

In PY21, WFP served 13,360 job seekers logging 36,501 services to those individuals. While many of these customers entered our doors to obtain basic services in the career centers and online through KansasWorks, WFP provided intensive services to 1,070 individuals in WIOA and other grant programs.

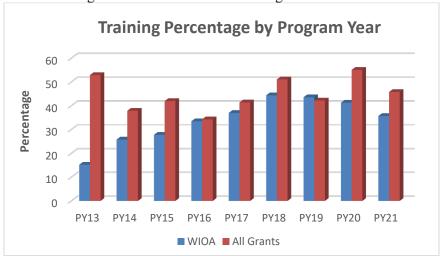
| Program | Number of Individuals Served |
|---|------------------------------|
| WIOA Services | 574 |
| Adult | 437 |
| Dislocated Worker | 40 |
| Youth | 79 |
| Incumbent Workers (Adult) | 18 |
| Kansas Health Profession Opportunity Program | 111 |
| Older Kansan Employment Program | 68 |
| Registered Apprenticeship | 4 |
| JoCo Works Program (CARES Act and county funds) | 189 |
| WyCo Works Program (CARES Act and EDA funds) | 119 |
| YouthBuild KCK | 5 |
| Total | 1,070 |

COVID's impact continued to assert itself particularly in the Youth Program as out of school youth remained difficult to find and engage, which in turn impacted heavily WFP's performance in those areas. WFP met or exceeded 11 out of its 15 performance goals. Final performance numbers are shown below.

| Performance Measures | Goal PY21 | Local Area PY21 |
|---|------------|-----------------|
| Adult | | |
| Employment Rate (2 nd Q After Exit) | 76.00% | 72.99% |
| Employment Rate (4 th Q After Exit) | 74.00% | 73.80% |
| Median Earnings | \$5,751 | \$6,342 |
| Credential Rate (4Qs After Exit) | 74.60% | 87.17% |
| Measurable Skills Gain | 53.20% | 80.57% |
| Dislocated Worker | | |
| Employment Rate (2 nd Q After Exit) | 82.50% | 68.63% |
| Employment Rate (4 th Q After Exit) | 79.00% | 72.50% |
| Median Earnings | \$9,100 | \$9,817 |
| Credential Rate (4Qs After Exit) | 78.60% | 85.42% |
| Measurable Skills Gain | 69.30% | 94.44% |
| Youth | | |
| Placement in Employment, Education or Training (2 nd Q After Exit) | 72.50% | 78.57% |
| Placement in Employment, Education or Training (4 th Q After Exit) | 69.10% | 71.74% |
| Median Earnings | \$4,145.00 | \$3,386 |
| Credential Rate (4Qs After Exit) | 59.00% | 52.83% |
| Measurable Skills Gain | 57.60% | 43.18% |

Training Dollars Invested

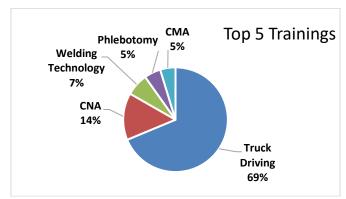
During the recession and through 2013, WFP's direct investment in participant training was extremely low, representing only fifteen percent (15%) of its WIOA funds in 2013 and falling far short of the state requirement to spend forty percent (40%) of all funds on the direct training of participants. Since that time, WFP has worked year after year to increase the percentage of both WIOA and other program funds dedicated to direct training activities. We are proud to report that in PY 2021, WFP met this training goal by investing 45.8% of its total funds in direct training. The table below demonstrates the excellent progress made over the past nine years to shift more funding to direct training while continuing to maintain our high level of service through efficient and effective staffing.



*Note: PY13's high overall training percentage was driven by the receipt of a large H1B grant; while WIOA training investments were at a low point that year.

Sector Strategies Continue

WFP has operated using sector strategies for many years focusing its resources in five priority sectors: Information Technology, Advanced Manufacturing, Healthcare/Life Science, Transportation/Logistics and Construction/Skilled Trades. In PY21 it added a sixth priority sector in Financial and Insurance services. As shown below, three of the six priority sectors are reflected in the top 5 most popular training programs.



WFP also brings the same sector-based approach to its business services work. That work continued in PY21 with WFP hosting a total of 252 career events, including in-person and virtual job fairs and small hiring events, with 705 employers and 1,464 job seekers attending. In PY21, WFP's Business Services Team engaged on average 250 employers each month through its Hot Jobs publication, virtual/in-person job fairs, job postings and community outreach activities including an *additional 223 new* employers over the course of the year with talent attraction, training and retention services and had over 3,020 service interactions with existing employers. Some of those sector events and interactions are highlighted below: Advanced Manufacturing

- In March 2022, MPS Group reached out to WFP for assistance in filling jobs for the General Motors plant in the Fairfax manufacturing district of Kansas City, KS. MPS Group is a certified minority business enterprise specializing in comprehensive service solutions in the areas of Paint Shop Optimization and Specialized Industrial and Technical Cleaning. WFP advertised for two weeks leading up to the event, resulting in a great turnout. MPS met with 32 job seekers and made job offers to 30 of them. The MPS recruiters expressed their surprise and delight with the job seeker turnout, given the tight labor market. They stated that recent similar events in Tennessee and Indiana produced only 1 hire over 3 days and 7 hires over 2 days, respectively. This single-session event at the Wyandotte County Workforce Center easily surpassed those results, and far exceeded the recruiters' expectations.
- WFP continued to partner with the Kansas City FAME (Federation of Advanced Manufacturing Education) program, the Wyandotte County Economic Development Council, Kansas Manufacturing Solutions and KCK Community College, assisting in the Chapter's recruitment efforts beginning in fall 2021 for its first 2022 cohort. Students are expected to include both incumbent workers, who wish to upskill, as well as new hires looking to begin a career in the manufacturing industry.

