

WORKFORCE INNOVATION
AND OPPORTUNITY ACT

PROGRAM YEAR

20
22

ANNUAL REPORT



**Workforce Innovation and Opportunity Act (WIOA)
Kansas Title I and Title III
Annual Statewide Performance Report Narrative
Program Year 2022**

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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

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 **KANSASWORKS** 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 job seeker and business customers

EFFECTIVENESS IN SERVING EMPLOYERS

Effectiveness in Serving Employers

Kansas is striving to make progress with employer effectiveness measures as per direction from USDOL. At this time, Kansas does not have state specific measures/indicators established. 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 PY2022/FY2023 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 PY2022/FY2023 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 chart, Kansas has experienced a 1.0% decrease in retention rates for 2nd and 4th quarters and a 3.0% decrease in repeat business customers over the course of the last program year. As in past years, employers have been reported the need for services such as including supportive services, recruitment assistance, and training services.

Kansas employers continue to receive business services, however, overall progress for the measures of retention and repeat business customers has decreased slightly for PY2022/FY2023. Commerce business service teams expect to expand outreach efforts to promote continuous improvement in the upcoming program year. Albeit slight, the decline of these measures is attributed to system changes, lack of staff resources utilized for outreach efforts across the state, and employer adaptation to the next generation of the state job board, **KANSASWORKS.com**.

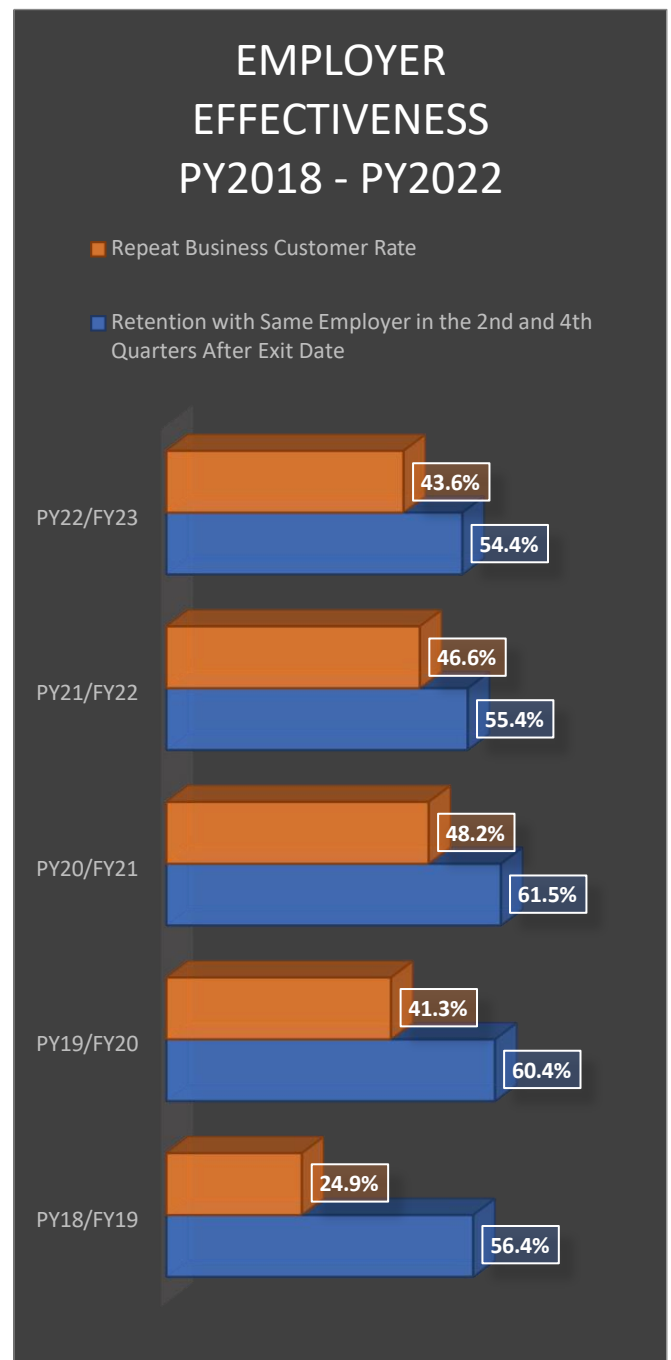
Of the 31,054 employers actively utilizing the **KANSASWORKS.com** system, a reported 52,984 job postings were available as of 6/30/2023. In addition to job postings, repeat business customers received a total of 4,285 services over the course of the PY2022/FY2023.

To coincide with these employer services, 727 participants who gained employment retained employment at 54.4%. Geographically, statewide success was experienced with retaining employees because of service delivery and

pinpointed job matching between job seekers and employers. See the attachments for a chart that 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.

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



CUSTOMER SERVICE AND SATISFACTION AND PROGRAM EVALUATIONS

In PY2022, Kansas continued the efforts of Workforce 2.0 to ensure we are continually adjusting to meet the needs of our customers and improving the services we provide and how we provide them.

One of the key efforts we have been working on improving is developing candidates to be qualified for positions. This effort was in response to employers requesting better resumes in the system. For this effort, our resume expert provided in-depth resume training for all Workforce Center staff, followed by consistent auditing of resumes. Based on the overall results of the audits, we then offer feedback to staff on what improvements have been made and those that still need to be worked on. Another strategy to assist with this effort was the addition of the Big Interview tool on **KANSASWORKS.com**. This tool is an online resource for jobseekers that provides basic and best practices of interviewing, the opportunity to practice behavioral questions across all industries and feedback to assist in preparation for the real interview.

Two additional efforts include connecting businesses to job seekers and providing hands-on assistance to jobseekers. For the connecting businesses to job seekers, each local area was tasked with working together as a leadership team to develop two connecting activities per area. An example of this is hosting an industry-specific Job Fair. Paired with that event, reaching out to jobseekers who match the open positions with those hiring at the Job Fair and preparing the jobseekers to be equipped for the Fair (ensuring their resume is current and providing interview assistance, if needed). Examples of the hands-on assistance to jobseekers includes a variety of jobseeker workshops, both in-person and virtually.

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. See Kiosk Survey on page 4.

PROGRAM EVALUATIONS

Commerce program evaluation processes are focused on two areas: 1) topic/activity specific evaluation and 2) program specific evaluation. Currently, processes and schedules are being developed surrounding these evaluations. This process is intended to create a consistent and meaningful evaluation regardless of focus area within a reasonable amount of time. Evaluations will further support continuous improvement and

assist in identifying best practices across programs within the local areas and state. The following diagram shows the proposed stages of a program evaluations and the various activities within each stage. This process encompasses activities to be completed from the beginning to the completion with the final summative report being publicized. Each evaluation will vary within the time taken to complete, however the stages noted below are proposed to be applied to all evaluation efforts to ensure integrity and thoroughness with each evaluation. As Commerce completes the evaluations, a published version of the summative report can be found at the following link: <https://ksworksstateboard.org/program-evaluation/>

Commerce is in progress with WIOA Title I program evaluation in which a task group of experts will come together and focus on pointed questions in an effort to identify best practices and promote continuous improvement. WIOA Title I task group members have a good understanding of the programs to include Adult, Dislocated Worker, (DW) and Youth programs.

This long-term evaluation for WIOA Title I started in the spring of 2023 with the establishment of the task group. This group consists of representatives from all five local areas to include one-stop partner representation, a research analyst, program managers, and other key partners as needed. This evaluation is currently in the Pre-Implementation state (See chart on page 4).

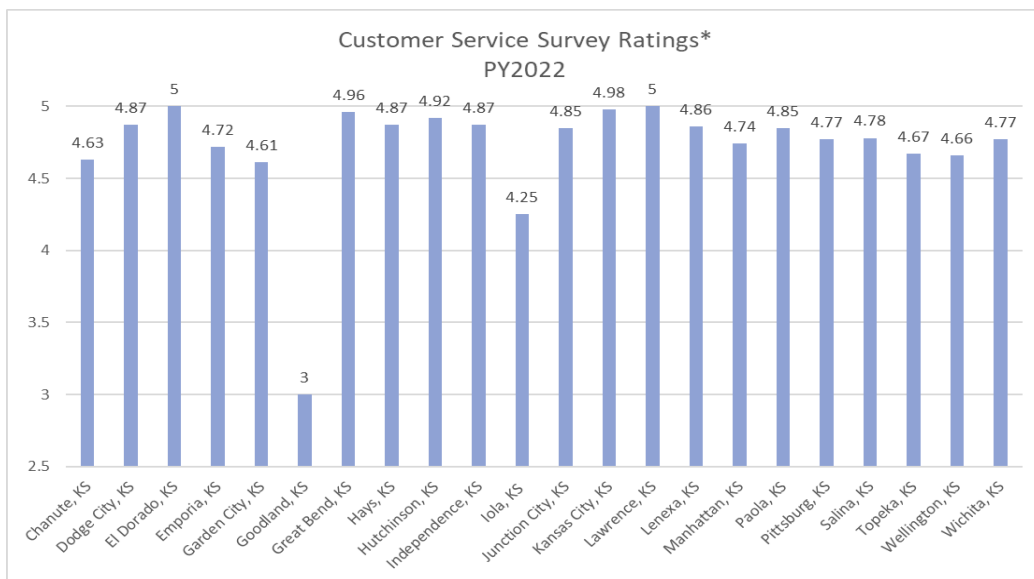
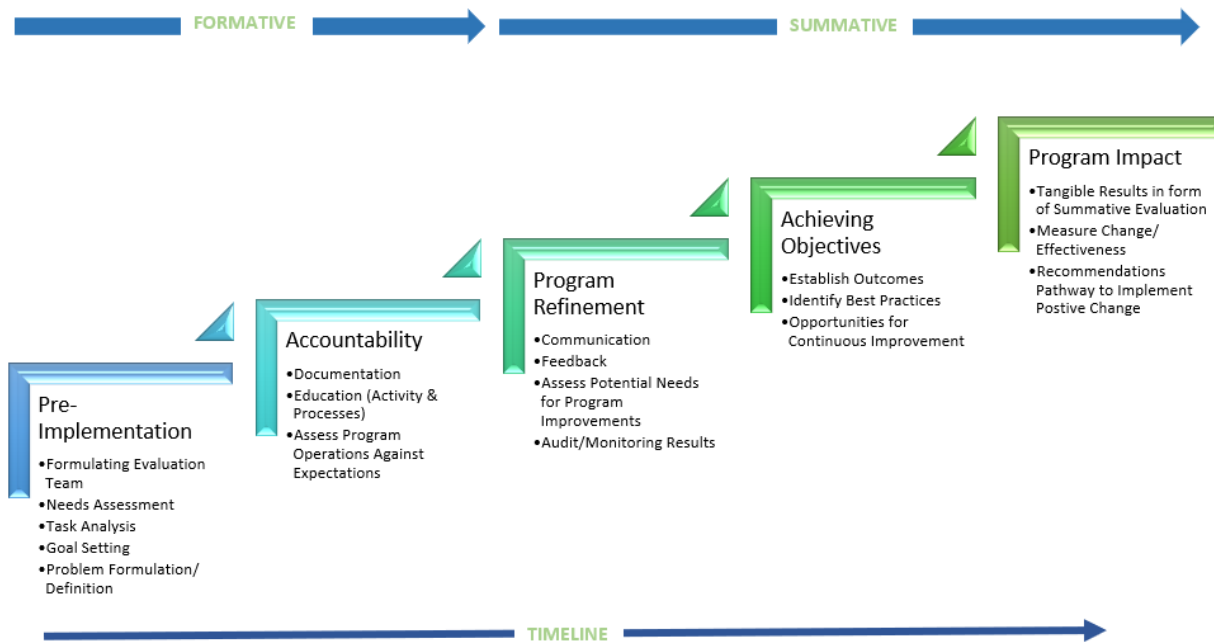
During this stage, the group assembled to become familiar with the process, review objectives, and address questions. Progress continues within this phase in that the WIOA Title I task group experts submitted for consideration questions in which are high priority for evaluation. This exercise provided definition to the course for the program evaluation as the task group moves forward. Questions were narrowed to 2 questions per program and can be found in Attachment D along with the Program Evaluation Stages chart.

With questions being agreed upon, the task group will be transitioning into the Accountability stage. During this stage, the research analyst will be conducting data analysis to provide to the task group for assessment of program operations against expectations. Based on the questions posed, outcomes could result in a wide spectrum of conclusions from higher employment rate to increased wages. When the data analysis is complete, the task group will resume meeting to continue with the stages of the program evaluation efforts. While a firm completion date has not been identified, progress continues to be made with evaluation efforts.

In addition to this, Commerce was approved to participate in a Peer Learning Cohort (PLC) on Program Evaluation. This PLC will be meeting during PY2023 and forward. Commerce team members include WIOA Titles I, II, III, and IV partners. This comprehensive team will be working to create a transparent program evaluation process, which could

expand beyond those receiving employment and training services to adult basic education and vocational rehabilitation services. By working together, this could reduce duplication of services to participants and become a more efficient model for identifying ways to improve Kansas' service delivery across agencies.

PROGRAM EVALUATION STAGES



*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, based on the needs of the customer.

For both employers and jobseekers, Job Fairs were provided both virtually and in-person. The in-person events that were the most successful were the smaller industry-targeted Fairs at the Workforce Centers. These events were able to match jobseekers to the open positions available from these employers better than the larger events. Other successful events this past year provided by the Centers were both in-person and virtual workshops. These workshops included: Job Success, Experienced Worker, and How to fill out state and Federal applications. Also, we continued to utilize both Mobile Centers to provide services to events that matched jobseekers to employers, in communities that don't have physical Workforce Centers.

As far as training, an area of focus during PY2022 for staff was in response to the Workforce 2.0 findings. One of the main efforts was geared towards training staff on providing excellent resume assistance. Throughout this past year, our in-house resume expert provided in-depth resume training to all Workforce Center staff. This training included some of the following: different resume formats, how best to list skills, identifying and handling gaps or other potential barriers, how to target different jobs/fields, and the top five items' employers are looking for in a resume.

Another great addition to training for our Workforce Center staff came in the form of Registered Apprenticeship for Supervisors. Our first edition of this program started in January 2023 with five Workforce Center Supervisors. These staff will have a full year of classroom training, followed by another year of mentorship with their Regional Operations Managers. After six months in the program, they all are not only enjoying the training aspect of it, but also the relationship building they have with each other.

All Workforce Center staff continue to receive 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. It's a great partnership between the two agencies.

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.

Rapid Response

For PY2022, Kansas received 14 WARN notices affecting 1,596 employees and had 26 non-WARN events, affecting 1,468 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. Whenever possible, one of the two 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 or participate in one of our Virtual Job Fairs. 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, **KANSASWORKS.com** gathers WARN and non-WARN basic information regarding Rapid Response events. When information is entered into **KANSASWORKS.com** for these events, an automated number is assigned to the event, staff can select a company or Rapid Response event number, and 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 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 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 a pulse on 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 **KANSASWORKS** 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 who 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 PY2022 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 Local Area 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)

Commerce did not have any direct NDWG grants for PY2022/FY2023. LAI and LAIV do have NDWG's in progress during this program year. Please see the local area submissions for further details relating to these grants.

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 and establishing RESEA as an entry point for UI claimants into other workforce system partner programs.

RESEA is provided in sixteen **KANSASWORKS** Workforce Centers around the state. There are sixteen 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 7,095 claimants for services with 3,986 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 KS HB2196. The 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 PY22, 6,801 claimants were notified of their required participation in the My (Re)Employment plan program. 3,690 have successfully completed all program requirements. The remaining 2,177 potentially returned to work prior to completion or other unknown factors. 936 were waived from participation, mainly due to returning to work.

In September 2022, the program achieved full automation via the customer's utilization of **KANSASWORKS.com**. This automated system seamlessly integrates the job search plan and skills assessment components within the **KANSASWORKS.com** platform. Upon successful completion of these tasks and a published resume, the program's associated services are finalized, and notifications are automatically transmitted to the Kansas Department of Labor (KDOL) to update customer status.

During Phase 2 of the program, Designated staff have been tasked of quarterly reviews of the resumes uploaded during the My (Re)Employment Plan (MRP) process, checking for content and quality. This followed by two local areas initiating a pilot initiative involving proactive outreach, which includes cold calling, customers who have completed their My (Re)Employment Plan (MRP) requirements to extend supplementary workforce services. These endeavors serve as a pivotal entry point for individuals seeking access to the Workforce Center.

MRP Website Link:

[My Reemployment - Kansas Department of Commerce \(kansascommerce.gov\)](https://www.kansascommerce.gov/my-reemployment)

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 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, **4,026** Veterans were served within the workforce centers with **1,753** 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 plans, comprehensive assessments, and basic employability skills needed for each individual Veteran’s needs. Through outreach by this staff a total of **2,191** Veterans, transitioning service members, and military spouses requested more information and assistance through the **KANSASWORKS.com** website. Additionally, for the fiscal year, **3,804** employer engagements were made by Local Veteran Employment Representatives (LVER), **1,267** 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 **374** special disabled Veterans with **30** obtaining employment during the fiscal year. A total of **449** Veterans, transitioning service members, and spouses received job placements.

JVSG Staff conducted email outreach to **16,180** 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 **8,840** 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. During the fiscal year, **5,037** new users visited the website with a total of **3,967** views/sessions. 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

The Kansas Department of Commerce, in partnership with Hilton Hotels and Resorts, processed **41** Hilton Honors referrals for Veterans, transitioning service members, and spouses during the fiscal year. Points awarded to a Hilton Honors account are redeemable for hotel stays in participating Hilton chain facilities for employment related activities such as confirmed out of state job searches, out of state job interviews, training conducted in conjunction with a job offer, and house searching in conjunction with a job offer. Of the **41** referrals processed during the quarter, **5** of these referrals will be staying in the state of Kansas upon their discharge from military service.

REGISTERED APPRENTICESHIP

Kansas Office of Apprenticeship (KOA) within Kansas Department of Commerce is the USDOL-recognized State Apprenticeship Agency for Kansas¹. KOA works cooperatively with the Federal Department of Labor Employment and Training Division on expanding and modernizing the Registered Apprenticeship system for the benefit of employees, employers, and the economy. KOA facilitates an appointed Council of 12 industry and educational experts with the goal to support union training programs, business training programs, non-government organizations higher education, K12, and other entities in developing, operating, and maintaining robust registered

apprenticeship training programs recognized and approved by the State of Kansas². Due to strong industry and educational support, the Kansas Office of Apprenticeship transformed to specifically meet the needs of the Kansas economy and our most high wage and high demand occupations. With an aggressive mindset, the Kansas Apprenticeship Council has also published a 6-year strategic plan along with a strong vision and mission statement.

This office has largely been funded through competitive and highly specific federal grants but is now operating from sustainable funding through the State of Kansas. Additional high-level activity for the KOA include:

- **Establishment of the Kansas Office of Apprenticeship (KOA):** On Sept 6, 2022, Governor Laura Kelly established the Kansas Office of Registered Apprenticeship (KOA).
- **Launched new website:** Developed a human centric website to serve as a connection point, clear steps for new RAP's, and source of policy and information bridges to expand RAP in Kansas.
- **Intentional Community College and Technical College bridges:** The KOA worked with the Kansas Board of Regents to allow for blanket approval of registered apprenticeship certificate and degrees, a similar method used for transfer programs for community colleges.
- **Kansas Apprenticeship Tax Act, House Bill 2292:** \$13 million dollar act established to increase registered apprenticeships in the most in-demand industries in Kansas providing a tax credit (grant for non-profits) of up to \$2,750 per apprentice, per year, up to 20 apprentices.
- **Simplified Affirmative Efforts plan:** working with legal counsel and apprenticeship industry experts, the KOA adopted a simplified 2-page Affirmative Efforts plan that aligns with **KANSASWORKS** and **WIOA**.
- **Translated Documents into Spanish:** in an effort to engage a greater diversity in Kansas, and on behalf of a direct request, the KOA has translated all required Registered Apprenticeship documentation into Spanish and made them available online.
- **Program Evaluations:** the KOA is working with a national apprenticeship expert and 3rd party advisor to conduct long-overdue RAP compliance evaluations in accordance with the expectation of reauthorization passing.
- **Kansas Office of Apprenticeship:** The KOA awarded more than \$500,000 in state grants to 8 established Registered Apprenticeship programs including joint apprenticeship training committees from across the state. This funding went to support new training equipment, personnel dedicated to expansion and outreach.

In addition to these high-level successes, the Kansas Office of Apprenticeship is facilitating several state and federal grants including:

- MeadowLARK grant delivered through the State Apprenticeship Expansion Formula (SAEF) funding from the U.S. Department of Labor. This includes \$6,331,847 for a performance period of July 1, 2023 – June 30, 2026. The grant will focus on:

The Statewide Multi-Employer Intermediaries will include new opportunities for:

- K-12 Teacher Educator Registered Apprenticeship: Register and systemize the Kansas Department of Education Multi-Employer Intermediary statewide.
- Justice Involved Registered Apprenticeship: Register Local WorkforceONE (Local Area I), our largest geographic local Workforce Board, as a Multi-Employer Intermediary focusing on inside and outside corrections-based programs.

Regional Activities including:

- Kansas Workforce Alliance, the local Workforce board in Southcentral KS (Local Area IV) will become a Multi-Employer Intermediary: Establishing the Wichita local Workforce Board as a multi-employer intermediary for health economy occupations, advanced manufacturing, and other emerging industries.

- Workforce Partnership (LA III), the Kansas City based local workforce board will become a Youth Registered Apprenticeship Multi-Employer Intermediary: Creating a regional youth apprenticeship program, connecting 16 to 24-year-old youth to established union and other Registered Apprenticeship Programs in the Kansas City metro area.
- Southeast **KANSASWORKS**, will develop a Workforce Development Registered Apprenticeship serving their most in-demand workforce occupations, supporting growth and service for their local area.
- The State Apprenticeship Equity, Expansion, and Innovation Grant funded through the U.S. Department of Labor. This includes \$5,681,403 for a performance period of July 1, 2021 – June 30, 2025. This grant focus is on amplification of registered apprenticeship programs into new sectors and greater cooperation with our local workforce boards. For just the 2022/2023 fiscal year, this grant has registered 36 new occupations this year, and increased the number of apprentices served to 438 from 137!

This high-level activity and generated actionable growth in existing and new industry sectors is proving that Registered Apprenticeship programs can meet the needs of Kansas.

Kansas	*Kansas based programs as of 10/11/2023				
	Active Apprentices	New Apprentices	Completers	Active Programs	New Programs
2020	1,960 total, (43 out of 50 States)	554 total, (47 out of 50 States)	167 total, (47 out of 50 States)	147 total, (38 out of 50 States)	14 total, (39 out of 50 States)
2021	1,903 total (43 out of 50 States)	862 total, (39 out of 50 States)	277 total, (43 out of 50 States)	150 total, (37 out of 50 States)	17 total, (39 out of 50 States)
2022	2,095 (38 out of 50 states)	830 (40 out of 50 States)	273 (40 out of 50 states)	164 (33 out of 50 states)	16 (36 out of 50 states)
2023	2474 (38 out of 50 states)	1287 (35 out of 50 states)	393 (36 out of 50 states)	180 (33 out of 50 states)	18 (33 out of 50 states)
<i>2024 (target 25% growth)</i>	<i>3,092</i>	<i>1,608</i>	<i>491</i>	<i>225</i>	<i>22</i>

¹Kansas Office of Apprenticeship. About Us [About](https://ksapprenticeship.org/about-us/) <https://ksapprenticeship.org/about-us/>

²Kansas Apprenticeship Council. Kansas Statutes Annotated. 44-661 and 44-662 et seq. (1994)

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,
- ✓ Train Workforce Center Business Services Teams on engaging employers in conversations about hiring justice-involved individuals,
- ✓ 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 Counseling and Training), an “inside/outside” employment counseling and training program funded by the US Department of Labor.
- ✓ Providing oversight for new shared position with Commerce and Kansas Juvenile Correctional Complex (KJCC)

Pathway Home 2/ReSpECTWORKS

In June 2021, the Kansas Department of Commerce was awarded a \$3,997,764 competitive grant from the US Dept. of Labor Employment 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 plans that address barriers to 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, 2023, 312 participants have been enrolled in the program. Of those who have released from incarceration, close to 75% have acquired an initial job placement.

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 which could result in a work disability. The overarching goal of **RETAINWORKS** is a cultural change to viewing employment as an outcome of medical treatment.

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 objectives 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, Nurse Navigators, employed by the medical systems, and Workforce Coordinators, employed by the Local Workforce Development Boards, are coordinating health interventions and employment service delivery to support the employee in returning to or staying at work after an illness or injury. Additionally, Referral and Enrollment leads track program progress and assist with recruitment and training of participating Medical Providers.

As of June 30, 2023, 227 individuals were enrolled. Thus far, just over 97% of participants return to work or stay at work after an illness or injury

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

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. 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 an interface system to automate and assist with eliminating application requests. Currently, the program is processing within 90 days of submission of an application.

Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) Program is designed to assist workers who experience a reduction in 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 Local Workforce Centers, they receive individualized assistance from TAA Case Managers who provide in-depth benefit details, enroll them in services, provide employment

- ✓ 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	412
Gold	685
Silver	907
Bronze	872

Total Assessments Administered 9,589

For PY22, 44,790 **new** certification requests were received.

This is a federal tax savings to Kansas businesses of almost \$25 million. The largest numbers of workers certified as eligible were recipients of Supplemental Nutrition Assistance Program (SNAP), followed by Supplemental Security Income (SSI), Long-term Unemployment Recipient (LTUR), Rural Renewal Counties (RRC), and Ex-felons.

The average tax credit per certification to the employer is \$2,548.1

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 TAA Training Benefits (both classroom and work-based), TAA 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 PY2022 the Trade Adjustment Assistance (TAA) Program served 310 Adversely Affected Workers in total. TAA Petition investigations. Reemployment Trade Adjustment Assistance (RTAA) enrollments also saw a decline as no new RTAA Enrollments could be approved after termination took effect. During PY2022 only 16 TAA Workers took 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 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 and termination of the program, TAA sponsored five new TAA Training Plans during this program year. In addition, 141 TAA Workers successfully completed TAA Training.

Supplemental assistance in the form of Transportation Payments were provided to 15 TAA Workers and one TAA Worker received Subsistence Payments to defray expenses while that TAA Worker attended TAA Training outside their commuting area. In addition, one 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.

Workforce Innovation Opportunity Act Title I Activity

Training Services Provided by Local Area

Local Area	Adult	Dislocated Worker	Total
Local Area I Kansas WorkforceONE	154	56	210
Local Area II Heartland Works, Inc.	215	43	258
Local Area III Workforce Partnership Inc.	186	33	219
Local Area IV Workforce Alliance of South-Central KS	7	14	21
Local Area V Southeast KANSASWORKS	219	11	230
Total	781	157	938

Participants Served by Local Area

Local Area	Adult	Dislocated Worker	Total
Local Area I Kansas WorkforceONE	363	62	425
Local Area II Heartland Works, Inc.	301	46	347
Local Area III Workforce Partnership Inc.	447	42	489
Local Area IV Workforce Alliance of South-Central KS	827	321	1148
Local Area V Southeast KANSASWORKS	362	11	373
Total	2300	482	2782

Veteran Services

Michael is a Master Sergeant in the U.S. Air Force (USAF) stationed at McConnell AFB who most recently served as the section chief over for fuel operations at this station. During the DVOP's first visit with Michael, he indicated he had no specific career field in mind and said only that he would like to find a high-paying position that would allow him to use his logistics and personnel management skills. Michael said he and his family own a home in the Tampa, Florida area and planned to return there after his retirement. Michael has a bachelor's degree in reverse logistics.

The DVOP began helping Michael explore jobs in the Wichita area since his wife works as a civilian employee of the USAF at McConnell. After working with Michael on completing his job-ready résumé, the DVOP then showed him how to customize his résumé for positions he might apply for.

Michael developed several excellent customized résumés and began working with the DVOP on his job interview skills. During the course of his job search, he applied for positions with Koch Industries and Amazon.com.

Michael was interviewed for a position as a manager of project managers at Koch and a supervisory position at Amazon. However, he did not feel he was right for either position.

After attending the Get Hired Job Fair in Wichita in November 2022, Michael applied for and was interviewed for a position with UCI Industrial Construction Services in Wichita. Michael was hired by UCI as the company's Procurement Manager earning \$90,000 per year. Throughout the process of working with the DVOP, Michael was apprehensive about retiring from the Air Force. However, he worked hard to develop his job search and interviewing skills. As a result of his new job with UCI, Michael and his wife are remaining in the Wichita area and have no plans currently to return to Florida.

Patricia is a disabled Veteran who came into the Manhattan Workforce Center in December to find a better working situation. She was making a good salary, but it was a long commute from where she lives. She has a lot of experience in management of retail locations, good computer skills and inventory management skills but had 3 jobs in the last year and she was worried how that would look to a prospective employer. She was seeking a position where she would have the ability to use her strengths and make at least \$45,000. DVOP conducted a comprehensive assessment and learned that in her job search so far, she had gotten

several interviews, but that was when things seemed to fall apart.

DVOP reviewed her résumé and made some suggestions to tailor it but saw that Patricia had captured some great highlights that she should keep. DVOP did a job survey for the types of work that met her criteria. DVOP also sent her announcements for Virtual and in person hiring fairs, as well as referrals to employment as her job search continued.

Patricia let DVOP know that she accepted an offer and started as a Coach at Walmart on March 7th at a salary of \$65,000. She appreciated the referrals and support during her work search and was happy to get an offer that was \$20,000 more than the job she left.

Rachel Pence is a low-income Veteran with hearing impairment that has two part time jobs but was seeking another one as her hours had been reduced and she had lost a separate source of income last August. Rachel had a limited work history due to being a stay-at-home parent for many years after serving in the Army.

She also needed some flexibility of work scheduling to allow her to take her disabled adult son to his work.

Customer service jobs were not ideal due to her hearing impairment and lack of computer skills.

DVOP had assisted her in the past with finding and successfully applying for merchandiser jobs, which provided the flexibility she needed. She was coming into the Workforce Center at least once a month to work with DVOP in person and apply for jobs online as she does not have a computer at home. Over the months, DVOP assisted with numerous referrals to employment, customizing résumés and applications to about 20 jobs.

In January, DVOP sent her a referral and Rachel applied for a Part time Merchandiser position with Accelerate 360. She accepted an offer and will start on February 14th at a wage of \$17/hr., which is \$6 more than one of her jobs and \$4 more than the second part time job. Rachel appreciated having support and feedback during her job search.

Business Services

Stryten Manufacturing of Salina hosted a hiring event at the Salina Workforce Center. Five staff from Stryten were on hand to meet, interview and hire candidates. Job postings, flyers and recruitment activities began three weeks before the event. Twenty-two job seekers attended with more than half hired in Assembly related positions, starting at \$17.00 or more with full time hours. Stryten was very pleased.

VT-SGI is the largest national federal security contract for armed guards in the country. Their main job is guarding federal buildings within their jurisdiction. VT-SGI had openings in Salina, Manhattan, Lawrence, Independence, Hutchinson, Hays, Emporia and Dodge City and the company is currently having issues finding veterans to fill openings in all areas. Disabled Veterans Outreach Program (DVOP) representative staff assisted VT-SGI by spreading the word with all the DVOP representatives in Kansas. The VT-SGI job description and instructions on how to apply were put out to DVOPs across the state as well as posting the job in local VFW and veterans commissions. After this outreach effort, VT-SGI stated all the positions have been filled except one.

The OCK Employment Expo 2022 was held October 6th at Tony's Event Center Arena in Salina. **KANSASWORKS** attended with the mobile unit and a table to meet with job seekers. Staff offered résumé printing, interview prep, introduced our services, and made connections with community employers and job seekers. Over 30 employers were on hand, and many employer contacts were made by Workforce Center staff. At least 50 job seekers attended, and at least six job seekers came directly to the **KANSASWORKS** booth or to **KANSASWORKS** staff for assistance in finding specific employers. Staff were able to walk with the job seekers directly to the employer/employers and introduce them, along with their skills and prepared résumé in hand. At least four job

seekers attended at the encouragement of RESEA and Workforce Center staff. Overall, most job seekers in attendance and the direct job seekers at our table were connected to employers who are hiring right now.

Unified Government of Wyandotte County contacted the Workforce Center because of the struggles filling several of their positions to include entry level positions since the pandemic. The business services team reached out to high school seniors at each of the five local high schools and offered to support a hiring event in the Wyandotte County Workforce Center February 1st. Staff offered space for seven different hiring departments to administer walk-in interviews not only to students but to daily customers in the center. Workforce staff assisted in this effort by making sure all attendees were registered in **KANSASWORKS**, provided resumes and interview tips, and referred day-to-day customers to join for the event. Unified Government stated this event was a success! There were 28 applicants, with 19 pending offers. Many of these positions were entry-level and hard to fill positions. Departments in attendance include Treasury, Election office, Public Works, Parks and Recreation, Sheriff's Office, Municipal Court, and Human resources. Ms. Gina, HR Recruiter stated, "This partnership has been beneficial", Unified Government stated they will track those 19 offers and see when they get Hired.

Thursday, May 18th Salina Workforce Center staff visited several businesses in the community promoting Workforce Center services. One of the businesses staff met with was Freedom Drains LLC. As a result of the outreach, Freedom Drains created a **KANSASWORKS.com** account and posted a job opening the next day! We look forward to assisting them in their recruitment efforts.

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.

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.

Jacob has now been employed with the Holiday Inn for approximately one year and the manager reports he has mastered all 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 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!

Local Area II – Heartland Works

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 in **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

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! "

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.

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

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 **KANSASWORKS** 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

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 the 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.

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.

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.

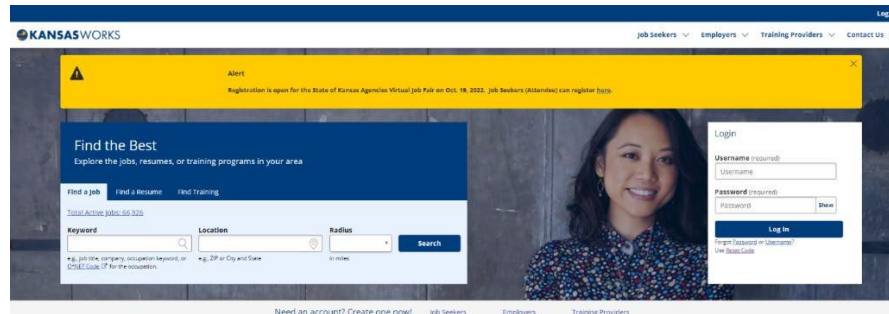
TECHNOLOGY

[KANSASWORKS.COM](https://www.kansasworks.com)

During PY2022/FY2023, **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 grant 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.

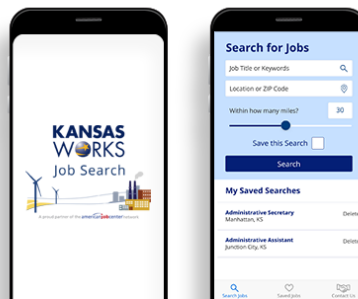


Learn more about navigating **KANSASWORKS.com** at the following link:

<https://rise.articulate.com/share/bJPUSLzaz5R8sPsIom3iyIFk0QE6wiZ>

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. These teams include:

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

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

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.

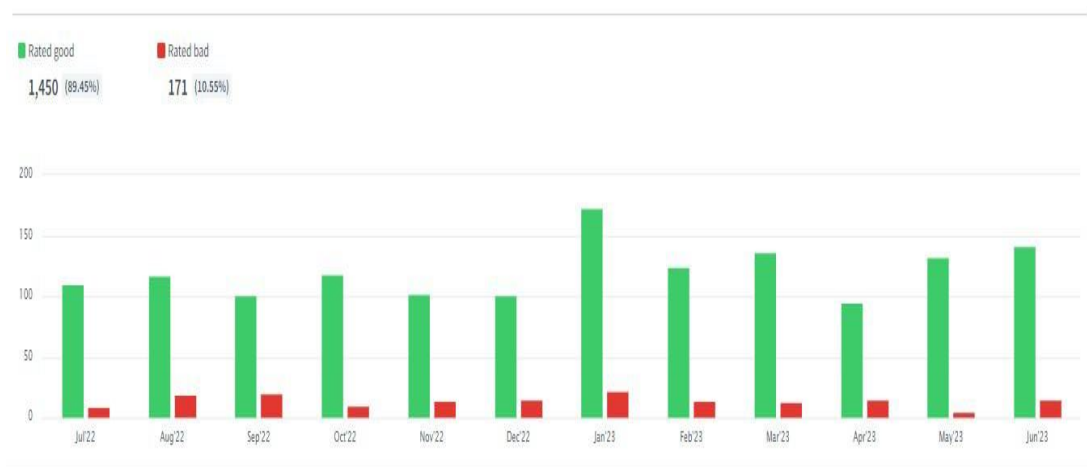
Between 7/1/2022 and 6/30/2023 our digital assistants handled 6,021 customers, down from the 16,922 customers in PY2021.

The average satisfaction rate was 89%. 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



BIG INTERVIEW

In May of 2022, the Department of Commerce initiated the process of seamlessly integrating the AI technology offered by Big Interview into the user accounts of **KANSASWORKS.com**. Big Interview is a sophisticated interactive tool meticulously crafted to deliver virtual services to job seekers and employers affiliated with **KANSASWORKS.com**. Subsequently, in August of 2022, this integration was successfully deployed and activated within the framework of **KANSASWORKS.com**.

Since its official launch, a total of 983 users have registered on the platform, comprising 34 administrators, 121 front-line staff members, and 836 customer accounts.