Healthcare/Life Sciences

- WFP continues to participate in the Health Care Career Pathways Initiative. This initiative includes
 regular meetings between a variety of local area hospitals and nursing facilities, WFP and
 representatives from the LWDB for the Kansas City, MO area. Health care providers share updates
 and information about their needs and discuss ways to create better pathways in a variety of careers.
- WFP also hosted a special job fair focused on individuals with disabilities (see full information below), which included a health care career focus. Four area hospitals (Children's Mercy, Truman Medical Center, Advent Health and KU Medical Center) promoted health care careers and other non-clinical career pathways in the hospital setting. These hospitals hosted a special Zoom session for interested job seekers, generating many employment opportunities.

<u>Information Technology</u>

- Finding quality childcare continued as a major challenge for families in our area. In order to attract unemployed and underemployed individuals to childcare positions with the YMCA and simultaneously invest in their future, WFP partnered with the YMCA to test a pilot recruitment program by offering training in entry-level IT fields at no cost to the job seeker plus a wage bonus as retention tool. SnapIT Solutions provided IT training to those childcare worker recruits interested in IT training during the hours between the before-school and after-school programs in which they were working. The program launched in January 2022 and is still ongoing. In PY22, 6 job seekers were recruited into these childcare roles with IT training.
- WFP also partnered with SnapIT Solutions to develop a specialized IT Resume Workshop for job seekers.

Transportation/Logistics

- WFP continued its long-standing relationship with ABM Industries, Inc. in hosting exclusive hiring events. ABM Industries is a facility management provider for various businesses across the U.S., including Amazon. ABM Industries reached out to WFP to assist with recruiting job seekers for a new \$110 million dollar fulfillment center in Wyandotte County. In September 2021, a ABM scheduled job seeker interviews for various warehouse positions with starting pay ranging from \$15.00 to \$18.00 per hour, and offering full benefits packages. ABM's goal was to screen and make offers to 37 job seekers. After two days recruiting and interviewing at the Wyandotte County Workforce Center, ABM reported 39 hires, exceeding the desired goal.
- WFP also hosted a Transportation & Logistics Job Fair at the Logistics Park Kansas City in Edgerton, KS.

Construction and Skilled Trades

• In PY21, construction materials maker Certainteed was short on workers and contacted WFP's Business Services Team for help. The Business Services Team posted the company's job orders, set up testing, and designed a paper resume for the company to use. Once those steps were complete the Team identified, processed, and referred hundreds of job seekers to Certainteed. Out of those referred, 39 were hired as Machine Technicians with a starting salary of over \$19 per hour with no

- experience required. Darice Heart, head of human resources for Certainteed, said they couldn't have done it without WFP's help and planned on hiring even more of our clients in the future.
- WFP also hosted a spring Construction Job Fair serving 42 construction companies.

In addition to sector strategy work, our Business Services Team also worked with special populations and deepened its work with its K-12 school districts to develop work-based learning experiences. Highlights of some of those efforts are below:

Disability Inclusion Job Fair - In October 2021, WFP hosted a Disability Inclusion Job Fair in partnership with Center for Disability Inclusion, geared for individuals who may have a disability barrier to employment, although any job seeker could attend. It featured 35 employers with active DEI programs. This job fair was a virtual event that also included workshops on resume and interview success tips, as well as information on WIOA programs and OJT opportunities. 65 job seekers participated in the event. Hosted KC Regional Disability Mentoring Day — WFP again hosted the virtual, Kansas City metro 2021 Disability Mentoring Day on November 3, 2021, with approximately 100 participants, including area high schools and service agencies who serve those individuals. This is the local event recognizing National Disability Employment Awareness Month, promoting career development for students and job-seekers with disabilities through career exploration and ongoing mentoring relationships. Content included employment training videos, plus employer spotlights including FedEx, Hy-Vee, Advance Auto, Spectrum, and Golden Scoop — all employers with mature disability hiring practices. Of even greater interest was the panel discussion featuring three individuals with disabilities answering questions regarding their job search and current jobs.

Expanded the WBL Pilot with Local School Districts

WFP expanded its WBL programming to include two more school districts, Kansas City Kansas Public Schools and Spring Hill School District, in addition to continuing its work with the DeSoto School District. WFP worked closely with 68 schools in these districts to launch and sustain WBL experiences with 150 local employers, providing 22,029 students with WBL experiences that applied academic and technical skills to improve employability and aligned educational curriculum with the demands of the regional labor market. A number of career awareness, exploration and preparation events and activities were conducted throughout PY21 to educate teachers, counselors, parents and students about the needs of local industry and the necessity of business-education partnerships to improve the regional talent pipeline.

During PY21, WFP and its participating school districts provided the following WBL experiences:

- <u>Career Awareness Experiences</u>: Provided 16,690 students with a variety of career awareness experiences including guest speakers, career fairs, virtual and in-person industry field trips and tours.
- <u>Career Exploration Experiences</u>: Provided 3,873 students with a variety of career exploration experiences including job shadows, mock interviews, career mentoring and virtual and in-person industry field trips and tours.
- <u>Career Preparation Experiences</u>: Provided 1,466 students with a variety of career preparation experiences including internships/clinical rotations, work experiences, youth registered apprenticeships, employer-connected projects, supervised research, supervised entrepreneurial experiences and service learning.

Supplemental Funds at Work in Johnson and Wyandotte Counties

As a follow up to the CARES Act funding in PY20, WFP was the proud recipient of a \$2 million grant from Johnson County. This funding allowed WFP to continue its "JoCo KS Works" program, expanding the eligibility criteria for both individuals and businesses. The new program kicked off in March 2021. It served Johnson County residents whose employment/earnings were negatively impacted by COVID-19, who were unemployed or who were low-to-moderate income and wished to pursue short-term vocational training, job upskilling or reskilling, digital literacy training, essential skills training, basic skills development, ESL learning and/or work-based learning. It also provided funding to businesses located in Johnson County that needed to train, re-skill or upskill incumbent workers or new hires. The program also funded case management services, marketing, and some administrative costs. WFP served 157 job seekers

in the Program and invested approximately \$509,000 in their training. In addition, WFP served 24 businesses and 710 workers with those businesses by providing approximately \$301,172 in job training funds.

In Wyandotte County, WFP partnered with the Mid-America Regional Council on a grant from the U.S. Economic Development Administration to provide training dollars for low-to-moderate income Wyandotte County residents wishing to upskill or reskill. WFP used these funds to continue the WyCo Works program that was started with CARES Act funding in the prior program year. In PY21, WFP served 39 job seekers in the WyCo Works program investing approximately \$229,235 in their training.

WORKFORCE PARTNERSHIP JOB SEEKER TESTIMONIALS

Rapid Response Success

"Lucinda" was displaced by a mass layoff at Waddell & Reed where she had worked in software development for about 15 years. She had also performed some project management duties and tasks through the years, but had never been trained in project management per se and never held an official job title of such. After the layoff and having been unemployed about 7 weeks, it was clear that the absence of a credential was going to be a hurdle in trying to replace or come close to her salary at layoff. Project management was a logical choice given what the current job market was wanting. Lucinda decided to enroll in Project Management training and test prep at Johnson County Community College. Within 3 weeks of completing the course, she landed a position as Business Analysis Manager with the National Association of Insurance Commissioners (NAIC) making \$130,000 per year, representing a 6% increase over her prior salary. Lucinda is still employed with NAIC and has already received a performance pay increase since her hire. Unsolicited, she recently emailed her Career Navigator to touch-base and express gratitude, writing "Just a quick email to check in. I am still with the NAIC and loving it!"

Re-Entry Success

"John" was released from the Leavenworth Detention Center after being incarcerated for 10 months. He is a former Army veteran who served for 7 years. Before being incarcerated he was working as a supervisor for a tree company in Leavenworth. He was released in July 2021 and began searching for work. With the assistance of WFP, John applied at ARAMARK uniform laundry located in Lansing, KS, had an interview and was hired as their Maintenance Supervisor earning \$17.00 an hour.

My Re-Employment Combines with Mature Worker Program

"Susan" came to the Wyandotte Center for My Re-Employment services and, as an older worker, was referred to the Mature Worker Program for intensive services. She had been working as a file clerk for the last 6 years and just wanted to find the same type of work. Her Career Navigator explained that file clerk positions are very limited these days and engaged her in a conversation about other areas of interest. She shared she was reluctant to try anything new. Susan was not computer savvy, very timid with low selfesteem and ready to give up. The Career Navigator also encouraged her to improve her digital skills so that she could apply for unemployment through the website on her own, as well as apply for jobs online. She was worried that she could not learn, but the WFP team encouraged her. Although her first job application took her 3 hours to complete, she succeeded and was proud of herself. She thanked the staff for their assistance and patience and said she would return the next day to apply for another job. Over the course of several weeks following, Susan made the Workforce Center her home and applied for many positions of interest. Her Career Navigator also encouraged her to attend a hiring event at the KCKCC Technical Education Center. Since Susan had no experience in navigating a job fair, her Career Navigator met her at the event and introduced her to employers with suitable open positions. After a while, Susan began working the job fair on her own which resulted in her obtaining 2 interviews. The next day, she was back in the Career Center taking an assessment from one of the two companies. She continued this committed pace from May through early July. During this time, she also earned a certificate of completion for basic computer skills. On July 9th she received an offer for full time employment in housekeeping at an exclusive senior living center within 10 minutes of her home, for the same wage she was making at her old job. She glowed with confidence and thanked the WFP team for continuing to push her.

Labor Exchange Services at Work

The WFP team in Johnson Country helped a local animal lover land the job of her dreams. "Christy" was getting tired of her temporary jobs and wanted to do something she was passionate about. She had always loved animals and had volunteered at shelters in the past, but was not sure how to turn her hobby into a career. Christy stopped by the workforce center for assistance where two skilled front desk staff members

listened to her situation, considered her past experience and helped her craft a resume highlighting her unique skill set. They also helped her find and apply for a position with Marketplace Animal Clinic. A few days later the Clinic called Christy for an interview. She sailed through the interview and was hired as a veterinary assistant for \$19.00 per hour.

Youth Program Successes

WFP Youth Services assisted "Joe," a 21-year-old young adult in Overland Park, get a head-start on his career. After working with his Career Navigator, Joe decided to enroll in a CDL Training Course utilizing WIOA funds. He successfully completed the course and immediately landed a job with Old Dominion making \$25.80 per hour.