VIRTUAL JOB FAIRS

Kansas Workforce Centers provide a wide range of free services for both workers and employers across the state, and **KANSASWORKS** has placed an emphasis on the importance of providing virtual services, which includes virtual job fairs. Providing access to virtual job fairs has eliminated geographical barriers and has enabled more accessibility to the event 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 continued the Virtual Job Fair during the 2022 Fiscal Year utilizing Premier Virtual as the virtual platform provider. The Premier Virtual platform is very easy to navigate with on-going enhancements to meet the needs of its users. The past year we have alternated the monthly virtual events holding a Statewide Virtual Job Fair (for all employers) one month and then a State Agency Job Fair the other months. The State Agency Job Fairs are set-up by workforce area. The Statewide Job Fairs are set-up by workforce area and then by industry categories in each area 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 along with scheduling interviews. 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 visit their booths along with resumes provided by the job seeker.

KANSASWORKS hosted Virtual Statewide Job Fairs open for all KS employers and job seekers in July, September, November and December of 2022 and February, April, and June of 2023. Those events averaged 97 employers participating and 232 job seekers attending.

KANSASWORKS hosted Virtual State Agency Job Fairs in August and October of 2022 and January, March, and May of 2023. These events averaged 202 job seekers and 16 state agencies.

The events are marketed to **KANSASWORKS** employers, employers registered on the virtual platform, 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 are sent to job seekers registered on **KANSASWORKS** 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 job fair flyers with unemployment claimants. To connect with additional College students in Kansas and contiguous states, the job seeker flyers are posted on Handshake on multiple school accounts.

We have seen some decrease with attendance as some employers and job seekers prefer in-person events, but the virtual events give employers and job seekers another option for recruitment and job search.

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, 2023, twenty-seven new participants had been enrolled and had begun both High School/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 National Career Readiness Certificate (NCRC) 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 Pathway Home 2 and SAEI 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**.

[State Plans – KANSASWORKS STATE BOARD \(ksworksstateboard.org\)](#)

Work Based Learning (WBL) Intermediaries

Kansas Work Based Learning Project is a 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 work-based 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 career 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

Kansas' comprehensive economic development strategic plan, the, 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 \(kansascommerce.gov\)](https://www.kansascommerce.gov)

DATA COLLECTION & DATA VALIDATION

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 \(ksworksstateboard.org\)](https://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 \(ksworksstateboard.org\)](https://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.

WAIVERS AND STATE WORKFORCE CHALLENGES

Waivers

In PY 2021, Kansas had a waiver that 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 experiences. But due to a lack of utilization and lower than projected enrollment totals, Kansas decided to let this waiver expire on June 30, 2022, without requesting an extension.

In September of 2023, Kansas was approved to spend up to 50% of WIOA Youth funds on in-school-youth, which waives the WIOA requirement that 75% of Youth funds be spent on out-of-school youth activities. Since this waiver was approved during PY 2023, Kansas will report on those outcomes in next year's annual report.

Kansas technically did not have any approved waivers for PY 2022

State Workforce System Challenges

Over the last few years Kansas has seen a low unemployment rate which has hovered around 2.7% for the past year alone. Currently in **KANSASWORKS.com**, there are over 54,000 jobs. Employers consistently express concerns finding qualified workers in this environment. Kansas continues to look for new ways to upskill the existing workforce, while at the same time looking for untapped labor pools within the State to meet the unmet labor needs of Kansas employers. Kansas is ready to meet this challenge of expanding the labor force so that our economy can continue its record growth and prosperity.

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 2022**

CONTENT

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, Program Evaluation

E. Performance Measures, Data, and Analysis

F. WIOA Title I - Training Services and Participants Served by Local Area, Cost of Program Activities

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 2022**

ATTACHMENT A INCLUDES THE FOLLOWING:

LOCAL AREA OVERVIEW, SUCCESS STORIES AND PERFORMANCE

Local Area Kansas Map

Local Area I – KANSASWORKFORCE ONE

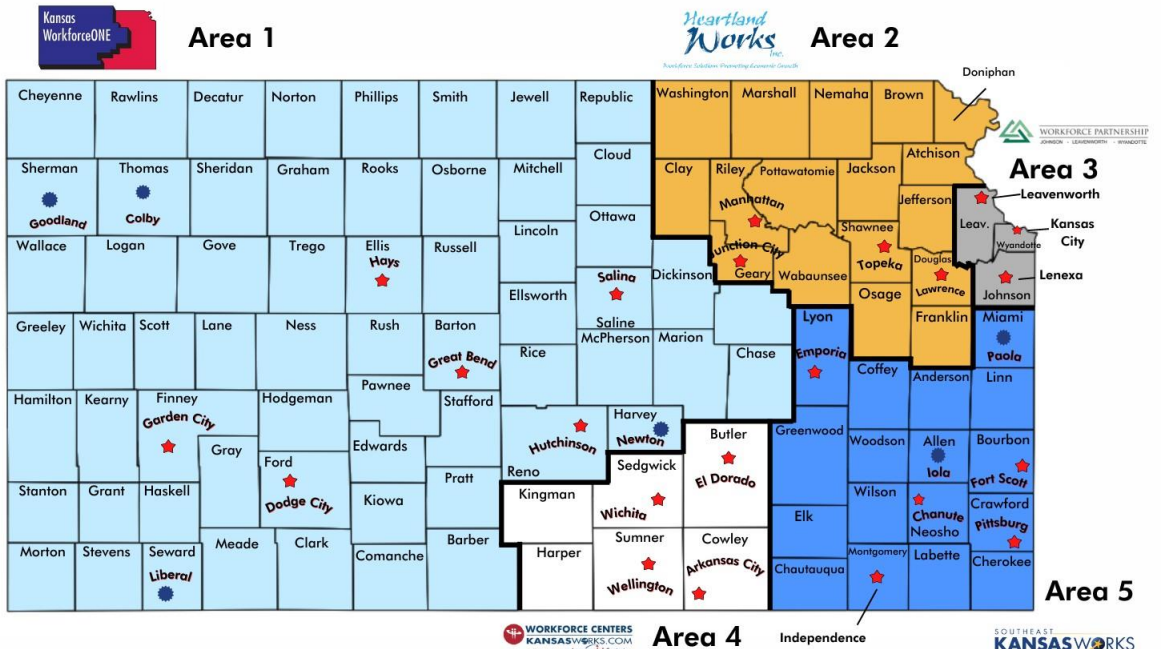
Local Area II – HEARTLAND WORKS, INC.

Local Area III – WORKFORCE PARTNERSHIP

Local Area IV – WORKFORCE ALLIANCE OF SOUTHCENTRAL KANSAS

Local Area V – SOUTHEAST KANSASWORKS

Attachment A



Kansas Workforce Centers	
	Full-Time Workforce Centers
	Part-Time Workforce Centers

Local Area I

Kansas WorkforceONE

The PY2022 WIOA Title I Annual Report highlights Kansas WorkforceONE's achievements and efforts in serving the workforce needs of Local Area I, which extends across the 62 counties in Western Kansas. Throughout PY2022, WorkforceONE dedicated its resources to empower job seekers, provide vital services to business and industry, and to provide training in high-demand occupations.

Reaching Every Corner –

Spanning across 62 counties in Western Kansas, Kansas WorkforceONE once again achieved their goal of serving every county, either through job seeker, employer, or Work-Based Learning services. In the vast, rural expanse, this achievement underscored their dedication to ensuring that opportunities extended to every corner of their extensive service area.

Excellence in Performance –

Driven by the mission of their Local Workforce Development Board, Kansas WorkforceONE once again exceeded all fifteen federal WIOA Titles I and III performance measures, validating their efficacy in enabling job seekers to find stable, meaningful employment, by utilizing an array of job seeker services, demand driven training opportunities, and strong partnerships with business and industry.

Strengthening Career Pathways/ Partnerships that Drive Success –

WorkforceONE employed a multitude of strategies to enhance career pathways, sector strategies, and Work-Based Learning opportunities within the region. Drawing from the wealth of knowledge provided by local businesses, industry experts, economic development organizations, and collaborative efforts with Local Area Partners, they have continually refined and updated their Local Area I Demand Occupation List to ensure that resources are utilized to train job seekers in the high demand, high wage positions available throughout the 62-county region.

By working closely with training providers, Kansas WorkforceONE continued to support short-term occupational skills pathways, on-the-job training opportunities, and registered apprenticeships - all aimed at arming job seekers with the skills necessary for self-sustaining employment. In doing so, they've created numerous training opportunities while nurturing direct partnerships with employers whose success is tied to their ability to employ well-trained individuals.

As a dedicated Workforce Development Board, we have long understood that the recruitment and training of youth within our communities are central to meeting the demands of our employers. Our Work-Based Learning partnership with the Kansas Department of Education has paved the way for Kansas WorkforceONE to offer a wealth of opportunities for young individuals to cultivate and practice the skills necessary for successful entry into the workforce. This comprehensive approach encompasses an array of workshops, engaging speakers, work experiences, enriching job shadows, and mentorship opportunities. This process combines an individual's career aspirations with structured learning and genuine work experiences, all made possible through sustained partnerships with Kansas businesses and industries.

Overcoming Barriers to Employment –

Despite historically low unemployment numbers in Western Kansas, PY2022 once again trended towards job seekers who encounter increasingly complex barriers to securing and maintaining employment. To address this, Kansas WorkforceONE fostered expanded partnerships, sourcing valuable resources and leveraging their time and funding to help individuals surmount these obstacles by increasing direct linkages and co-enrollments with partners and providers to co-serve individuals with multiple barriers to employment. Additionally, they've recognized individualized accessibility needs, ensuring that their services are inclusive and available to all those who seek meaningful employment in their communities.

Promising Practices – Workforce Center Staff Professional Development

Kansas WorkforceONE is unwavering in its commitment to staff development as a cornerstone of their mission to better serve job seekers, employers, and partners within the workforce system, recognizing that an empowered, well-trained staff is essential to meet the diverse needs of their community effectively.

For new Workforce Center Staff, they invested in comprehensive training, which included important topics such as Disability Awareness, Sexual Harassment, Business Services, and Mental Health First Aid. These trainings equip staff with the knowledge and skills to provide a safe, respectful, and supportive environment for all clients, regardless of their unique circumstances.

Moreover, all Workforce Center Staff underwent extensive training to ensure they remain up to date with the latest policies and tools. This involved familiarizing staff with important updates such as the use of Propio, which ensures access for customers with limited English proficiency, including American Sign Language (ASL). They also received training on safety procedures, customer service expectations, Mental Health First Aid re-certification, an overview of MSFW (Migrant and Seasonal Farm Worker) and the Complaint System, Active Shooter and Safety Training.

In addition to these core trainings, supervisors and leaders within the organization participated in leadership-focused sessions. These included leadership styles, setting personal goals, and improving communication skills. They also received guidance on coaching, listening, helping staff set and achieve goals, and effective delegation, all of which are vital skills in overseeing a dedicated team committed to workforce development and support services. Finally, as a component of a focused commitment to improve the number of quality resumes available for job applicants as well as an improved product for employers, Local Area I launched a targeted initiative to train, monitor, and provide individual instruction for workforce center staff on crafting effective resumes for customers facing barriers.

This commitment to staff development not only ensures a high level of service for job seekers, employers, and partners but also reflects Kansas WorkforceONE's dedication to creating a supportive, informed, and responsive workforce system that can adapt to the evolving needs of all of those interacting with the workforce system.

Promising Practices – Leveraging Partnerships Through Direct Linkages

Vocational Rehabilitation

Kansas WorkforceONE VR Direct Provider Service

WIOA Title I – Out-of-School Youth

Workforce Challenge –

Devin is a High School graduate and had never had a job in the community before. He was seeking either part-time or full-time employment and was finding it hard to make the transition from attending High School to finding employment. Devin was already working with *Vocational Rehabilitation Services*, who provided a Direct Linkage to Kansas WorkforceONE's VR Direct provider for a Work Skills Assessment, at which time it was determined that Devin may benefit from enrollment in the WIOA Title I Out-of-School Youth Program. Devin met with Kristin, an Employment Specialist with **Kansas WorkforceONE** to look at the possibility of participating in a paid Work Experience in the community to help him gain some work skills.

Workforce Solution –

Kristin, with **Kansas WorkforceONE** outreached to a few local businesses and then reached out to the school in his community. The school agreed to participate in a Work Experience with Devin. Devin was placed in a classroom as a paraprofessional, assisting the teacher and helping students with disabilities with their assignments. Devin was a little nervous about this position as it was something he had not ever done before.

"I always overcome what needs to be done." - Devin

Outcomes & Benefits –

Devin excelled in this position; he was great with the students and the teacher in his classroom really enjoyed having him there. She stated, *"he keeps me on track"*. He was extremely interested in continuing to work in an unsubsidized position with the school once his Work Experience was completed. Kristin reached out to both the school, as well as his Vocational Rehabilitation Counselor, about the potential of Devin applying and working for the district during the next school year. The school had a few openings, including one in the classroom in which he had just completed his work experience. Devin was able to apply to work at the school. Shortly before the new school year started, Devin was interviewed and offered the position. Devin loves his job and brings a unique perspective to his position as he was once a student in that classroom. Devin continues to work with *Vocational Rehabilitation Services* and **Kansas WorkforceONE** to leverage both programs to provide accommodations to assist him in the retention of his employment.



Promising Practices – Immediate and Successful Response to Plant Closure-Reduction in Force

Rapid Response & Business Services WIOA Title I – Dislocated Worker Program National Dislocated Worker Grant

Kansas WorkforceONE's proactive and comprehensive approach in supporting dislocated workers and employers in the wake of the MasterBrand closure has been highly successful. **Kansas WorkforceONE's** ability to quickly adapt and provide tailored services illustrates their continued positive impact on both individuals and the business community, resulting in a 98% success rate for OJT placements throughout the last year.

Detailed information about the efforts made by **Kansas WorkforceONE** to support MasterBrand employees during the closure:

1. **Closure Notification and Initial Response (December 2022):**

- **Kansas WorkforceONE** learned about the impending closure of MasterBrand on December 5, 2022.
- A job fair was organized and conducted on December 9, 2022, with 97 regional employers in attendance.
- Staff met with each employer during the job fair to discuss On-the-Job Training (OJT) opportunities for MasterBrand employees who required additional training.
- Rapid Response meetings were conducted on December 12, 2022, with 165 impacted employees in attendance.
- Media outreach was done to raise awareness of available services for affected employees.



2. **Continuing Efforts to Provide Services to Displaced Workers and Employers:**

- Continued efforts to determine eligibility and employment plans for MasterBrand dislocated workers.
- Development of OJT opportunities with local employers, including interviews and contract execution.
- Regular contact with OJT participants and employers to monitor progress.
- Identified some employees needing Occupational Skills Training (OST) rather than OJT.
- Basic career services led to numerous placements that did not require OJT.
- Outreach to all MasterBrand employees to inform them of available services and track job search results.
- Enrolled and established OJTs with 28 Dislocated Workers while actively outreaching to Dislocated Workers throughout Local Area I to provide OJT, classroom training, and supportive services.
- Additional Rapid Response events were delivered.

3. Achievements and Impact:

- **Kansas WorkforceONE** demonstrated swift and effective responses through Rapid Response and employer services.
- Successful organization of a large-scale job fair.
- Established OJT opportunities with multiple employers.
- Utilized local Dislocated Worker funds to support staff, infrastructure, basic career services, and occupational skills training.
- Leveraged relationships and partnerships with businesses, economic development, and community organizations to support impacted individuals.



Promising Practices – Work-Based Learning

Kansas WorkforceONE has long recognized the pivotal role of youth recruitment and training in fulfilling the employment needs of our community's employers. Across the 62 counties of Local Area I in Western Kansas, our commitment to Work-Based Learning services has been unwavering. We have forged strong partnerships with regional and local economic development organizations, employers, and the school districts within our region to expand the reach of these vital services.



Through these collaborations, we aim to assist youth in identifying areas of interest, connecting them with local and regional employers, and nurturing their professional development. The cornerstone of this effort is the provision and coordination of job shadows, internships, mock interviews, and viable connections with area employers, enabling young individuals to gain real-world experience and insight into their potential careers. We also facilitate a variety of workshops, each carefully crafted with input from employers across Local Area I, ensuring that they impart the essential skills necessary for a successful entry into the workforce. The networking opportunities that arise from these experiences, along with events like "Building Bridges" and community job fairs, yield positive outcomes for both students and employers

alike.

As we move into PY2023, we are excited for the expansion of opportunities for the youth of Local Area I. Our commitment extends to providing an increasingly diverse menu of services, which can be delivered through various platforms, virtual reality, programs, workshops available in both English and Spanish, and events that strengthen the relationship between young people, employers, and communities. The goal is to create opportunities for our youth to find sustainable employment, engage in demand-driven training, and explore a multitude of paths as they transition from high school, aiming is to retain as many of these young talents as possible within central and western Kansas, a region that is motivated and dedicated at recruiting and retaining their local youth talent.

Work-Based Learning Services	Total Provided – PY2022
Schools Engaged	36 Schools
Students Engaged	5,220 Students
Employers Participating	159 Employers
Workshops Presented	242 Workshops
Mock Interviews	150 Mock Interviews
Job Shadows	188 Job Shadows
Job Fairs	5 Job Fairs

Promising Practices – Expansion of Youth Pre-Apprenticeship/Occupational Skills Training

WIOA Title I – In-School & Out-of-School Youth Vocational Rehabilitation Hutchinson Community College



During the month of June, 2023, **Kansas WorkforceONE** had the incredible opportunity to partner with Hutchinson Community College as they launched their summer FAST-Track pre-apprenticeship program for nearly 40 young adults from area schools. Students could opt to enroll in either a Construction Pre-Apprenticeship or Manufacturing Pre-Apprenticeship, based on their interests and goals.

Not only did they receive 120 hours of in-person training at HCC and the Hutchinson Career and Technical

Education Academy, but they were also paid an hourly stipend of \$10.00/hour for their active participation. Additionally, by successfully completing the course, students earned 7 college credits through HCC. The costs of tuition and books, as well as hourly stipends, were covered by grant funds acquired by HCC. Students eligible for the Workforce Innovation and Opportunity Act received stipends and case management provided through the WIOA In-School-Youth or WIOA Out-of-School Youth programs.

Throughout the 3-week program, students had the opportunity to participate in on-site employer visits at the following area employers: Full Vision, Millenium Machine, Superior Boiler, Kuhn Krause, KMW, Martin Machine, Bradbury, Collins Bus, Stanley Black & Decker, Westlake, Viega, Tyson, Siemens Gamesa Renewable Energy, Takako, ShieldAg, McCownGordan Construction, Woodwork Manufacturing, Hutchinson Electrical Training Academy, and Kansas Electric. The final day of the program included in-person interviews with several area employers.



Targeted Projects – Corrections/ReSPECTWORKS/Vocational Rehabilitation Direct Provider

From July 2022 through June 2023, Kansas WorkforceONE demonstrated an unwavering commitment to assisting justice-involved individuals as they transitioned back into the community and sought to rebuild their lives. Across various programs, including VR-Direct, ReSpECTWORKS, and the Workforce

Innovation and Opportunity Act (WIOA) Adult, Youth, Dislocated Worker, and Apprenticeship programs, WF1 worked with a total of 213 justice-involved participants.