Spring Hill resident, "Ally," went from waitressing to nursing with help from WFP. Ally enrolled in the Youth Services program and decided to train to obtain her CNA License. She successfully completed the program and obtained her licensure. Shortly thereafter, Ally's Career Navigator helped her apply for a position with Addington Place. She received an interview with the company's nursing home representatives who liked what they heard and hired Ally at a rate of \$15 per hour just a few days later.

LOCAL AREA IV – WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS

The Workforce Alliance of South-Central Kansas (WA) is the Local Workforce Development Board serving a six-county region including Butler, Cowley, Harper, Kingman, Sedgwick and Sumner counties. There are offices in four of the six counties, excluding Kingman and Harper counties where partnerships and service locations have been established to meet local needs. The operating philosophy for the Workforce Alliance is to leverage resources and align services with community partners to maximize impact for employer and job seekers in Local Area IV.

Work-Ready Certificate

The Work-Ready certificate is a reliable and nationally validated system evaluating and analyzing workplace skills. Thousands of jobs are "profiled" to identify skill levels necessary to perform each job. Skills measured are transferable skills and necessary for most jobs. This year Local Area IV had 763 people scheduled to test, tested 541 people, and conducted 119 Work-Ready testing sessions. There were 456 Work-Ready credentials awarded this year.

Registered Apprenticeship

Registered Apprenticeship, an "earn and learn" model, is a proven system for training employees in a variety of occupations that require a wide range of expertise. An ideal way for employers to build and maintain a skilled workforce, Registered Apprenticeship combines employment, on-the-job learning, mentorship, and related technical instruction to both educate and develop the workforce for employers. In the local area there are 20 Registered Apprenticeship sponsors totaling 32 approved programs. The WA accepts onsite applications for five Registered Apprenticeship programs. This year 505 active registered apprentices enrolled in 25 Registered Apprenticeship programs.

One Workforce Grant

The Workforce Alliance was one of 19 organizations awarded funding from the U.S. Department of Labor under the H-1B One Workforce Grant program. The Workforce Alliance received \$9.9 million to support education and skills training, with the goal of increasing the number of people with the skills needed for successful careers that will help grow the regional economy. The project will serve 900 individuals that are under-employed or unemployed, training them to enter middle and high skilled jobs in Information Technology or Advanced Manufacturing sectors. There will also be opportunities for businesses to upskill existing workers to achieve career advancement.

Fair Chance Initiative

A strategic priority for the Workforce Alliance of South Central Kansas is to create partnerships and leverage resources to assist justice involved individuals in finding quality employment. Since 2012, the Workforce Alliance, Kansas Department of Corrections, and Sedgwick County Community Corrections have formally partnered in the Kansas Offender Risk Reduction and Reentry Plan which includes various strategies to provide risk reductions and reentry programs, services and interventions. The Workforce Alliance provides an Offender Workforce Development Specialist to assist with job readiness and to provide services to justice involved individuals who are job seeking and available for employment within the area.

Outcomes:

- 162 individuals referred
- 43% Entered Employment Rate
- 77% Employment Retention Rate at 6 months
- 74% Employment Retention Rate at 12 months
- Average wage at 6 months is \$11.12 per hour
- Average wage at 12 months is \$11.23 per hour

Business Services

The Workforce Centers Business Services Division provides no cost solutions to employers for workforce development needs, including services for recruitment and hiring, training, credits and bonding, and business closings and layoffs. Business Services provided 4,331 services to 1,035 employers in the region. Additionally, there were 23 job fairs that served 2,917 job seekers with 781 employers represented. The

Business Services Division listed 9,499 job postings and received 734 applications/pre-employment screens from 1.552 customers.

In addition to employer contacts listed above, an additional 214 contacts were made with employers which resulted in 27 new business contacts in Sumner County, 50 in Butler County, and 137 in Sedgwick County. The Business Services Representatives reported 16 KWCH Featured Jobs with an average wage of \$24.93.

Dislocated Worker Services

Phase 2 of the "Get Trained. Get Paid" campaign launched this year. The campaign was developed to keep and support the Wichita region's world-class workforce. This initiative connects local training and job opportunities to those who were affected by layoffs. Community partners collaborating on this campaign include the city of Wichita, Greater Wichita Partnership, Sedgwick County, and the Workforce Alliance.

The Greater Wichita Partnership and Workforce Alliance, with community partners, developed a strategic, data and research-based campaign. The site, GetTrainedGetPaid.com, connects recently impacted workers to local training and job opportunities, ultimately encouraging users to contact the Wichita Workforce Center and take advantage of its employment services.

Building You, a partnership with KWCH a local news station, and the Workforce Alliance continues. Building You is an ongoing series where anchor, Lily Wu highlights an open position on the 4pm newscast. The job posting is also featured the following morning on the KWCH website, along with other available jobs through the Workforce Center and KANSASWORKS.com. Additionally, KWCH runs a weekly feature story on Wednesdays about job openings and the economy. The Workforce Center assists in providing ideas and content for these features.

Success Story

Courtney was referred to the American Job Center in July of 2020 due to a layoff from his employment in the aviation industry. Prior to his layoff, Courtney was working full time as an Engine Mechanic making \$33.20 per hour. Courtney was seeking training to upgrade his skills to stay in the Aviation industry but in a different occupation. Courtney is a single father to three children so it was crucial for him to be able to match or exceed the income he earned prior to his layoff.