These individuals came from diverse backgrounds - some were referred through parole or community corrections, while others were residents in one of the eight adult prisons across Kansas, with additional direct linkages stemming from Vocational Rehabilitation (VR) Counselors. In a concerted effort to provide support both pre-release and post-release, Kansas WorkforceONE utilized a range of methods, including both in-person and remote pre-release meetings.

Participants in these programs received a comprehensive array of services, including assistance with resume building and interview preparation, soft skill development, relapse prevention planning, life planning, and individualized employment plan development. The one-on-one interactions also targeted and addressed criminogenic offender needs and faulty cognitions, ensuring that services continued seamlessly post-release within the community.

Beyond these essential services, intensive case management, workforce development, employer-based advocacy, training activities, occupational skills training, and various other services were provided based on the unique needs of each participant. The VR-Direct program also utilized customized employment strategies to help customers overcome significant disabilities and barriers to employment.

Moreover, they employed the ReSpECTWORKS program to engage with residents up to six months before their prison release date, with the aim of helping them secure high-demand, self-sustaining jobs in the community through intensive case management. Grant funds have been available for occupational skills training, on-the-job training, rental assistance, transportation, work clothes and supplies, mental health treatment, and other personalized services. The diverse range of services provided has left participants both amazed and grateful for the support available.

Lastly, Kansas WorkforceONE extended their services to an additional 181 justice-involved individuals throughout their 62-county area via job seeker services provided by workforce center staff. These services included personalized employment plans, resume assistance, job search support, application guidance, employment referrals, the Kansas WorkReady Assessment, soft-skill enhancement, mock interviews, computer skills documentation, and referrals to other agencies for further assistance.

Kansas WorkforceONE's commitment to supporting justice-involved individuals is a testament to their dedication to making a positive impact in the lives of those seeking to reenter the workforce and society at large. Their wide range of services and comprehensive approach exemplify their mission to provide individuals with the tools and opportunities needed for successful reintegration into the community, while also supplying an additional pipeline of potential employees to our business and industry partners throughout Local Area I.

Justice-Involved served FY 2022

	Number of offender enrollments
Total Justice-Involved enrolled, active, or in follow-up process through ReSpectWORKS, WIOA, Apprenticeship, or VR-Direct programs during FY 2022	213
Additional Justice-Involved served in KANSASWORKS Offices across our area through Job Service or Re-Employment services during FY 2022	181

FY 2022 Recidivism Rate

<p>- FY 2022, Recidivism Rate for WIOA/VR-Direct/ReSpECT WORKS Participants - participated for at least a year active or in follow-up services in FY 2022 - post-release or on community corrections for at least a year</p>	<p>10.91% - Of the 110 actives or in follow-up WIOA, ReSpECT WORKS, or VR-Direct participants, 12 returned to prison within one-year post-release by new convictions or technical violations or were sentenced to new criminal convictions while on community corrections</p>
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FY 2022 LSIR Scores

<p>Average LSIR Scores of the above 110 offenders</p>	<p>Total LSIR average- 28.60 LSIR Education/Employment domain- 5.20</p>
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Kansas WorkforceONE

PY2022 Annual WIOA Performance

908 Customers Served with an Average Cost Per of \$1,085.74

	Performance Goals	LAI
Adult		
Employment Rate 2nd Quarter After Exit	76.0%	93.33%
Employment Rate 4th Quarter After Exit	71.9%	89.03%
Median Earnings 2nd Quarter After Exit	\$ 6,784.00	\$ 8,804.98
Credential Attainment within 4 Quarters After Exit	76.5%	80.61%
Measurable Skills Gain	64.1%	81.02%
Number of Participants Trained		363
Dislocated Worker		
Employment Rate 2nd Quarter After Exit	77.0%	96.30%
Employment Rate 4th Quarter After Exit	78.0%	85.71%
Median Earnings 2nd Quarter After Exit	\$ 9,653.00	\$ 11,122.25
Credential Attainment within 4 Quarters After Exit	86.9%	100.00%
Measurable Skills Gain	58.1%	93.62%
Number of Participants Trained		62
Youth		
Employment Rate 2nd Quarter After Exit	72.3%	94.12%
Employment Rate 4th Quarter After Exit	69.4%	100.00%
Median Earnings 2nd Quarter After Exit	\$ 3,050.00	\$ 4,846.98
Credential Attainment within 4 Quarters After Exit	66.3%	75.00%
Measurable Skills Gain	49.2%	76.47%
Number of Participants Trained		58
Wagner Peyser		
Employment Rate 2nd Quarter After Exit	66.5%	73.48%
Employment Rate 4th Quarter After Exit	64.6%	67.72%
Median Earnings 2nd Quarter After Exit	\$ 5,653.00	\$ 7,870.93
Number of Participants Served		3,026

Workforce System Success

Vocational Rehabilitation Kansas WorkforceONE VR Direct Provider Service WIOA Title I – Adult Program

Workforce Challenge –

Casey, a Workforce Specialist with **Kansas WorkforceONE**, is a direct provider for *Vocational Rehabilitation*. She received a Direct Linkage from Vocational Rehabilitation for a job seeker who had barriers that included mental health, physical health, and he was also justice involved. While he was receiving assistance to help treat his mental health, Allan had sustained severe physical injuries following an automobile accident. He also had an extensive legal history and did not have a driver's license, further complicating his goals of finding sustainable employment.

Workforce Solution –

Casey met with Allan to begin working with him on identifying employment opportunities, while also advocating for him with local employers, but discussing incentives such as the Work Opportunity Tax Credit, Federal Bonding, Community Based Tryout, Job Coaching, Counseling, and Guidance. WorkforceONE and *Vocational Rehabilitation* worked with Allan as an integrated team, providing individualized services to assist Allan towards his goals. Casey helped Allan create a resume, cover letters, assisted him with completing applications, and encouraged him to study for his driver's license examination.



Outcomes & Benefits –

Allan moved to a rural community where he was able to access low-income housing for him and his family. Casey worked with Allan to contact the City of Greensburg as they had a part-time maintenance position that Allan was interested in. The position was responsible for hauling mulch, picking weeds, and other summer maintenance tasks. Casey traveled to Greensburg to meet with the Greensburg City Administrator, who agreed to provide the opportunity for Allan to begin working again. After working through the summer months, and having displayed a strong work ethic, Allan became even more motivated to continue working towards his goals. He received dozens of compliments from businesses upon Main Street as well as community members. He finished the summer strong and was even able to have his driver's license reinstated. It was soon after that Allan was offered a full-time position, which included a significant raise, insurance, PTO, and uniforms. These were all benefits that Allan had long believed would be out of reach for himself. Though tears, Allan said that “what really made a difference, was having people who believed in him.”

Workforce System Success

WIOA Title I – Out-of-School Youth Program – Paid Work Experience

Workforce Challenge – Roman, an Employment Specialist for **Kansas WorkforceONE**, had the opportunity to present job search and retention workshops to young adults completing their high school diploma through a local school district. It was after this presentation that Roman had the opportunity to meet with A.J., who had recently dropped out of school. A.J. had several barriers to employment and was at the time, facing 3 felony charges, and looking at some possible time incarcerated. A.J. had previously been terminated from three different jobs and did not have a strong work history.

Workforce Solution –

Roman and A.J. met and began developing an Individualized Service Strategy. Additionally, Roman communicated with A.J.'s parents and the Court to set firm steps and expectations for A.J. in an effort to intervene with his current path and help him turn things around towards positive outcomes. Roman met with a local employer and they agreed to participate in a paid Work



Experience with A.J. They would provide

supervision and duties, and **Kansas WorkforceONE**, through the WIOA Title I Youth Program, would provide the wages and worker's compensation insurance coverage while A.J. participated in the Work Experience. A.J. was interviewed and placed with the Maintenance Department, which included HVAC, plumbing, groundskeeping, and general maintenance.

Outcomes & Benefits – Throughout the Work Experience, A.J. did have some hiccups with work tendencies. However, because of the integrated approach to his Work Experience, and the strong communication that Roman had with the worksite, A.J., his parents, and the Court, he was able to meet with him and address the issues that were raised. A.J. learned the skills he needed to establish himself as an asset

to The Cedars and was hired on staff full-time, with benefits, following the completion of his work experience. A.J. is now responsible for the Assisted Living building with another peer, something he wasn't even dreaming of when **Kansas WorkforceONE** began working with him at the beginning of 2023. A.J. is finishing his GED and now saving his money so that he can find an apartment of his own.



Workforce System Success

RETAINWORKS



Success Story - Jeremy Stuck

Jeremy is a fire fighter for the City of Abilene who underwent surgery for an ankle fixation in January of 2023 following an accident where he fell from a tractor and experienced an open fracture. He went to the ER in Salina, and was then transferred to Stormont Vail Health in Topeka where an external fixator was placed. Jeremy was sent home non-weightbearing and therefore, unable to perform his job duties as a firefighter. Jeremy worked with RETAINWORKS Nurse Navigator, Susie Mirowski, RN, to get back to performing his job at his pre-injury levels.

Health System Solution: Stormont was fortunate to work with Kansas WorkforceONE coordinators, Micaela Madrid-Calvillo and Tagan Brown who were able to identify some needs that Jeremy had in the workplace. Upon finding out that the entrance to Jeremy's workplace was challenging for him to open, they coordinated the purchase and installation of an automatic door opener to make entering the building as simple as pushing a button. Susie was able to work with Jeremy's medical team to get a written order for a knee scooter to make getting around a little easier for Jeremy. The WorkforceONE team were able to fund the purchase of the knee scooter through the grant.

Outcomes/Benefits: Jeremy was able to participate in the workplace more than would have been possible had he not received the coordination of Stormont's Nurse Navigator and the WorkforceONE Navigators. They were able to arrange the purchase of equipment for him that made it possible to engage in his job to the best of his abilities while recovering from his traumatic injury.

Jeremy's employer was also very supportive and happy to accommodate him during his rehabilitation. They also cooperated with WorkforceONE on the placement of the automatic door opener, as the City Hall building that houses the Fire Department is on the National Register of Historic Places. This required special permission to be allowed to make physical changes to the exterior of the building. The City of Abilene gained the permissions needed, and WorkforceONE facilitated the purchase and installation of the device. Now future fire fighters and visitors will be able to utilize the automatic door long after Jeremy recovers from his injury.

RETAINWORKS is a partnership between KANSASWORKS and The University of Kansas Health System, Stormont Vail Health, and Ascension Via Christi. RETAINWORKS is funded by the U.S. Department of Labor and the Social Security Administration under a grant award of \$21,800,000 to the Kansas Department of Commerce that will be incrementally provided. 100% of grant funding is from U.S. Federal funds. This document does not necessarily reflect the views or policies of the U.S. Department of Labor or the Social Security Administration, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

Workforce System Success

Adult Education **WIOA Title I – Out-of-School Youth**

Workforce Challenge –

Maria, WIOA Employment Specialist, was contacted by *Adult Education* staff at the One-Stop Center who sought to provide a Direct Linkage for one of their participants. They notified Maria that they were working with a 19-year-old student named Alyssa, who was trying to attain her GED, but would need job seeker services upon completion. Maria met with Alyssa and determined that she was eligible as an Out-of-School youth due to her having previously dropped out of high school. Alyssa was working part time but unable to pay for the GED tests herself and had no transportation, instead relying on her friends giving her rides to her classes. Alyssa did know that she was interested in phlebotomy as a career once she earned her GED, which motivated her to continue working on her path.

Workforce Solution –

Maria encouraged Alyssa to finish the GED program and pursue a career in healthcare. Maria developed an Individualized Service Strategy with Alyssa, and secured WIOA funding to pay for her GED tests. Maria also provided workplace readiness workshops, an interest assessment, and virtual job shadows. Alyssa passed all of her GED tests, with her instructor commenting that “she did an amazing job.”

Outcomes & Benefits –

Following the completion of her GED, Alyssa continued with her training, by enrolling in a hybrid phlebotomy certification program, which she is on pace to complete shortly. Alyssa was very thankful that she has been able to access the supports and services available through the WIOA Title I program. Upon completion of her phlebotomy certification, Alyssa is planning to become employed in her local community, with her completion lining up with the opening of a new rural hospital. Until then, Maria will continue to be a support system in Alyssa’s life, ensuring that she obtains and retains employment. Alyssa is excited at what her future holds and is looking forward to being able to purchase her first car.



LOCAL AREA II – HEARTLAND WORKS, INC.

Program Year 22 (PY22) Annual Report Narrative

In Partnership With



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

The focus of PY22 was to continue building upon efforts for the workforce system in LAII to recover from COVID-19 pandemic impacts. In PY22, almost 12,000 customer visits (either walk-in or virtual) occurred, which was an increase over PY21 numbers. In addition, concerted efforts were made to increase the number of outreach efforts in our area communities, taking Workforce Center services to the public in their communities.



The Mobile Workforce Center offered a full array of employment, reemployment, and employer services to complement services provided by local area staff in Northeast Kansas. In the absence of “brick and mortar” centers, the Mobile Workforce Center deploys and sets up in areas where services are needed. The Center is utilized for reasons including, but not limited to responding to national/state disasters, rapid response events; trade shows, job fairs; making workforce development services available to rural communities; and visiting employer organization meetings to promote use of the Mobile Workforce Center. The below map represents the LA II communities that were either part of a Career Fair or had limited resources to locate employment in their local town. During PY22, the Mobile Workforce Center traveled over 12,000 miles to these local towns/communities to ensure Kansans had the opportunity to create résumés, receive on job searching techniques, interview skills, and apply for employment that was near residency

LAII WFC staff worked diligently to outreach to employers and job seekers to provide workforce development services. During the PY22 program year, the LAII WFCs hosted over 141 in-person hiring events with 1,697 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.



Frito-Lay Hiring Events – Topeka Workforce Center

For PY22, the Topeka Workforce Center (TWFC) hosted 14 hiring events for Frito-Lay Corporation. The TWFC team provided additional marketing by utilizing multiple social media platforms such as Facebook, Twitter, and Instagram. In addition, the team assisted Frito-Lay with walk-in customers throughout each successful event. A total of 405 job seekers attended these events with 144 being hired. These positions pay from a range of \$22.62 to \$23.98 per hour.

Good Year Hiring Events and Testing – Topeka Workforce Center

Goodyear in partnership with the Topeka Workforce Center (TWFC) initiated “Ramsay Testing” as part of their application process. The proctored test is approximately 80 minutes, with 620 applicants being administered a variety of modules such as mechanics, pipefitting, machinist, HVAC, and powerhouse. In addition, Goodyear and the TWFC team assisted with walk-in customers throughout each successful event. A total of 42 job seekers attended these events with 29 being hired. These positions pay from a range of \$24.43 to \$37.91 per hour.



Hallmark Hiring Events – Lawrence Workforce Center

In PY22, the Lawrence Workforce Center (LWFC) assisted Hallmark with their seven hiring events both on location at Hallmark’s local plant and at the LWFC. A total of 279 individuals were hired through these events. These positions pay from a range of \$18.60 to \$21.95 per hour with shift differential and benefits.



(Fort Riley) Heroes Make America – Manufacturing Career Fair-Junction City & Manhattan Workforce Centers

Junction City and Manhattan Workforce Center Staff attended the Manufacturing Career Fair in Fort Riley on June 8th at the Riley Conference Center.

Disabled Veteran’s Outreach Program (DVOP) staff members Karl, Don and Sue staffed the **KANSASWORKS** outreach table and connected with several transitioning service members, veterans, and spouses about Workforce Center services in training and employment.



25 local and regional employers were also presented with information on employer services available through our local Workforce Centers, such as setting up hiring events in the Workforce Centers, Staff Assisted Job orders, and participating in larger, local Job Fairs throughout the year with **KANSASWORKS** and local Chambers of Commerce.

Junction City Patriot Day Career Fair – Junction City Workforce Center

On September 13th, Junction City Chamber of Commerce in partnership with Junction City Workforce Center hosted the 11th Annual Patriot's Day Career Fair at the Junction City Municipal Building 700 North Jefferson St. from 1pm-6pm. 52 Employers were in attendance with 162 participants from the local area.





Quarterly Mini-Job Fairs – Topeka Workforce Center

Throughout PY22, over twelve companies attended the quarterly mini-job fair with over 150 in attendance, these companies/organizations within the Topeka community sought talent for various positions - substitute teachers, bus drivers, city employment, adult, and juvenile correctional facilities staff, and staffing agencies.

Interview Etiquette Works Shop – Junction City & Manhattan Workforce Centers



Junction City and Manhattan Workforce Center Staff presented an Interview Etiquette class for Civilian Veteran employees who would soon be experiencing a re-organization with their employer and would be required to re-apply/re-interview for their positions. 10 individuals attended and received a review on interview etiquette. Staff followed up with each individual to provide more specific

guidance on how to prepare for internal interviews. The employer requesting the workshop, expressed gratitude and thanks on behalf of the class participants and hoped that **KANSASWORKS** staff would be able to return in the future for additional training.

Job Success Workshop: Flint Hills Job Corp Partnership



LAI has a unique partnership with Flint Hills Job Corp, Manhattan, KS, and the students enrolled on the campus. Job Corps provides free career training and education for 16- through 24-year-olds. They have over 120 campuses across the U.S. where students gain the experience needed to begin a career or apprenticeship, advance to higher education, or join the military. Local Area II Staff provided a workshop on résumé assistance, job searching and interview techniques at the Flint Hills Job Corps. This is a quarterly event for both staff and students to interact and retain best practices.

LAI Sector Strategies & Career Pathways

The LAII Workforce Innovation Opportunity Act (WIOA) Youth Program utilizes funded work experiences, combining academic and occupational learning, to help youth research careers, identify pathways of interest, learn in-demand work skills, and develop work-related references for future career endeavors. In PY22, 100 WIOA youth participated in paid work experiences at 26 different worksites.

Youth gained experience in a variety of occupations while not only earning a wage and developed excellent work references, but they also learned 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 (ETs) continued their strong partnership with the Topeka Electrical Joint Apprenticeship (JATC) training program in PY22. WIOA Adult funding was 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 PY22, 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.

In PY22, WIOA Title I training funds were invested across several sectors/industries with a total of 267 individuals receiving training assistance. Training participation across the sectors:

ONET Job Family Code	ONET Job Family Title	# Of Individuals Trained
3	Business & Financial Operations	1
15	Computer & Mathematical	7
29	Healthcare Practitioners & Technical	54
31	Healthcare Support	20
43	Office & Administrative Support	18
47	Construction/Extraction	46
49	Installation, Maintenance & Repair	15
51	Production	55
53	Transportation & Materials Moving	51

LAI Work-Based Learning Activities:

LAII was excited to continue serving as an intermediary for the Work Base Learning (WBL) program and expand serving schools across the counties we serve. During the pilot program LAII was able to serve 2 schools, with additional funds from the State of Kansas and by hiring additional staff this year we were able to expand, serving 18 schools in our area.

Work Based Learning allows workforce center staff to engage students and school administrators providing learning experiences as they relate to potential career opportunities through classroom presentations and workshops, mentoring both group and individuals, job shadowing, business tours, internships and on the job work experience.

WBL Intermediaries, presented during Staff Development Trainings at the high schools, sat in on panels, conducted mock interviews, coordinated one on one time with local employers to learn more about their business and potential career opportunities. Our staff has identified other needs and has developed workshops such as Financial Literacy, Interpersonal Skills among others in addition to the normal focus of academic knowledge.

In conjunction with Workforce Partnership and KANSAS WORKFORCEONE, we presented the successes of this program at the National Association of Workforce Development Professionals (NAWDP) to introduce this to other states as a best practice.

Heroes Make America Partnership:

Local Area II continued our successful partnership with Ft. Riley's Transition Assistance Program (TAP), the Manufacturing Institute, National Association of Manufacturers, Kansas State University and Washburn Institute of Technology enrolling 40 transitioning soldiers into the HMA program. Successful completion of this program enabled our transitioning military to obtain the skills and certification needed to enter the manufacturing industry. Class participants are able to tour and interview with several manufacturing companies. WIOA Title 1 Dislocated Worker and/or Adult funds are allocated to sponsor participants in the HMA program

KEEP:

Through our continued partnership with Ft. Riley Army along with area Chamber of Commerce, the KEEP program was reinitiated after a hiatus due to COVID. This program is designed to introduce transitioning soldiers and their families to local employers, city leaders, local schools, community members and workforce centers to learn about job opportunities, housing, entertainment, schools in the respective areas. The goal is to show soldiers the opportunities and quality of life that they can have in Kansas.

This past year in LAII, KEEP tours were held in Topeka and Lawrence:

Topeka – A bus tour of 25 transitioning soldiers and their families, Washburn University (WU) Frito Lay and The Boys and Girls Club. The experience included a panel discussion with the Go Topeka and several employers and community partners in the area to discuss job opportunities, salaries, and the quality-of-life options available in the community.

While touring WU participants were able to learn about several occupational training programs ranging from specialized medical training to cybersecurity.

Lawrence – A bus tour of 18 soldiers and their families toured the Peaslee Technical Training Center, KU Innovation Park, Hallmarks Cards, and Brown Industries. The tour culminated with a panel of local community partners as they answered questions and provided information about employment, housing, educational opportunities and the benefits and lifestyle that Lawrence offers.



With an average of 200-300 soldiers transitioning into the area each month these tours are vital in showcasing work/live/play opportunities to families and to assist the business needs of our Kansas employers.

RESPECTWORKS:

ReSpECTWORKS is a program designed to provide eligible, justice involved individuals (in Kansas correctional facilities) releasing on to our 17-county regions to work with Local Area II Workforce Centers (WFC) pre and post release and continue services after release. These 17-county region WFC has dedicated staff to support the success of this program and participants.

The intensive case management services of this program help participants become job ready by teaching foundational skills in a variety of ways to include, needs assessment, career exploration, resume building, assistance with job applications and recommendations, mock interviews, job search strategies, occupational training that leads to industry-recognized credentials to help them obtain sustainable positions. In a partnership with the US Department of Corrections,

LAI has enrolled and served 68 participants in this program. We continue to enroll/serve new customers and mentor those in follow-up services.

Participants can begin building relationships and networks by meeting in person or virtually in facility. Staff can determine individual needs and begin developing Individual Employment Plans to break down barriers for gaining meaningful employment in local industry.

Through the workforce centers connection to employers in the participants returning to communities, we have also been able to work with them on how to talk to employers about their strengths that match the position they are interviewing for as well as how to talk to them about their barrier due to their justice involved situation. Staff provide direct linkage to other social service agencies for additional support. Staff is able to provide employer advocacy to promote the skills and qualified participants with employers as well as discuss programs such as Federal

Bonding and Work Opportunity Tax Credit (WOTC) to help both the employer and participant in securing employment.

RETAINWORKS:

LAII is a proud partner in the RETAINWORKS initiative, a federally funded initiative exploring stay-at-work/return-to-work (SAW/RTW) strategies for injured or ill workers. The program is a blended partnership of healthcare and workforce system professionals working together to offer collaborative case management to the shared customer by implementing early intervention strategies with the goal of improving their SAW/RTW outcomes and returning them to productive work as soon as medically possible. The LAII Workforce System's role in RETAINWORKS is to assist the participant in setting employment goals and succeeding on the job once they return. If the participant needs to return to a different position, they may be able to help the participant get training to help them transition smoothly. The coordinator will also work collaboratively to help the participant and their employer implement any accommodations they may need to effectively transition back to work, or to a new position. This grant is part of a federal evaluation study and as such has a random assignment component with some applicants being assigned to a treatment group and others being assigned to a control group. In PY22, LAII processed over 100 enrollments into RETAIN, with 42 being assigned to control and 59 being assigned to the treatment group. Control group members were provided information about the services available through the workforce system and treatment group members entered into one-on-one RETAIN grant activities with Workforce Center (WFC) staff.

LAII Customer Success Stories:

Imanie – WIOA OSY & Adult

Imanie enrolled in WIOA OSY Program in March of 2022 as an unemployed high school dropout. Her family received Division of Children and Family (DCF) benefits and she was below the federal poverty guidelines. Through the Youth program, Imanie was able to complete her GED. She then continued her education taking classes at a local community college and wanted to transfer into WIOA Adult Program for assistance with completing the CNA program.

Imanie completed all requirements to enroll in the CNA program and was enrolled by Employment Training Specialist (ETS) Angelina into the WIOA Adult program. Imanie wanted to earn her CNA license to improve her income, become more self-sufficient and obtain sustainable employment in the future.

Imanie began CNA training in January 2023. Her HWI ETS helped Imanie with searching for work that would be more accommodating with her class schedule. The client remained committed to her CNA training and accepted a position as a Room Attendant with a local nursing home working part-time earning \$14/hour working around 20 hours per week. Her new employer accommodated her school schedule and provided Imanie with experience working in the nursing field. Upon completion of the CNA program the nursing home also offered to move her up to a CNA position. She completed the CNA training March 2023 and obtained her CNA license. Upon completion of the program an ETS emailed the client information on job openings in the

community in which she lived. Within a couple of weeks of obtaining her license, Imanie obtained a full-time job as a CNA earning \$17/hour.

Jack – WIOA Dislocated Worker

After over 19 years in the US Army, Jack received his separation notice, indicating his career with the military would be coming to an end. He connected with his local workforce center and spoke with a HWI Employment & Training Specialist (ETS) about services he could qualify for which would help him transition from military employment to civilian employment in a demand occupation with career stability and good earning potential. Jack was enrolled in the WIOA Dislocated Worker program to pursue training through the Heroes MAKE America program which offered short-term training in Certified Production Technology through a local technical college. With the support of WIOA DW funding and his HWI ETS, the client completed the Heroes MAKE America program in December 2022, obtaining the Certified Production Technician certificate. The client received case management, career guidance, assistance with resume writing and information on job leads from his HWI ETS. The client accepted a full-time supervisory position with a local employer which started with thirty days of completing training and offered a salary of \$67,000/year. The client was thankful for being allowed to take part in the Heroes MAKE America program and it was a wonderful experience. The client didn't realize how many opportunities were available in the production and manufacturing field until he took part in the Heroes MAKE America program.

Elijah – WIOA OSY - Neosho County Community College Youth Project

Elijah came to the WIOA OSY program at 16 years old as a high school dropout with a poor work history. Through the program he achieved his GED. While pursuing his GED showed interest in pursuing work in the maintenance field. Project staff helped him obtain work experience placement at Peaslee Tech, a local technical training facility.

Elijah completed his 500 clock hours of Work Experience as a maintenance assistant which led to permanent employment with Peaslee Tech. This included a significant raise in pay and full benefits. Peaslee wanted him to take the maintenance class and pay for it and receive his certification and then they would assume the cost for all the other programs, such as electrical, plumbing, HVAC, construction, so he would be certified in all those areas to make himself more valuable and knowledgeable in the field in which he is employed. WIOA OSY funding covered the cost of his maintenance class.

He passed and is now certified. He is now attending additional classes through Peaslee Tech, at no cost to him. Elijah continues to work at Peaslee Tech with the maintenance man who will be retiring soon, and he is making a living for himself.

WIOA OSY – Inca – Van Go, Inc. Youth Project

Inca applied for the Fall 2022 Arts Train Session at Van Go. When she applied to be an Apprentice Artist she came with no formalized employment history, barriers in education and significant mental health challenges. Inca described how she struggled in high school to find a place where she felt she “fit”. While she enjoyed her more artistic classes, an Individualized Education Plan (IEP) helped her throughout her other core competencies. This feeling of being ‘lost’ with no direction followed her past her high school graduation and left her unsure of what to do after graduation. This coupled with a difficult history navigating her mental health diagnosis is what led her to Van Go and seek a position.

Inca was hired as an Apprentice Artist in September 2022, placed in a Work Experience (WE) at Van Go, and received weekly leadership development and tutoring in math to address her Basic Skills Deficient (BSD) status determined at the time of assessment/enrollment. Inca worked diligently and steadily with a variety of tutors and teaching strategies and was able to make a gain, no longer testing as BSD, after seven months. In addition to her educational gains, she met weekly with a social worker to develop solutions on how to navigate and achieve success in the workplace and other settings with her mental health diagnoses. Throughout her time in The Arts Train program, Inca also received 32 hours of structured employability skills training, in addition to the other programmatic aspects in her Work Experience (WE) at Van Go. She grew her skills to earn successful performance reviews during each review period, received numerous employee recognitions and had strong records of attendance and punctuality during her time at Van Go.

Due to Inca’s success in meeting her goals during her onsite Work Experience (WE) at Van Go, she was placed in a paid, community based WE at Wagmore Canine Enrichment. This placement was ideal for Inca, as she quickly identified at the beginning of her journey with Van Go that her career goals included becoming a certified dog trainer. She performed so well during her WIOA-subsidized WE that she was hired on as a permanent staff member and has begun the process of working as an apprentice dog trainer with their staff

Jacob – WIOA OSY - USD #501 Youth Project

Jacob came to the OSY program as a high school graduate with barriers to employment. He had a disability and despite having a recent technical college certificate in diesel mechanics, was struggling to locate employment. At the time he was enrolled in WIOA, Jacob had no work history, poor work prospects and was basic skills deficient in both reading and math. He struggled with the interview process, which he overcame with support of staff in the VIP program.

Jacob was enrolled in the Vocational Intervention Project through USD #501 and staff assisted with interest/career assessments, the development of an employment plan, educational tutoring, and the development of a paid work experience. Jacob is currently participating in a work experience with the USD #501 Service Center as an automotive service technician. He was able

to do a mock interview with the Service Center Supervisor and did very well. This has been a great work experience opportunity for Jacob to add to his resume. Project staff feel once his time with the WIOA OSY grant is over he will be able to successfully enter the workforce to gain full time employment.

Crystal – WIOA Adult

Crystal contacted Heartland Works seeking information on educational grants that could assist her with tuition cost for her upcoming Licensed Practical Nursing Program at Washburn Institute of Technology. Although employed at time of enrollment, as a single parent of two children, Crystal was below a self-sufficient wage and needed WIOA assistance to advance her career options.

Through the assessment and employment plan development process, the ETS and Crystal finalized her plan for additional training. Crystal started her LPN classes in August 2020 and completed her LPN training and graduated on May 14, 2021, with her LPN Completion Certificate and passed her Kansas State Exam (NCLEX) on June 14, 2021, beginning her career as an LPN.

Crystal's long-term goal was to earn her associate degree in nursing (RN), she completed the remaining nursing prerequisites needed to apply for the RN Program at Neosho County Community College and was accepted to start in August 2022. She came back to the WIOA Adult program at that time for assistance to advance on her career pathway. She started her RN program in August 2022 successfully completed and graduated on May 12, 2023. She is still employed with a local mental health facility, however now as a Registered Nurse with a new hourly wage of \$35.00 an hour, working full-time at 40 hours a week with full benefits. She more than doubled her hourly wage rate with the help of the WIOA Adult program.

Paul – WIOA Adult

Paul came to the Workforce Center in November 2022 inquiring about assistance with getting into CDL training. His family had a history of being CDL drivers and he wanted to provide for his family. Paul came to WIOA with quite a few challenges and barriers that were holding him back from securing a good career.

Paul dropped out of high school and was incarcerated from age 15-21, where he obtained his GED. His skills and job history were limited. Paul's family lived below the Federal Poverty Guidelines for a family of four. His employment at the time did not offer any benefits, medical leave, or any advancement in the company. ETS validated Paul's statements and encouraged him not to get that CDL certificate to change his life. ETS conducted an Intake/Eligibility Determination Meeting and was able to enroll Paul into the WIOA Adult program.

Paul successfully completed CDL training, obtaining a Certificate of Competency on 3/1/23, tested with the DMV and passed his test. He was hired by Butler Transportation 3/3/23.

Elizabeth - RETAINWORKS

When Elizabeth enrolled in RETAINWORKS, she possessed barriers to employment which were physical, mental, and geographic. The biggest challenge was finding a career path with short-term online training that would provide a national credential in a high demand occupation that would both relocate or easily secure employment anywhere the household is relocated. As a military spouse, the ability to have a portable career was vitally important.

Elizabeth had been referred to the RETAIN Grant due to a painful lower back injury and was unable to continue her employment in her current position as a swim instructor, a new barrier to employment. The Return-to-Work Employment Coordinator (RWEC) scheduled an Individual Employment Plan with Elizabeth to create a return-to-work plan. Barriers to employment were identified and strategies developed to address those barriers. A short-term, online training program in the healthcare industry was selected. This career path offered both in-person and remote positions, did not present a challenge to her health condition and was in demand across the nation, making it a very portable credential.

Excited for her new opportunity, Elizabeth began training in the Medical Office Administrative field as a Medical Reimbursement Specialist and Medical Electronic Health Records Specialist. She successfully completed her occupational skills training in June of 2023 and is currently in the “Certification Pathway” (preparing for the CEHRS), National Electronic Health Records Specialist Certification. Once achieved, Elizabeth will move on to the “Certification Pathway” for Medical Coding/Billing Coding (MCBC).

Stacy - RETAINWORKS

Stacy was unemployed and had anxiety issues that were a barrier to employment. While getting treatment he began working with his Return-to-Work Employment Coordinator (RWEC). During his Individual Employment Plan meeting Stacy set a goal to get a new job based on his current skill set. Stacy received intensive resume coaching from the Manhattan Workforce RWEC. Through full career planning assessment, it was determined that Stacy demonstrated occupational skills in commercial construction estimating and drafting mid-sized commercial projects as an Open/Construction Estimator.

The RWEC worked with Stacy to develop a resume showing all the in demand occupational skills he had to offer different companies in a variety of different industries. The RWEC sent Stacy several leads on exciting job opportunities.

Stacy contacted his RWEC in late April 2023, with exciting news, he was offered a fully remote position with employer located in Arizona. He began his new position on May 1, 2023, with an annual salary of \$80,000 per year and a full benefits package.

Jonathan - RESPECTWORKS

Johnathan was referred to the RESPECTWORKS grant in June 2023 while he was incarcerated, with a release date approaching in August. Johnathan faced obstacles and uncertainty before his release, as many justice involved individuals do. He worked closely with the ETS to ensure that with our support upon his release. His ETS discussed the interview process, and how to address his felony on an application and during an interview. He had previous experience with general maintenance work and said he liked to work with his hands. He was informed of the many local employers who could use an employee like him and was given the TWFC schedule and explained the days prospective employers would be on site. Johnathan said he wanted to be here to speak to them all. The ETS sent him information on upcoming job fairs, and he showed up to every single event, ready to go. Johnathan soon after contacted his ETS informing that he had not only been offered a job from two manufacturers, with one paying \$26/hr.

Dusty – Wagner-Peyser

Dusty was a walk-in customer to the Lawrence Workforce Center (LWFC) in July of 2022. He was looking for an Assistant Project Manager job in Shawnee, Kansas. Workforce Specialist Ayesha assisted him with applications, his résumé and cover letters. Ayesha referred him to job fairs and to **KANSASWORKS**. Dusty went to the (LWFC) requesting assistance with downloading the **KANSASWORKS** App on to his phone and was very grateful for the help. On August 26, Dusty informed Ayesha that he was offered the job with an employer in Shawnee, Kansas. Dusty started his new job as an Assistant Project Manager making \$55,000 plus bonuses in September 2022.

Vanessa – Wagner-Peyser

In July of 2022 Vanessa entered the Junction City Workforce Center (JCWFC) searching for employment. She was greeted by Workforce Specialist Ingrid and stated that she had been a CNA for many years, but she needed a change in career. Workforce Specialist Ingrid worked with Vanessa and asked her specific questions about her interests in employment, then gave her some job referrals.

Based on Vanessa's interests Workforce Specialist Ingrid recommended positions in juvenile detention and Vanessa responded that she wouldn't mind working in that environment. Workforce Specialist Ingrid gave her a printout with Geary County job openings and showed her the Juvenile Detention Center job and informed her of the employer's urgent need for workers.

On July 11th, Workforce Specialist Ingrid followed-up with Vanessa asking how her job search was going to which Vanessa replied "It's great, I got a job" she stated that she applied and had accepted the job with the North Central Kansas Regional Juvenile Detention Facility in Junction City. Vanessa started on July 19th, as a full-time Juvenile Intake Specialist at a pay rate of \$18.75/hr.

Robert - RESEA

Robert a special disabled Veteran referred to Disabled Veteran Outreach Consultant Program (DVOP) Workforce Specialist Melinda for 2nd RESEA services at the Manhattan Workforce Center in September. DVOP focused on key criteria for developing a job search plan with Robert, having learned that he is currently in a Data Analytics master's degree program at K-Stat and he was seeking part time work that would be flexible enough to do around his studies. DVOP reviewed the RESEA requirements and to conduct a comprehensive assessment. Robert already had a very well-done résumé, so DVOP concentrated on finding part time positions and paid internships that would meet his needs and provide experience in his new field. DVOP suggested several internships and some part time work that focused on data analytics over the next few weeks. Robert applied to the positions that DVOP sent. He passed the 2nd round of interviews and accepted an offer as a part time Business Intelligence Developer for the Office on Institutional Research and Assessment (OIRA) at K-State. He will start on October 31st at a wage of \$24.76/hr. He commented that he was "pretty darn excited to get into real-world data analytics and be a part of the K-State family."

Jessica - RESEA

Jessica first visited the on April 7th, (ReEmployment Navigator) Juan completing all intake documentation that indicated three barriers (unemployment, Child Care and Language) she needed assistance of returning to the workforce. Juan assisted Jessica with translation from English to Spanish since her English skills were very minimal. He helped Jessica navigate **KANSASWORKS.com** utilizing all the tools provided through the system. Juan assisted Jessica in creating a functional résumé based on her knowledge, skills and abilities of her last positions then uploaded her résumé into **KANSASWORKS**.