After working with a Workforce Professional, Courtney decided on training at a local community college for Non-Destructive Testing. He began training in August of 2020. While attending training he took advantage of fuel assistance supportive services to assist him in traveling to school. Courtney was able to gain entry level employment at a local aviation employer towards the end of his training to assist in providing for his children. While this entry level employment led to less income than prior to his layoff, he was able to gain experience and earn income while attending school.

Courtney graduated in June 2022 with his NDT Technical certification. This certification allowed him to obtain a promotion and wage increase at the aviation employer he was working at. Courtney is now earning \$39.56 per hour with full benefits and is again able to support his family.

Local Area V - Southeast KANSASWORKS, Inc.

Southeast KANSASWORKS, Inc./Local Area V serves the 17 counties in Southeast Kansas. Our local area is very rural. Our primary focusses this last year have been extending our outreach to our most rural areas to find potential job seekers and educate employers about our services. During PY21, LAV served 173 adults, 8 dislocated workers, 43 youth customers, and 90 registered apprenticeships with training services. We are still seeing the effects of COVID with decreased traffic and low unemployment numbers in our region.

Youth Program

LAV held our fourth annual area-wide Young Adult Summit. The goal of the Summit was to assist our young job seekers in identifying the skills and motivation needed to be successful in today's workforce.

The summit included a keynote speaker, breakout sessions on career exploration of in-demand careers, creating connections, financial awareness, career readiness, and personal branding.

Approximately 100 young adults between the ages of 16-24 were in attendance.

The event was done in partnership with: Kansas Department for Children and Families, Jobs for America's Graduates-Kansas, Pittsburg State University, and Vocational Rehabilitation: Pre-Employment Transition Services. The event was sponsored by 7 local businesses and 1 community college.

Partner Communication and Referral Processes

Local Area V continues to work with partners to continue to grow lines of communication so that we can better serve the whole customer. We held our partner staff development day on October 15, 2021 with 67 staff in attendance. Our staff development partner training this year included breakout sessions on working with and understanding personality differences, generational differences in the workforce, understanding how living in poverty influences decisions, exploring emerging employability skills in the age of COVID, and a "Day in the Life" presentation from local service providers.

Outreach and Social Media

We have hired Outreach staff that have developed an outreach plan that focuses on outreach strategies to increase awareness of available workforce services in our local area, specifically for all WIOA programs, underserved communities, and barrier populations. The purpose of the team is to conduct outreach, marketing initiatives, and other WIOA service activities that lead to increased workforce development and training enrollments.

The Outreach staff is making frequent contact with community services organizations in a proactive approach to convert leads into enrollments. We have also developed a generic postcard with a QR Code to use at both outreach and business service events that allow customers to reach out to us to find out more about our services.

We have hired a Communications and Social Media Manager to enhance the visibility and public perception of our WIOA program. We focus our social media marketing campaigns on relevant content topics to reach our target audiences. A big focus of this position is to monitor and listen and responds to our audiences in a "social" way while cultivating leads for our WIOA program and other grants.

Business Engagement

Our business engagement team held 56 events with 897 job seekers in attendance in PY21. LA V continues to work with employers to ensure our talent pipeline is responsive to the needs of in-demand careers and industry sectors. LA V continues to promote and cultivate industry-led partnerships in the delivery of workforce training opportunities. Education/Career Pathways continue to be explored and implemented in order to establish a bridge to participation for low-skilled individuals and others with barriers to employment.

Promising Practice

Local Area V has developed an Outreach team whose primary focus is to raise awareness about our services specifically with agencies who work with barrier populations. Additionally, we are using "delivery" outreach to find potential participants who are hampered by issues such as transportation, low income, limited access to computers/internet, and language barriers We are tracking referrals from these agencies and with outreach done during community events to determine the success of this strategy in increasing access to the workforce system.

LAV Performance PY2021

| Indicator/ Program | Adults | DW | Youth | Average Indicator Score |
|--------------------------------------|---------|---------|---------|-------------------------------|
| Employment Q2 | 75.0% | 88.4% | 70.6% | 103.829 |
| Employment Q4 | 72.3% | 77.8% | 68.8% | 101.729 |
| Median Earnings | \$7,656 | \$6,807 | \$3,315 | 99.799 |
| Credential Attainment Rate | 66.0% | 100% | 58.5% | 114.339 |
| Measurable Skill Gain (% of goal) | 54.5% | 69.7% | 60.0% | 102.49 |
| Average Program Score | 106.42% | 108.18% | 98.63% | |

EFFECTIVENESS IN SERVING EMPLOYERS

As depicted in the charts below Kansas has experienced a 6.1% decrease in retention rates for 2nd and 4th quarters and a 1.6% decrease in repeat business customers over the course of the last program year. As in past years, employers have reported the need for services such as including supportive services, recruitment assistance, and training services.

WIOA - EFFECTIVENESS SERVING EMPLOYERS

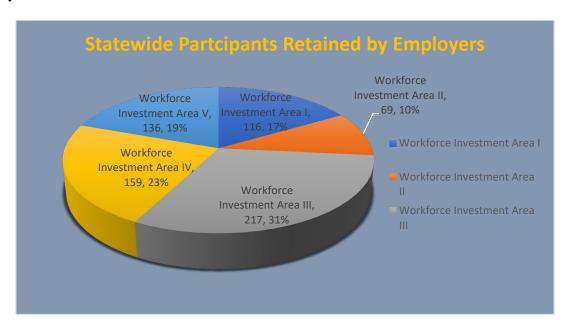
| STATE: Kansas | PROGRAM YEAR: 2021 | Certified in WIPS: 9 | /16/2022 8:36 AM ED | |
|---------------------------------------|----------------------------|-----------------------|---------------------|--|
| PERIOD COVERED | 1 | | | |
| From (mm/dd/yyyy) : 7/1/2021 8:00 A | M EDT To (mm/dd/yyyy): | 6/30/2022 8:00 AM EDT | | |
| REPORTING AGENCY: | | | | |
| | | | | |
| EFFECTIVENESS SERVING EMPL | OYERS | | | |
| Employer Se | ervices | Establish | ment Count | |
| | | | | |
| Employer Information and Support S | ervices | 2 | 254 | |
| | | 3, | 234 | |
| Workforce Recruitment Assistance | | 2 | 992 | |
| | | 3, | 332 | |
| Engaged in Strategic Planning/Econo | mic Development | | 12 | |
| | | | 12 | |
| Accessing Untapped Labor Pools | | | 85 | |
| | | ' | 03 | |
| Training Services | | 1 | 63 | |
| | | 1 | .03 | |
| Incumbent Worker Training Services | | | 36 | |
| | | ' | 30 | |
| Rapid Response/Business Downsizing | g Assistance | | 13 | |
| | | | 13 | |
| Planning Layoff Response | | | 8 | |
| | | | 0 | |
| Pilot Appro | aches | Numerator | Rate | |
| | | Denominator | | |
| Retention with Same Employer in the | 2nd and 4th Quarters After | 8,766 | FF 40/ | |
| Exit Rate | | 15,809 | 55.4% | |
| Employer Penetration Rate | | 6,188 | 6.70 | |
| | | 92,509 | 6.7% | |
| Repeat Business Customers Rate | | 5,289 | 46.50 | |
| | | 11,350 | 46.6% | |
| State Established Measure | | | | |
| | | | † | |
| | | + | - | |



Of the 20,297 employers actively utilizing the KANSASWORKS.com system, a reported 71,215 job postings were available as of 6/30/2021. In addition to job postings, repeat business customers received a total of 4,066 services over the course of the PY2021/FY2022. The following services represent the activities most utilized by these repeat business customers:

| Service Name | # of Employers |
|------------------------------------|----------------|
| Available One-Stop Services | 111 |
| Available Training Services | 8 |
| CertLink | 1,273 |
| FCJL Contact | 6 |
| General Outreach Information | 227 |
| Incumbent Worker Training | 1 |
| Incumbent Worker Training Services | 1 |
| Job Fairs | 228 |
| Job Order | 920 |
| Job Order Activities | 751 |
| Job Order Referral | 5 |
| Job Seeker Outreach Activities | 25 |
| Job Service Activities | 126 |
| Layoff Planning Assistance | 1 |
| On-the-Job Training Opportunities | 24 |
| Placement Follow Up Activities | 1 |
| Rapid Response Assistance | 2 |
| Recruitment Assistance | 192 |
| Registered Apprenticeship | 20 |
| Strategic Planning Activities | 5 |
| Veteran's Employment Services | 125 |
| Virtual Contact | 4 |
| Warn Layoff - Response | 2 |
| Work Experience Activities | 8 |

To coincide with these employer services, 4,066 participants who gained employment retained employment at 55.4%. Geographically, statewide success was experienced with retaining employees as a result of service delivery and pinpointed job matching between job seekers and employers. The below shows a breakout by area and the participant/percentage retained by employers:

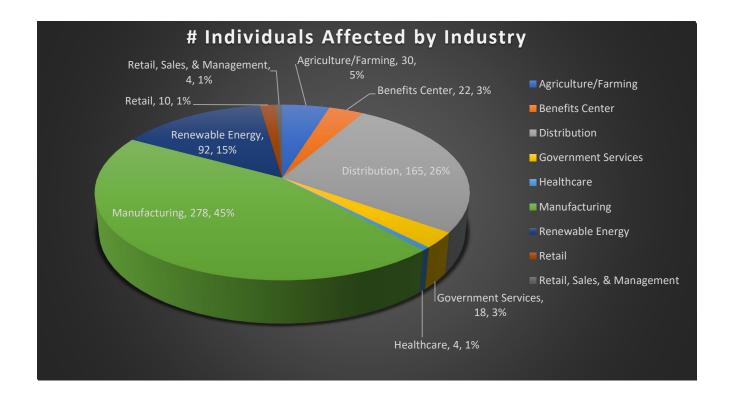


Kansas will continue to focus on employer needs and job seekers qualifications to reduce the unemployment rate and boost the economy in the upcoming year.

STATEWIDE ACTIVITIES

LAYOFF AVERSION CHART

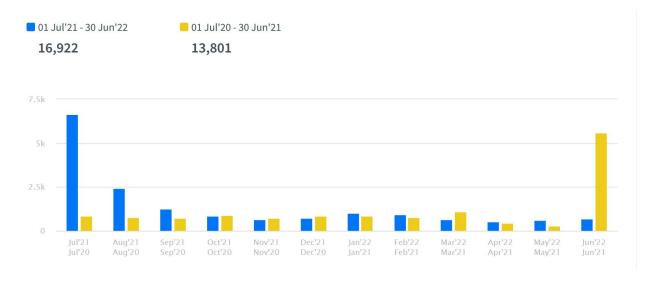
The chart below shows the PY2021 industries with individuals affected by a layoff in both WARN and Non-WARN categories.