Once that was completed, Juan and Jessica worked together on job searching skills, and how to navigate the system for employment. Over the next few weeks, Jessica came back to the Workforce Center, continuing to work with Juan. Finally, Jessica announced that she had accepted a job with Via Christi Hospital in Junction City, employed as a full-time Cafeteria Cook earning \$17.00 per hour. Jessica was very pleased that her she received employment assistance, referred to an English as a Second Language (ESL) organization, as well as being employed near her child's day care center.

Cole - JVSG

Cole, a justice involved, homeless Veteran who was referred to Disabled Veteran Outreach Consultant Program (DVOP) when he came into the (MWFC) to attend Job Club. He has several barriers related to being justice involved.

The DVOP assessed Cole's work skills and learned he did not have a résumé. They worked together on a résumé format that would highlight his skills and discussed recommendations for different employment opportunities.

Cole kept in contact with the DVOP, stating that he received employment as a full-time general laborer with a local company, starting salary \$16.00 per hr. He also started a part-time job with a local restaurant, earning another \$13.00 per hour.

Isreal - JVSG

Isreal a Transitioning Service Member, between the ages of 18-24, was referred to Disabled Veteran Outreach Program (DVOP) Sue by USO Pathfinders for out of the area transition assistance in January 2023. He recently began taking courses in cybersecurity and digital forensics and had been working on other IT certifications. He felt very unprepared to job search and wanted help with résumés, networking, and interview preparation. His goal was to earn \$45K/yr. after leaving the Army. His long-term goal was to get into video game design.

DVOP conducted a comprehensive assessment and did an initial job market survey to find positions that would be a good match for his skills. DVOP suggested he continue work on his "upskilling" in the months prior to his separation. The job survey helped him identify concrete criteria of what he wanted and did not want in a work environment. DVOP ran a second job market survey with the criteria for technician positions.

DVOP provided custom résumé assistance to help him develop a résumé where his skills and abilities would stand out. Sue let him know that game design is a tough field to break into and that he might want to start looking at industry publications and interviewing people in that field for advice on how to start. Sue met with him at the Recruit Military job fair in March for an appointment and coached him on STAR statement (an interview style) and creating value for an employer in his résumé. Sue continued to follow up with Isreal and make suggestions on networking. He completed another CompTIA certificate and set his sights on two more.

Isreal let Sue know that he will be starting in a Technical Support position with UPS in Baton Rouge, LA on June 19th at a wage of \$30/hr. He was very excited to be making \$17K more than he'd set as a goal.

Local Area III – Workforce Partnership

PY22 Annual Report Narrative

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 2022 while managing the extremely tight labor market. During most of PY22, WFP continued 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. WFP also saw improved enrollment in its Youth-facing programs, which suffered terribly during the COVID-19 pandemic and immediately thereafter.

Services and Performance

In PY22, WFP served 13,242 job seekers logging 29,716 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 1,276 individuals in WIOA and other grant programs.

Program	Number of Individuals Served
WIOA Services	629
<i>Adult</i>	435
<i>Dislocated Worker</i>	42
<i>Youth</i>	133
<i>Incumbent Workers (Adult)</i>	19
Older Kansan Employment Program	162
Registered Apprenticeship	9
JoCo Works Program (CARES Act, county funds and ARPA)	196
WyCo Works Program (CARES Act, EDA funds and ARPA)	156
YouthBuild KCK	30
RetainWorks	19
RespectWorks	75
Total	1,276

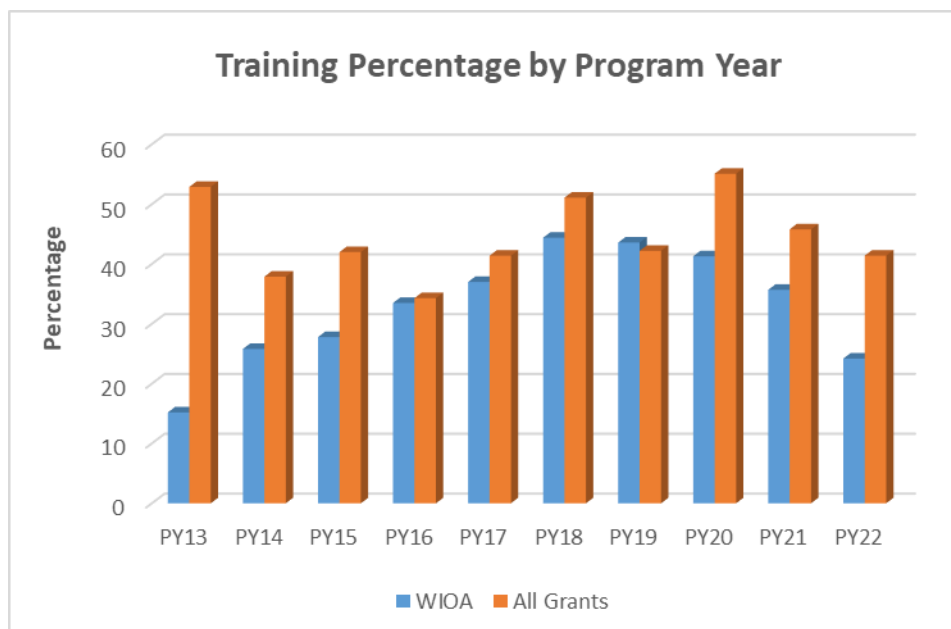
WFP experienced an excellent bounce back from a dip in its Youth performance measures from last year. Altogether, WFP met all 15 of its WIOA performance goals and *exceeded 13 of those goals*. Final performance numbers are shown below.

Performance Measures	Goal PY21	Local Area PY21	Percentage of Goal Met
Adult			
Employment Rate (2 nd Q After Exit)	76.00%	80.24%	106%
Employment Rate (4 th Q After Exit)	71.90%	75.72%	105%
Median Earnings	\$6,784	\$8,091	119%
Credential Rate (4Qs After Exit)	76.50%	77.84%	102%
Measurable Skills Gain	64.10%	82.14%	128%
Dislocated Worker			
Employment Rate (2 nd Q After Exit)	77.00%	76.67%	99.5%
Employment Rate (4 th Q After Exit)	78.00%	78.57%	101%

Median Earnings	\$9,653	\$10,698	111%
Credential Rate (4Qs After Exit)	86.90%	92.00%	106%
Measurable Skills Gain	58.10%	85.71%	148%
Youth			
Placement in Employment, Education or Training (2 nd Q After Exit)	72.30%	79.41%	110%
Placement in Employment, Education or Training (4 th Q After Exit)	69.40%	78.57%	113%
Median Earnings	\$3,050	\$2,938	96%
Credential Rate (4Qs After Exit)	66.30%	75.53%	114%
Measurable Skills Gain	49.20%	50.75%	103%

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 2022, WFP met this training goal by investing 41.4% of its total funds in direct training.*** The table below demonstrates the excellent progress made over the past ten years to shift more funding to direct training while continuing to maintain our high level of service through efficient and effective staffing. Note, however, that as our WIOA funds have significantly decreased in the last several years, the WIOA dollars that can be dedicated to training have been dropping quickly, as WIOA is the only source of funds for certain infrastructure and board-level costs. Infrastructure requirements and required board-level functions remain constant under WIOA, and the costs associated with those required functions have increased over time. Because the costs of these mandatory LWDB functions increase every year, fewer overall WIOA dollars in our local area simply means we have far less funding that can be allocated to training. ***The only way WFP can currently meet its state-required training percentage is by bringing in a large portion of non-WIOA funding.***

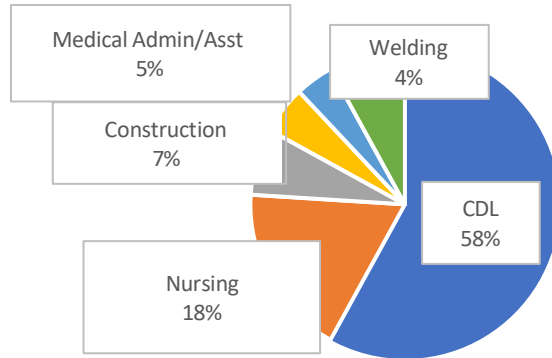


**Note: PY13’s high overall training percentage was driven by the receipt of a large HIB grant, while WIOA training investments were at a low point that year.*

Sector Strategies

WFP has used sector strategies for many years focusing its resources in five priority sectors: Information Technology, Advanced Manufacturing, Healthcare/Life Science, Transportation/Logistics, Construction/Skilled Trades and Financial and Insurance Services. As shown below, three of the six priority sectors are reflected in the top five most popular training programs.

Top 5 Training Programs Attended



WFP also brings the same sector-based approach to its business services work. That work continued in PY22 with WFP hosting a total of 278 career events, including in-person and virtual job fairs and small hiring events, with 1,018 employers and 2,951 job seekers attending. In PY22, WFP's Business Services Team worked with 805 employers through its Hot Jobs publication, virtual/in-person job fairs, job postings and community outreach activities including an **additional 326 new** employers over the course of the year with talent attraction, training and retention services and had over 3,082 service interactions with existing employers. Some of those sector events and interactions are highlighted below:

Advanced Manufacturing

- 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 FAME Chapter's recruitment efforts. In this first year, the FAME chapter sponsored 7 students in the program. With an additional 10 students enrolled for fall 2023.
- Promoted various openings with local Manufacturing Companies as well as provided incumbent worker training for three employers, Demdaco, SOR Controls Group, HCI Energy, with local Cares Act funds.

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.
- Engaged with all area hospitals in promoting their positions, including Advent Health, Olathe Health, Children's Mercy, Saint John Hospital, Providence Medical Center, University of Kansas Hospital, KU Medical Center, St. Luke's Hospital, and Truman Medical.

Information Technology

- Partnered with SnapIT Solutions to provide a specialized IT Resume Workshop for job seekers.

Transportation/Logistics

- Hosted a Transportation & Logistics Job Fair for the Logistics Park Kansas City in Edgerton, KS.
- Partnered with the United Postal Service to provide weekly hiring events in our local area to help meet the critical need for postal careers. Due to a local labor shortage mail is not being delivered in our area daily.
- Assisted Zeta Driving School to secure DRAW funding to increase CDL training programming in our local area.

Construction and Skilled Trades

- Worked to develop relationships with various Registered Apprentice Programs to assist with recruiting talent, including assistance to the Painters Union and Electrical Unions with recruiting efforts.
- Worked with Full Service Chimney to support their Registered Apprenticeship program. We provided incumbent worker funds to assist with coursework training.
- Provided incumbent worker training with CARES act funds to 4 local construction companies: VM Consulting Engineers, Sage Restoration, P1 Group and KC Restoration

In addition to sector strategy work, our Business Services Team also organized a number of non-sector specific events to assist other businesses in need:

- Hosted two job fairs at KCK Community College to provide an opportunity for employers in each of the primary sectors to attract talent.
- Collaborated with the Kansas Department of Children and Families to host a job fair at the Johnson County Salvation Army to provide employment opportunities with individuals on DCF's case load as well as others in our community.
- Engaged with the Kansas City Hotel Association to present labor market data and discuss our services at its Annual Meeting, including recruiting assistance within the KC Metro.
- Assisted the Johnson County Department of Corrections with its monthly Resource and Job fair for the Second Chance population.
- Built a new web page resource we call the "Tool Kit." This Tool Kit is specifically designed to highlight labor market data, wage information, and education resources for our area in each of our priority sectors. We built out this information for each of the sectors below for employers to access current labor market information and for job seekers to access information on career paths within each industry.

Special Populations

WFP also worked with special needs 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:

Center of Grace - WFP developed a new partnership with Center of Grace, a community center serving the Hispanic community in Olathe, to bring job search activities to their center in order to assist those with limited transportation and language barriers. WFP provides staff and resources at Center of Grace on two "Workforce Wednesdays" each month, including resume workshops and employer events.

Hosted KC Regional Disability Mentoring Day 2022 – Once again, WFP hosted the virtual, Kansas City metro Disability Mentoring Day on November 10, 2022, with over 100 participants, including individual job seekers, area high schools and service agencies serving individuals with disabilities. This is the local event recognizing National Disability Employment Awareness Month, promoting career development for students and job-seekers with disabilities through career exploration, training on writing resumes and interviewing, and ongoing mentoring relationships. Numerous employers and service organizations

presented on jobs, training, and social services available to the participants. Employers included Allied One Source, Catholic Charities, the City of Olathe, FedEx, Sunflower Talent Strategies. Agency presentations included AbilityKC, EITAS, Goodwill, Whole Person, Vocational Rehabilitation of Kansas and Missouri, Pre ETS, and Workforce Partnership.

Midwest Ability Summit 2022 – WFP participated in the Midwest Ability Summit, a collaboration among several metro-wide organizations, coming together to provide a “one-stop” opportunity for persons with disabilities, their caregivers/families and/or professionals who serve persons with disabilities to gain information about valuable resources and products. The event was held on August 20, 2022. Workforce Partnership staff met with over 200 individuals with disabilities to share information on education and training opportunities, plus employment and supportive services available through Workforce Partnership. Resources included educational seminars, booths for service providers who provide products or services to the disabled community, and booths featuring governmental and not-for-profit agencies, such as Workforce Partnership. In addition, there were adaptive sports, exercise, and recreational demonstrations.

Expanded the WBL Initiative to ALL Local School Districts

WFP expanded its K-12 WBL programming to include 13 of the 15 local school districts within its service area. WFP worked closely with 232 schools in these districts to launch and sustain WBL experiences with 1,658 local employers, providing 6,023 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 PY22 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 PY22, WFP and its participating school districts provided the following WBL experiences:

- 16 different career fairs
- 84 classroom encounters with employers
- 111 career mentoring experiences
- 512 job shadows
- 1,740 mock interviews for students
- 285 facility tours
- 86 unpaid internships
- 280 paid internships
- 237 pre-apprenticeship or Youth apprenticeship experiences

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 and concluded December 2022. 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. By its conclusion in December 2022, WFP’s JoCo KS Works program served 263 job seekers in the Program and invested approximately \$991,687 in their training and \$51,961 in supportive services. In addition, WFP served 39 businesses and 725 workers with those businesses by providing approximately \$530,074 in job training funds.

With such success, WFP was able to secure additional ARPA funds through Johnson County to continue this program beginning in February 2023. WFP was awarded \$1,166,670 in ARPA dollars through the County and through September 2023 has already served 154 job seekers and invested over \$389,188 in their training and \$8,440 in supportive services.

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. The WyCo Works program, through the EDA, began in April 2021 and ended March 31, 2023. During that time, WFP served 90 job seekers investing approximately \$227,525 in their training. On the heels of this success, WFP also requested ARPA funding from the Unified Government of Wyandotte County and Kansas City, KS in order to continue this program in 2023. WFP was awarded \$1,191,284 in ARPA dollars through the Unified Government and launched the continuation of this program in February 2023. Through September 2023, WFP has already served 153 job seekers and invested \$382,738 in their training and \$4,581 in supportive services.

WORKFORCE PARTNERSHIP
JOB SEEKER TESTIMONIALS (FOR ATTACHMENT)

WIOA Adult Success Serving Justice-Involved

“Charlie” was a low-income adult with prior contact with the criminal justice system and some history of substance abuse. He was determined to turn around his life trajectory and approached Workforce Partnership when he was ready to focus on career development/advancement. Charlie successfully completed CDL training at 160 Driving Academy through the WIOA program on 09/12/2022. After successfully obtaining his CDL license she was hired on 10/14/2022 by Pruitt Trucking and was earning \$30.00/hr. Austin left Pruitt Trucking on 12/02/2022 and was hired by Coca Cola on 12/08/2022 is now earning \$30.50/hr.

Our WIOA Adult Program also found success partnering with the Second Chance Pell grant funding and KCKCC’s program at Lansing Correctional Facility. Service and outcomes are shown in the graphic below:



WIOA Youth Success

Youth Program Serving Those Aging Out of Foster Care

“Javy” was a 19-year-old high school graduate who had aged-out of the foster care system. He had held only one job to date, working part-time at a Taco Johns for 6 months. Javy was enrolled in the WIOA Youth program through the Leavenworth Workforce Center. He and his Career Navigator worked through our Dynamic Futures essential workplace skills and job readiness courses as he explored job and career interests and options in the Leavenworth community. After successfully completing Dynamic Futures, Javy was placed in a fully subsidized work experience at Heatron, Inc., of Leavenworth, KS, as an entry-level team assembler. He proved to be a quick learner and was a conscientious and focused worker who quickly made positive impressions on supervisory staff at the worksite. Javy successfully completed 305 hours of paid work experience, and because of the maturity and professionalism displayed during the contract period, he was offered a job immediately as a direct hire, with a corresponding 25% pay raise to \$15 per hour.

Javy later remarked: “I have [real] job skills now! I have the confidence to go for what I really want to do; [long-term] I want to be a Para [Professional] and work with kids!”

Youth Program Serving Those with Disabilities

“Jose” was a youth with a disability working part time in a warehouse. He was feeling frustrated with a lack of job and career success so far. Jose worked with a Youth Career Navigator to develop pre-employment skills. He also worked on job search and explored education and training opportunities. Jose completed a CDL training and secured a Class A license. He then went to work for Sysco as a Delivery Driver Local for \$25.00/hr. plus incentives.

Jose later emailed a note of thanks for our assistance:

From: Jose A <jose*****@gmail.com>
Sent: Tuesday, September 20, 2022 12:44 PM
Subject: feedback

I just wanted to take a second and thank you again for being my youth career navigator, you have made this whole process a fast, stress free and amazing experience. You were very helpful and polite throughout the whole program. Keep up the good work helping those in need. you're my hero

Jose :)

Mature Worker Success in OKEP

“Dan” was referred for mature worker services with particular needs for guidance around crafting a more effective resume, job search suggestions, interviewing tips, and some good old-fashioned encouragement. He boasted an impressive educational background and a track-record of professional success but was seeing minimal responses to applications and resumes while networking and job searching on his own. He also was rapidly approaching the end of all available unemployment benefits.

During one-on-one consultations we reviewed resume content and discussed targeting alternative job opportunities or job titles that paid less than the desired wage, but that nevertheless might offer a pathway to still other opportunities, if the company in question was deemed desirable place to work. While Dan was reluctant to lower salary expectations, as are most similarly positioned job seekers, he appreciated the perspective offered and saw the potential benefits of such an approach.

He subsequently secured an interview with Neovia, and once given the opportunity to meet face-to-face with the hiring authorities to discuss his experience and its value, was able to negotiate for a Site Manager-Logistic Expert position with an annual salary of \$110,000, with bonus potential totaling up to \$132,000 a year, and a full benefit package.

RetainWorks Success

“Sally” entered the program following an injury that took place at her home. Initially, she was discouraged and concerned about how she was going to make ends meet for her family. Her spouse has a long-term disability, and she is the main breadwinner for her household. Our RETAINWORKS team met with her to develop an Individual Employment Plan (IEP) and explained how the medical system and workforce system were there to assist her in the process of returning to work. She was encouraged to find out that we could assist her with some of her household financial needs. To date, Sally has received utility and rent assistance as she has recuperated. She has yet to return to work, but she has given our Employment Services Coordinator permission to assist with any workplace accommodations that may be necessary for her to return to work. Sally has expressed her gratitude for the services provided to her through RETAINWORKS.

During her Individual Employment Plan meeting with our team, “Linda” shared that at the time of her injury, she was working at a local grocery store, which was not in her field of interest. In addition, she felt like she had been working in a toxic work environment, and her employer was not supportive of her situation with the disability. Understandably, she was discouraged. She explained that she had worked in the medical field prior to relocating to Kansas. So, our Workforce Coordinator offered assistance with a new job search. She encouraged Linda throughout the entire job search process and Linda was able to find a new position in the medical field as a Patient Care Coordinator at a local medical office. It was incredibly rewarding to assist Linda in fulfilling her employment goal of returning to the medical field.

Rapid Response Success

Below is a letter thanking and praising Workforce Partnership’s Rapid Response services, led by Molly Turney, Site Manager for the Wyandotte County Workforce Center and Rapid Response Coordinator for the local area:

Smithfield.

Good food. Responsibly.®

October 27, 2022

To whom it may concern:

The Smithfield Foods Distribution Center in Edwardsville, KS is closing tomorrow, October 28, 2022. As a result, many people are losing their jobs. That brings with it uncertainty, stress, anger, and fear of the unknown.

I want to commend Molly Turney and her team for coming in, meeting with our associates on multiple occasions, and lessening their anxiety as they look for new opportunities. We now have multiple people taking advantage of the training being offered, and many others walking away with updated resumes that will set them apart from others applying for the same jobs.

Molly is passionate about her job and doing anything she can for displaced workers. The assistance she has given will positively impact these people's lives and open doors for them they did not know were possible.

I sincerely thank Molly for partnering with us to take care of the people we care about so much.

Sincerely,


Bea Ludwig
Director, Distribution Human Resources

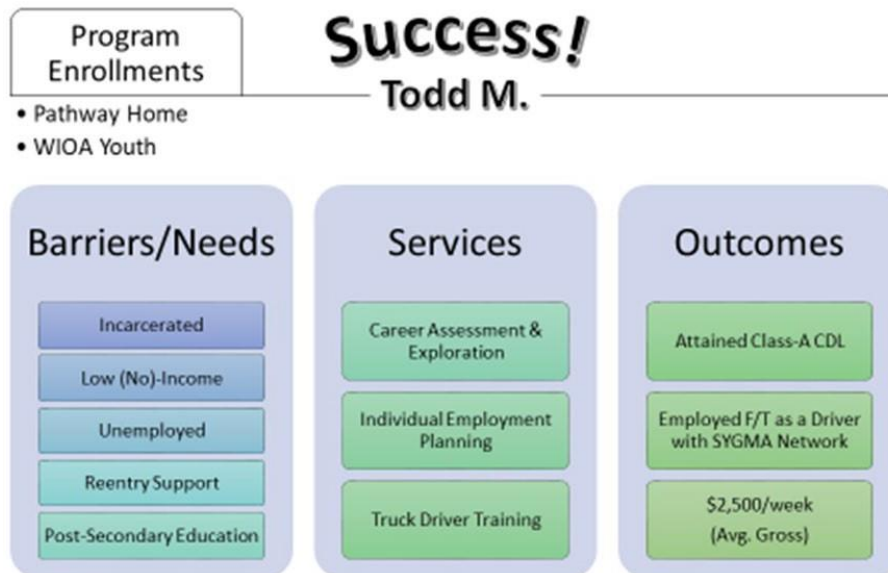
RespectWorks Program Success

Changing a Life

Eric Stacy, who has given permission to share his information, was a recent RespectWorks participant who found employment as a welder at Amazon upon release from incarceration. He was so incredibly grateful for the program and of the support from our staff, he wanted to express his gratitude and show how much his life had changed through video. Our staff took his self-recorded video clips and put together the following video link in Vimeo format. <https://vimeo.com/851731532>

RespectWorks and WIOA Youth

The RespectWorks Program also partnered with WIOA Youth to support Todd as shown below in the service and outcome graphic:



RespectWorks and WIOA Adult

The RespectWorks program has also had success partnering with the WIOA Adult program. “Casey” attended KCKCC welding program while he was incarcerated at the Lansing Correctional Facility, completing the program May 2022. and was released in December 2022. Before being released he was enrolled in the RespectWorks program in September 2022 and has been received support through this program as well. With the support of his career navigator, since being released, Casey has had several welding jobs and has progressed in wages. Recently he was allowed by his Parole Office to move to Seattle, Washington for work. He works for a month and returns to Kansas for 3 weeks and returns to Seattle for a month where he works 84 hours a week.

1. MC Fabricator – Table Welder – 01/2023 to 06/2023 - \$19.00 – 40 hours a week
2. Challenger Manufacturing – Welder – 06/2023 to 06/2023 - \$20.75 – 40 hours a week
3. IRI – Welder – 07/2023 – Present - \$28.00 – 84 hours a week

Career Center/Basic Job Services Success

“Brad” came to us after working with Vocational Rehabilitation for over a year to secure training related employment. One of our job specialists met with Brad and his case manager to revise his resume and provide professional etiquette advice. The job specialist provided career counselling and thought Brandon’s degree in Atmospheric Science would make him a good fit for a GIS Technician position at BHC Engineering. She was able to send his resume to the company’s HR Director. Brad later emailed to share that the company was starting him out on a 6-month contract with the option of permanent placement. Brad wrote...” *Working with a company with the extensive connections that Workforce Partnership/KANSASWORKS has really helped me out in my job search. I had been rejected countless times, had to go to therapy at one point, and simply dreaded every interview. But as people say in the workforce: "It's not what you know, it's who you know." And Workforce Partnership/KANSASWORKS knows a lot of people and companies. That's what really helped me get this job. It's a 6-month contract for now, but it's a great start.*”

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 beyond the annual funding allocations of Workforce Innovation and Opportunity Act (WIOA).

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. Spirit AeroSystems, the largest employer in the state of Kansas, utilizes the Work-Ready Certificate as a required element for onboarding hourly production workers. This year 2,866 people were scheduled to test, 1,915 tested, and 164 Work-Ready testing sessions were held. There were 1,645 Work-Ready credentials awarded this year in Local Area IV.

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 22 Registered Apprenticeship sponsors, and the WA accepts onsite applications for five Registered Apprenticeship programs. There are currently 593 registered apprentices “earning and learning” through these programs. Through the SAEI grant, there are 6 intermediaries with an additional 174 registered apprentices.

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

To date, 530 participants have completed the eligibility process, and 441 are in skills training. There have been 76 participants receiving supportive service assistance for utility, housing, transportation, and employment related assistance. A total of 70 individuals successfully completed training the most recent quarter, with 239 completing to date. A total 187 participants have earned a credential. There have been 67 Registered Apprentices successfully completed training.

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:

- 318 individuals referred
- 65% Entered Employment Rate
- 75% Employment Retention Rate at 6 months
- 65% Employment Retention Rate at 12 months
- Average wage at 6 months is \$12.77 per hour
- Average wage at 12 months is \$15.17 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 2,953 services to 606 employers in the region. There were 27 job fairs that served 2,266 job seekers with 488 employers represented. The Business Services Division listed 9,114 job postings and received 700 applications/pre-employment screens from 696 customers.

In addition, 2,224 pre-employment assessments were administered to 933 participants.

Dislocated Worker Services

The “Get Trained. Get Paid” campaign continued as a way 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 a daily job is featured on the 4pm newscast. The job posting is also highlighted the following morning on the KWCH website, along with other available jobs through the Workforce Center and KANSASWORKS.com.

Youth Services

The Youth program assists young adults in overcoming barriers that stand between them and their educational and career goals. 312 youth elements were provided to 94 participants to assist them in achieving their goals.

The Workforce Alliance partnered with Wichita Public Schools, Wichita State University, WSU Tech, and the Kansas Department of Commerce to bring Road Trip Nation to Kansas. An award-winning docuseries, Road Trip Nation fills an RV with young adults seeking to learn more about available careers and how they can fit today’s job market. A few young job-seekers were fortunate enough to take part in their own personal exploration as Road Trip Nation made a trek through south-central Kansas. Several stops were made along the way, allowing the Road Trippers to glean knowledge from industry leaders in the medical field, aerospace, manufacturing, and agriculture. The film aired nationally on PBS on September 28 and October 5, 2023.

Along with the film, Road Trip Nation also created the Wichita Build Your Future website dedicated to career pathways and storytelling in South Central Kansas. [Build Your Future | Wichita \(roadtripnation.com\)](http://roadtripnation.com) The tools and resources generated from this project will help to inspire and motivate the next generation of talented leaders in the Wichita area. To support WIOA Youth participants, the WA adopted an incentive policy for completing the Road Trip lesson plans and filming an interview with a local employer.

Success Story

Emily was referred to the WIOA Youth program by LYFTE at KU School of Medicine as a parenting young adult needing to gain more work skills and find better job opportunities. She previously obtained her Certified Nurse Aide and Home Health Aide credentials but was underemployed and not able to pick up additional hours due to not having affordable childcare for her infant. The WIOA Youth program assisted Emily in getting into Certified Medication Aide training, which she successfully completed. Emily has now obtained new employment that gives her stable work hours and pays \$20.00 per hour. Emily says “The workforce program helped and guided me toward getting further on my educational journey. They were so kind, encouraging, and they genuinely cared about my goals.”

Local Area V – Southeast KANSASWORKS

Program year 2022 Annual Report

WIOA Adult Program

Chelsey is a single mother of two children and was only working part-time. Chelsey was not eligible for SNAP benefits due to her household income barely exceeding the eligibility requirements. Chelsey reached out to KANSASWORKS for assistance with Certified Medication Aide (CMA) training. Chelsey wanted to obtain her CMA to be able to move up to full-time with her current employer.

Career Advisor and Chelsey met to discuss different CMA training locations that KANSASWORKS could assist with. Chelsey mentioned online classes, so she could continue working while attending training. Career Advisor and Chelsey spoke about Labette Community College and their online training, so the Career Advisor connected Chelsey with LCC. After speaking with the college, Chelsey wanted to move forward with CMA training at LCC. The Career Advisor maintained contact with Chelsey during her training to make sure that online course work and clinicals were going well and to see what other assistance she may need.

Chelsey found full-time employment as a Patient Technician with Ascension Via Christi working 40 hours a week making \$17.50/hr. Chelsey completed her training on March 10th and received her CMA certification. Chelsey is currently working with Ascension Via Christi and is enjoying every minute of it.



WIOA Dislocated Worker Program

Dislocated Worker Program and Reemployment Services and Eligibility Assessment (RESEA): Connecting Dislocated Workers with Career Training

The Reemployment Services and Eligibility Assessment (RESEA) program is a partnership between Kansas Department of Labor and Kansas Department of Commerce to provide reemployment assistance to those who are unemployed and receiving Unemployment Insurance (UI) benefits. RESEA services are provided by KANSASWORKS Title III staff located in the Workforce Centers. RESEA connects participants with in-person assessments and reemployment services to increase the likelihood of obtaining employment before exhausting their UI benefits.



Guy is an RESEA participant who came into the Independence Workforce Center in September 2022 for an RESEA appointment. He had been unemployed since April of 2022. In visiting with RESEA staff, Guy expressed interest in CDL training and was referred to a WIOA Case Manager. Guy was enrolled as a Dislocated Worker, entered CDL Training on 9/26/22 and completed it on 10/21/22.

Guy received several job offers after earning his commercial driver license and accepted a position as a long-haul truck driver out of Chanute, KS.

Guy stated, “If it were not for staff working with me as a RESEA client and referring me to the WIOA (Dislocated Worker) Program, I don’t know where I would be.”

KANSASWORKS Empowering Youth Success: WIOA Youth Program Youth Work Experience to On- the- Job Training

Blaik visited the Pittsburg Workforce Center seeking information on completing his GED. Blaik was an 18-year-old OSY who dropped out of high school and was currently unemployed. Blake had recently been employed as a Customer Service Representative. He was looking for something outside of the marketing field. Blake’s short-term goal was to complete his high school diploma by attending GED. Blake’s long-term goal was to learn the skills needed for a permanent job that allows him to be self-sufficient. Blaik and the CA explored opportunities for work experience in the local area.

KANSASWORKS conducted a comprehensive assessment using a variety of tools including career interest, financial literacy, and work readiness assessments. Blaik completed the Lifeworks workshop, thereby improving his soft and transferrable skills for future employment. The CA and Blaik met to explore possible options for work experience. Blaik began GED classes with EKAE-Pittsburg along with the skills building needed to improve his academics.



Blaik found a job as a Maintenance Helper earning \$10/ hour working 32 hours per week with a local private owned nursing home. Blaik was supported during the Work Experience and GED classes with Supportive Service for transportation. This allowed Blaik to drive back and forth between work and classes without hesitation. He completed the GED and skills building soon after starting the work experience. As Blaik came closer to completing the work experience, the CA and worksite discussed moving Blaik to On-the-Job Training. The CA discussed how the OJT opportunity would be benefit to the company and Blaik. Blaik was hired as a full-time Maintenance man. He is now completing an OJT earning a higher wage of \$12/ hour. Blaik was very thankful for all the patience and support provided by the Youth Career Advisor and KANSASWORKS while guiding him on the path to permanent employment.

A New Career in Healthcare

Martha visited KANSASWORKS in Pittsburg seeking information about training opportunities. Martha was an unemployed and pregnant 19-year-old out of school youth. Martha was previously employed in the manufacturing field and was looking to improve her situation.



Martha's short-term goal was to complete a Certified Nurse Aide course and move into the Health Sciences field. Martha's long-term goal was to continue the Health Sciences career ladder and to work in local health facilities. Martha's comprehensive assessment determined she needed skill building in math and reading.

Martha completed the Lifeworks Workshop, which included Career Exploration, Career Preparation and Work Readiness Skills. Martha began a Certified Nurse Aide course through Fort Scott Community College, and she attended skills building with Adult Education to improve her math and reading skills. The Career Advisor also assisted Martha with her job search.

Martha made Measurable Skill Gains in both math and reading.

This helped prepare her for her post-secondary pathway. Martha completed her CNA course then went on to ladder up in Health Sciences. She enrolled with FSCC and completed a Certified Medication Aide. She is currently completing the Phlebotomy course with FSCC with national testing to be completed May 2023. Martha was hired by Ascension Via Christi as a Certified Medication Aide. She will be earning \$16 per hour. Martha continues to work up to her potential and continue her post-secondary education.

"The Youth WIOA program has been a great program and helped me achieve my goals. I am very thankful for the support and patience provided by KANSASWORKS while guiding me on my career pathway." -Martha

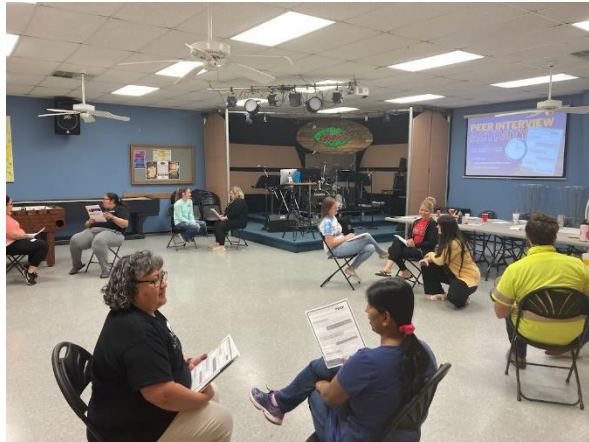
Community Partnerships: Radical Life and the Emporia Workforce Center

Many times, families that work with us at Radical Life report that they feel "less than" in our community. Addiction, loss of children to foster care, and/or stints in jail leave them feeling like, and sometimes be treated as, the inferior or second-rate part of our society. While these feelings may not always be the reality, they are very real and felt deeply. The challenge we often see in our families is getting them to accept that they are worthy of services out there that will help

them build their own lives and improve the lives of their kiddos, as well.

ENTER Southeast KANSASWORKS!!!

The team in Lyon County first started working with us in 2021. I cannot tell you how much of an impact they have made on myself, my staff, and my families. They SEE my people and our needs, the VALUE the barriers we face, and actively seek to make sure they build programming and instruction where ALL voices are HEARD.



Our families typically don't trust others easily or quickly. When we invited the SEKWORKS staff in, there was definitely some hesitation on engagement at first. After several weeks of working with us, and slowly teaching my families how to see and articulate their own value, the buy-in was tangible! Nadia and Carolyn even INSISTED that our families do mock interviews to help them speak well of themselves and practice saying out loud the GOOD characteristics they possess. The families here were NOT excited about this, but after some

persistent nudges, all engaged!

The end result was 6 of our leaders that participated in the mock interviews got the very next jobs that they interviewed for! They let us know that the mock interview exercise truly helped them say where they are strong and what vulnerabilities they have. They were able to confidently state their strengths and weaknesses and present themselves as hireable in our community!



Southeast KANSASWORKS continues to tailor resources to our families based on their needs. They come and eat dinner with our people and spend time getting to know them. They ALWAYS work to make sure our leaders are seen, valued, and heard. They have NEVER held their pasts against them, and continually look for ways to build connections. This is truly a gift. We can't express how much this team means to us!