Attachment D

KANSASWORKS.COM & SYSTEM

Live Chat



Customer Service Kiosks



^{*}Rating is out of 5

Mobile App Visitors



Workforce Innovation Opportunity Act Performance Levels PY2020 – PY2021

Kansas

| Adult Indicator | PY2020 & PY2021 |
|--|-----------------|
| Employment Rate 2nd Quarter After Exit | 76.0% |
| Employment Rate 4th Quarter After Exit | 74.0% |
| Median Earnings 2nd Quarter After Exit | \$5,751 |
| Credential Attainment within 4 Quarters After Exit | 74.6% |
| Measurable Skill Gains | 53.2% |

| <u>Dislocated Worker Indicator</u> | PY2020 & PY2021 |
|--|-----------------|
| Employment Rate 2nd Quarter After Exit | 82.5% |
| Employment Rate 4th Quarter After Exit | 79.0% |
| Median Earnings 2nd Quarter After Exit | \$9,100 |
| Credential Attainment within 4 Quarters After Exit | 78.6% |
| Measurable Skill Gains | 69.3% |

| Youth Indicator | PY2020 & PY2021 |
|--|-----------------|
| Employment Rate 2nd Quarter After Exit | 72.5% |
| Employment Rate 4th Quarter After Exit | 69.1% |
| Median Earnings 2nd Quarter After Exit | \$4,145 |
| Credential Attainment within 4 Quarters After Exit | 59.0% |
| Measurable Skill Gains | 57.6% |

| Wagner Peyser Indicator | PY2020 & PY2021 |
|--|-----------------|
| Employment Rate 2nd Quarter After Exit | 70.6% |
| Employment Rate 4th Quarter After Exit | 69.8% |
| Median Earnings 2nd Quarter After Exit | \$5,356 |

| | PY2021 Annual Report for Ending Date of 6/30/22 | | | | | | | | | | | | | | |
|--|---|-------------|-----|---------|---------|----------|--------------|------------|-------------|--------------|---------|-----------|---------|----------|---------|
| | | | | | | 1 | 1 ZUZ1 AIIII | тат Керогі | ior Enumg i | Jake 01 0/30 | 122 | | | | |
| | | | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | |
| | PY202 | 20 - PY2021 | | | | | | | | | | | | | |
| | | Negotiated | | | | | | | | | | | | | |
| | Perfori | nance Goals | Sta | itewide | Outcome | LAI | Outcome | LAII | Outcome | LAIII | Outcome | LAIV | Outcome | LAV | Outcome |
| Primary Indicators* | | | | | | | | | | | | | | | |
| Adult | | | | | | | | | | | | | | | |
| Employment Rate 2nd Quarter After Exit | | 76.0% | | 78.0% | Exceed | 92.6% | Exceed | 86.0% | Exceed | 73.0% | Meet | 71.3% | Meet | 83.3% | Exceed |
| Employment Rate 4th Quarter After Exit | | 74.0% | | 74.7% | Exceed | 89.8% | Exceed | 77.4% | Exceed | 73.8% | Meet | 66.1% | Meet | 79.2% | Exceed |
| Median Earnings 2nd Quarter After Exit | \$ | 5,751 | \$ | 7,717 | Exceed | \$ 7,299 | Exceed | \$ 10,450 | Exceed | \$ 6,342 | Exceed | \$ 7,368 | Exceed | \$ 8,885 | Exceed |
| Credential Attainment within 4 Quarters After Exit | | 74.6% | | 81.0% | Exceed | 78.7% | Exceed | 88.7% | Exceed | 87.2% | Exceed | 78.6% | Exceed | 60.5% | Meet |
| Measurable Skill Gains | | 53.2% | | 74.6% | Exceed | 80.2% | Exceed | 81.2% | Exceed | 81.0% | Exceed | 69.0% | Exceed | 55.2% | Exceed |
| | | | | | | | | | | | | | | | |
| Dislocated Worker | | | | | | | | | | | | | | | |
| Employment Rate 2nd Quarter After Exit | | 82.5% | | 80.6% | Meet | 100.0% | Exceed | NR | NR | 68.6% | Meet | 81.0% | Meet | 100.0% | Exceed |
| Employment Rate 4th Quarter After Exit | | 79.0% | | 76.6% | Meet | 93.8% | Exceed | NR | NR | 72.5% | Meet | 76.1% | Meet | 85.7% | Exceed |
| Median Earnings 2nd Quarter After Exit | \$ | 9,100 | \$ | 10,174 | Exceed | \$ 7,824 | Meet | NR | NR | \$ 9,817 | Exceed | \$ 10,277 | Exceed | \$ 9,983 | Exceed |
| Credential Attainment within 4 Quarters After Exit | | 78.6% | | 67.6% | Meet | 83.3% | Exceed | NR | NR | 85.4% | Exceed | 42.9% | Meet | 66.7% | Meet |
| Measurable Skill Gains | | 69.3% | | 84.8% | Exceed | 87.1% | Exceed | 87.0% | Exceed | 94.4% | Exceed | 80.8% | Exceed | 57.1% | Meet |
| | | | | | | | | | | | | | | | |
| Youth | | | | | | | | | | | | | | | |
| Employment Rate 2nd Quarter After Exit | | 72.5% | | 77.6% | Exceed | 96.4% | Exceed | 73.1% | Exceed | 78.6% | Exceed | 79.2% | Exceed | 68.9% | Meet |
| Employment Rate 4th Quarter After Exit | | 69.1% | | 75.5% | Exceed | 83.3% | Exceed | 67.3% | Meet | 71.7% | Exceed | 74.1% | Exceed | 82.6% | Exceed |
| Median Earnings 2nd Quarter After Exit | \$ | 4,145.00 | \$ | 3,935 | Meet | \$ 5,698 | Exceed | \$ 4,170 | Exceed | \$ 3,386 | Meet | \$ 5,866 | Exceed | \$ 3,206 | Meet |
| Credential Attainment within 4 Quarters After Exit | | 59.0% | | 59.2% | Exceed | 62.0% | Exceed | 62.5% | Exceed | 52.8% | Meet | 84.2% | Exceed | 44.8% | Meet |
| Measurable Skill Gains | | 57.6% | | 48.4% | Meet | 78.6% | Exceed | 46.8% | Meet | 43.2% | Meet | 64.3% | Exceed | 43.4% | Meet |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Wagner Peyser | | | | | | | | | | | | | | | |
| Employment Rate 2nd Quarter After Exit | | 70.6% | | 67.5% | Meet | 66.8% | Meet | 53.7% | Meet | 66.0% | Meet | 72.9% | Exceed | 70.0% | Meet |
| Employment Rate 4th Quarter After Exit | | 69.8% | | 66.8% | Meet | 68.3% | Meet | 58.5% | Meet | 63.2% | Meet | 68.7% | Meet | 69.0% | Meet |
| Median Earnings 2nd Quarter After Exit | \$ | 5,356 | \$ | 6,600 | Exceed | \$ 6,531 | Exceed | \$ 6,171 | Exceed | \$ 6,624 | Exceed | \$ 6,679 | Exceed | \$ 6,677 | Exceed |
| | | | | | • | | • | | • | • | • | • | · | • | |

^{*}Primary Indicators are per TEGL 11-19 and approved by KANSASWORKS State Board in partnership with Title II and Title IV agencies for Combined YTD Performance

This chart displays the PY21 Annual Performance Results compared to performance goals for the year.

ATTACHMENT F

WORKFORCE INNOVATION OPPORTUNITY ACT TITLE I ACTIVITY

Training Services Provided by Local Area

| Local Area | Adult | Dislocated Worker | Total |
|---------------------------|-------|----------------------|-------|
| Local Area I Kansas | 183 | 36 | 219 |
| WorkforceONE | | | |
| Local Area II Heartland | 184 | 23 | 207 |
| Works, Inc. | | | |
| Local Area III Workforce | 264 | 24 | 288 |
| Partnership Inc. | | | |
| Local Area IV Workforce | 36 | 56 | 91 |
| Alliance of South-Central | | | |
| KS | | | |
| Local Area V | 221 | 13 | 234 |
| KANSASWORKS | | | |
| Southeast KS | | | |
| Total | 888 | 152 | 1,040 |

Participants Served by Local Area

| Local Area | Adult | Dislocated Worker | Total |
|--|-------|----------------------|-------|
| Local Area I Kansas WorkforceONE | 339 | 41 | 380 |
| Local Area II Heartland Works, Inc. | 194 | 25 | 219 |
| Local Area III Workforce Partnership Inc. | 441 | 41 | 482 |
| Local Area IV Workforce Alliance of South-Central KS | 621 | 852 | 1,473 |
| Local Area V KANSASWORKS- Southeast KS | 440 | 17 | 457 |
| Total | 2,035 | 976 | 3,011 |

DATA COLLECTION & DATA VALIDATION

ATTACHMENT G

Data Collection

Kansas' common exit policy, including which ETA-funded partner programs are included in the common exit policy.

Policy Number 5-32-00 Data Collection Link:

Policies and Procedures - KANSASWORKS STATE BOARD (ksworksstateboard.org)

Data Validation

Kansas' approach to data validation to ensure data integrity, includes a description of the methodology of any validation activities that occurred.

Kansas has updated Data Validation Policy #5-33-00, which includes all the requirements found in TEGL 23-19. Data validation reviews occurs quarterly.

Policy Number 5-33-00 Performance Data Element Validation Link:

Policies and Procedures - KANSASWORKS STATE BOARD (ksworksstateboard.org)

Methodology

Kansas submits WIOA Participant Individual Record Layout (PIRL) Data records and an annual performance report, to the Employment and Training Administration on an annual basis, and submit a quarterly performance report, the PIRL on a quarterly basis. Kansas validates the accuracy of quarterly submissions to ensure that ETA decisions about WIOA policy and funding are made based on a true picture of program outcomes. Report validation checks the accuracy of calculations and data element validation checks the accuracy of the data used to perform the calculations. In report validation, Kansas compares the PIRL reported values to values generated by the below methodology. In data element validation, Kansas compares key data elements against samples of WIOA participants.

Kansas Department of Commerce will conduct a random-sample audit, on a quarterly basis, of each of the Participant Individual Record Layout (PIRL) data files (e.g., Adult, Youth, DW, Wagner-Peyser and TAA) using a stratified random sample, where the five local workforce service areas constitute the strata and the sampling fraction in each of the strata is proportional to that of the population.

The Commerce Regulatory Compliance Unit (CRC) completes validation based on a random sampling of data elements. CRC used acceptable source documentation, as per guidance in TEGL 7-18, to review each sampled element within the participants' files. The CRC scored each data element as either a pass or fail on those data elements required to be validated. Elements supported or matched by acceptable documentation were recorded as a "pass". Any data element not supported by acceptable documentation or was found to be inconsistent with other documentation were recorded as a "fail." Completed workbooks were transmitted back to WFS to calculate and review the sample error rates and upper error limits for each element in each of the three programs.