ATTACHMENT B

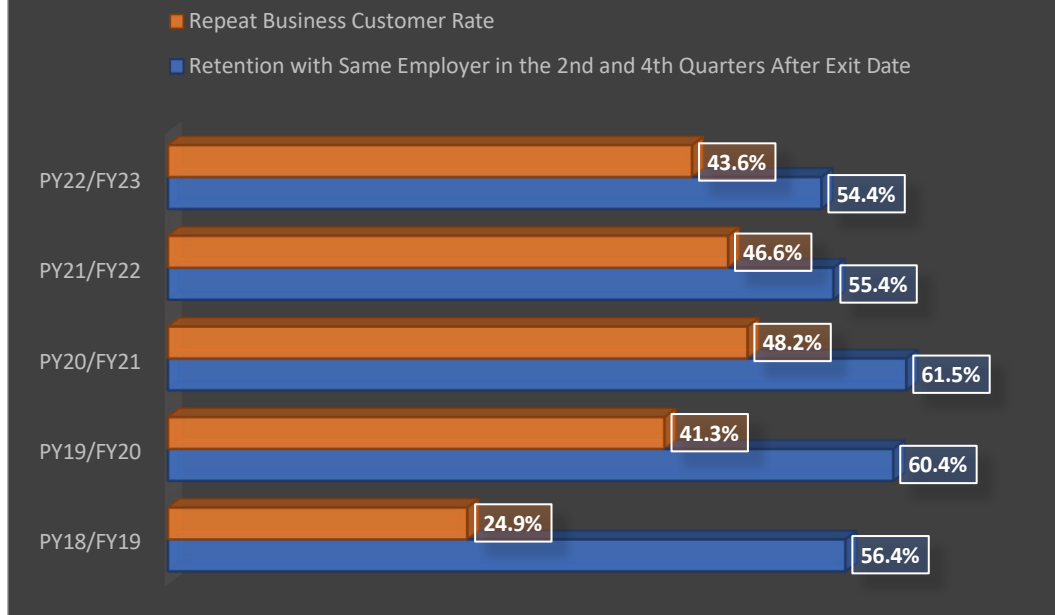
EFFECTIVENESS IN SERVING EMPLOYERS

As depicted in the charts below Kansas has experienced a 1.0% decrease in retention rates for 2nd and 4th quarters and a 3.0% 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: 2022		Certified in WIPS: 9/25/2023 9:56 AM EC	
PERIOD COVERED					
From (mm/dd/yyyy) : 7/1/2022 8:00 AM EDT To (mm/dd/yyyy) : 6/30/2023 8:00 AM EDT					
REPORTING AGENCY:					
Kansas Department of Commerce					
EFFECTIVENESS SERVING EMPLOYERS					
Employer Services			Establishment Count		
Employer Information and Support Services			2,830		
Workforce Recruitment Assistance			3,924		
Engaged in Strategic Planning/Economic Development			10		
Accessing Untapped Labor Pools			132		
Training Services			145		
Incumbent Worker Training Services			12		
Rapid Response/Business Downsizing Assistance			35		
Planning Layoff Response			22		
Pilot Approaches			Numerator	Rate	
			Denominator		
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			9,055	54.4%	
			16,642		
Employer Penetration Rate			5,891	6.1%	
			96,439		
Repeat Business Customers Rate			7,142	43.6%	
			16,396		
State Established Measure					

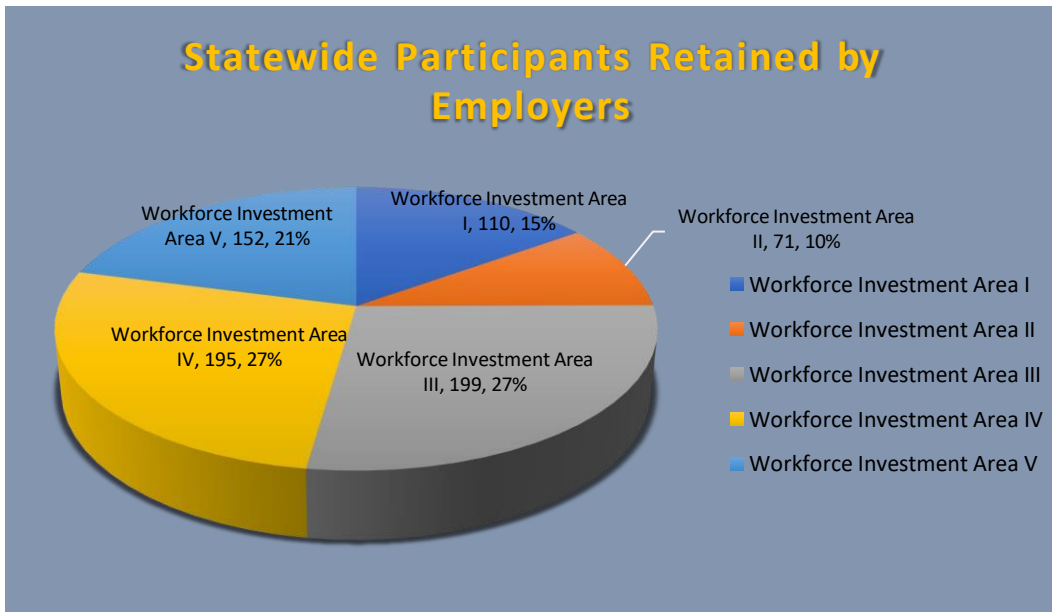
EMPLOYER EFFECTIVENESS PY2018 - PY2022



Of the 31,054 employers actively utilizing the **KANSASWORKS.com** system, a reported 52,984 job postings were available as of 6/30/2023. In addition to job postings, repeat business customers received a total of 4,285 services over the course of the PY2022/FY2023. The following services represent the activities most utilized by these repeat business customers:

Service Name	# Of Employers
Available One-Stop Services	59
Available Training Services	8
CertLink	1,238
FCJL Contact	4
General Outreach Information	280
Incumbent Worker Training	3
Incumbent Worker Training Services	2
Job Fairs	224
Job Order	1,115
Job Order Activities	862
Job Order Referral	7
Job Seeker Outreach Activities	39
Job Service Activities	60
Layoff Planning Assistance	1
On-the-Job Training Opportunities	5
Rapid Response Assistance	6
Recruitment Assistance	146
Registered Apprenticeship	25
RETAINWORKS Outreach	44
Strategic Planning Activities	3
Veteran's Employment Services	132
Virtual Contact	8
Work Experience Activities	14
Grand Total	4,285

To coincide with these employer services, 727 participants who gained employment retained employment at 54.4%. Geographically, statewide success was experienced with retaining employees because 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.

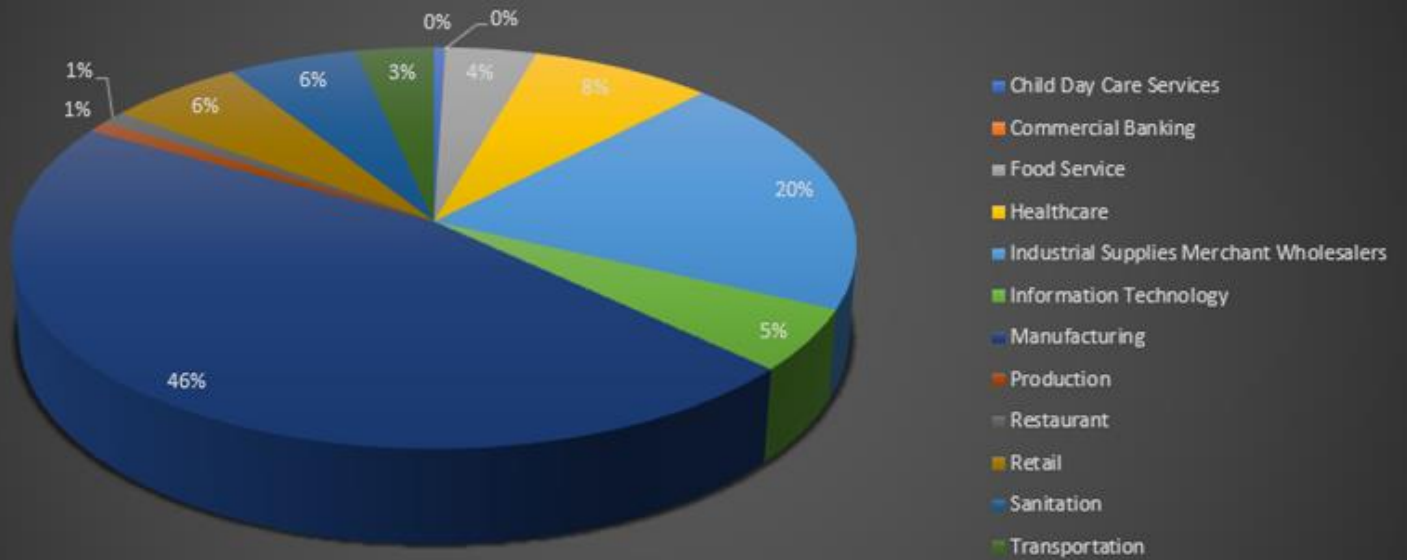
ATTACHMENT C

STATEWIDE ACTIVITIES

LAYOFF AVERSION CHART

The chart below shows the PY2022 industries with individuals affected by a layoff in both WARN and Non-WARN categories.

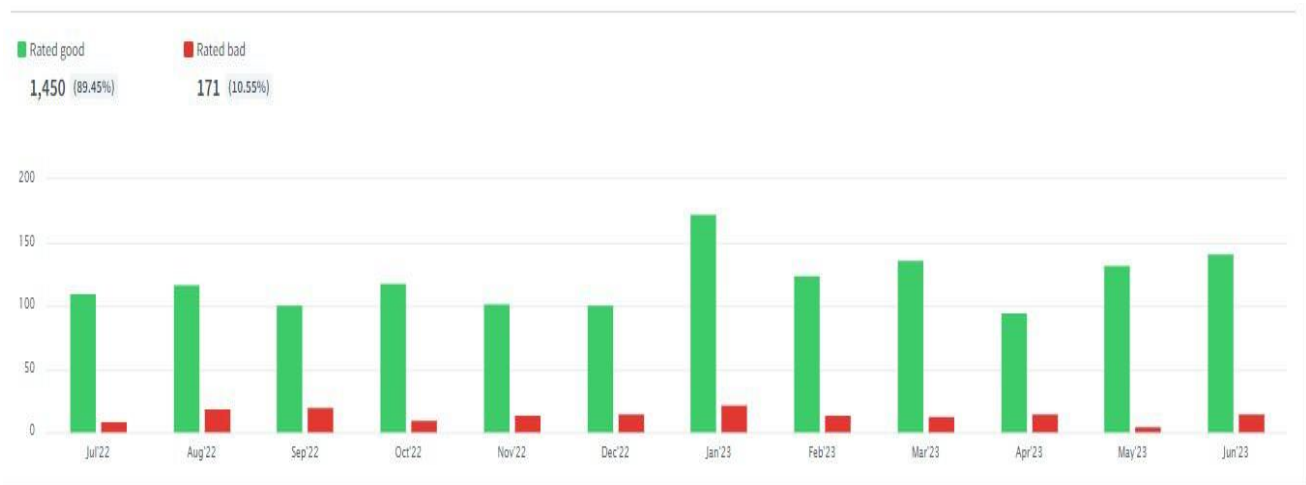
of Individuals Affected by Industry



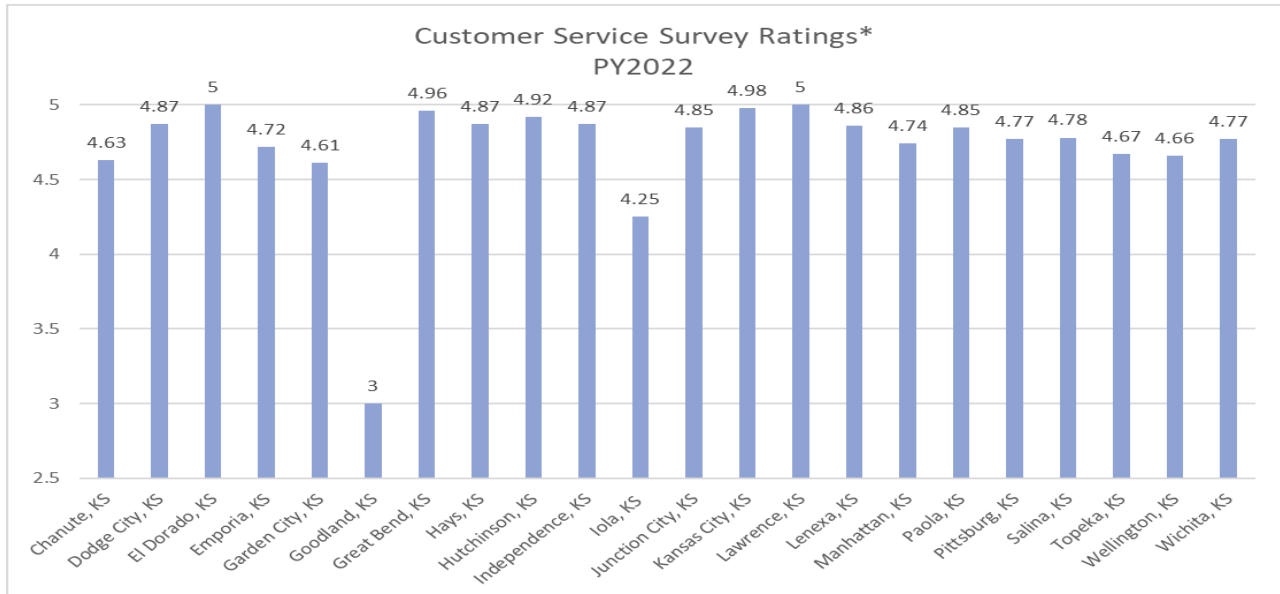
Attachment D

KANSASWORKS.COM & SYSTEM

Live Chat

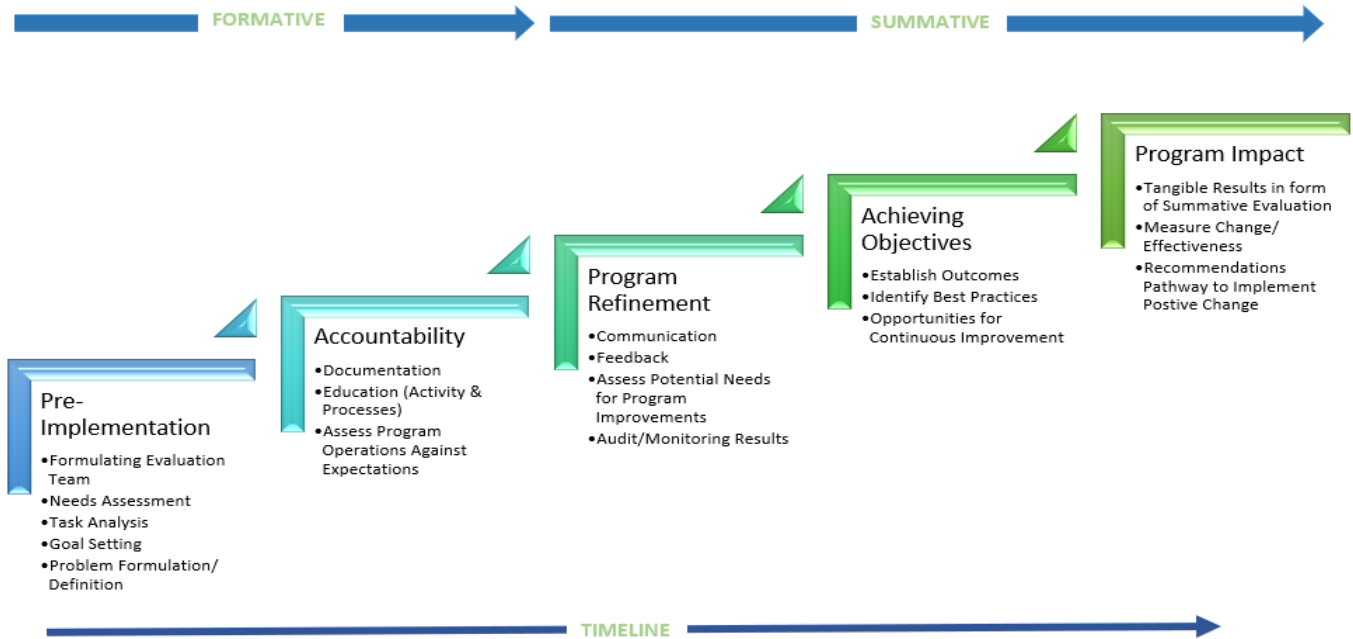


Customer Service Kiosks



*Rating is out of 5

PROGRAM EVALUATION STAGES



WIOA Title I Program Evaluation

The purpose of the program evaluation process is to answer questions about WIOA Title I in form of data. An important step was to find a good way to identify questions, as they should come from people that work closely with WIOA Title I and have a good understanding of the programs. The Program Evaluation process for WIOA Title I started in the spring of 2023, where a program evaluation task group was formed. The task group consists of representatives from all five local areas who work closely with WIOA Title I along with a research analyst that will provide data analysis across the state. The group met early in the process to make everyone involved familiar with the process and to address any questions that occurred. Then the WIOA Title I experts presented questions they would like to have answered about the program, which in turn defined the course for the program evaluation. The task group then narrowed the questions down to 2 questions per program (Adult, DW, Youth). The specific questions decided on are as follows:

- Adult
 - 1. Are supportive services related to a better outcome for participants?
 - 2. How does training impact the outcome for participants?
- DW
 - 1. Are supportive services related to a better outcome for participants?
 - 2. How does training impact the outcome for participants?
- Youth
 - 1. Are supportive services related to a better outcome for participants?
 - 2. Do participants that receive occupational skills training have a better outcome than other participants?

Currently, the research analyst is conducting data analysis to answer the questions above. A better outcome could be anything from a higher employment rate to increased wages. Once sufficient data has been gathered and analyzed the task group will meet again and discuss the outcome of the program evaluation.

Workforce Innovation Opportunity Act Performance Levels PY2022 – PY2023

Kansas

<u>Adult Indicator</u>	<u>PY2022 & PY2023</u>
Employment Rate 2nd Quarter After Exit	76.0%
Employment Rate 4th Quarter After Exit	71.9%
Median Earnings 2nd Quarter After Exit	\$6,784
Credential Attainment within 4 Quarters After Exit	76.5%
Measurable Skill Gains	64.1%
<u>Dislocated Worker Indicator</u>	<u>PY2022 & PY2023</u>
Employment Rate 2nd Quarter After Exit	77.0%
Employment Rate 4th Quarter After Exit	78.0%
Median Earnings 2nd Quarter After Exit	\$9,653
Credential Attainment within 4 Quarters After Exit	86.9%
Measurable Skill Gains	58.1%
<u>Youth Indicator</u>	<u>PY2022 & PY2023</u>
Employment Rate 2nd Quarter After Exit	72.3%
Employment Rate 4th Quarter After Exit	69.4%
Median Earnings 2nd Quarter After Exit	\$3,050
Credential Attainment within 4 Quarters After Exit	66.3%
Measurable Skill Gains	49.2%
<u>Wagner Peyser Indicator</u>	<u>PY2022 & PY2023</u>
Employment Rate 2nd Quarter After Exit	66.5%
Employment Rate 4th Quarter After Exit	64.9%
Median Earnings 2nd Quarter After Exit	\$5,653

PY2022 Annual Report for Ending Date of 6/30/23

	PY2022 - PY2023 Final Negotiated Performance Goals	Statewide	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome
Primary Indicators*													
Adult													
Employment Rate 2nd Quarter After Exit	76.0%	82.1%	Exceed	93.3%	Exceed	83.3%	Exceed	80.2%	Exceed	76.9%	Exceed	87.0%	Exceed
Employment Rate 4th Quarter After Exit	71.9%	79.5%	Exceed	89.0%	Exceed	84.7%	Exceed	75.7%	Exceed	74.8%	Exceed	84.2%	Exceed
Median Earnings 2nd Quarter After Exit	\$ 6,784	\$ 8,452	Exceed	\$8,505	Exceed	\$ 10,695	Exceed	\$ 8,091	Exceed	\$ 7,668	Exceed	\$ 9,372	Exceed
Credential Attainment within 4 Quarters After Exit	76.5%	76.3%	Meet	80.6%	Exceed	78.1%	Exceed	83.4%	Exceed	80.5%	Exceed	49.4%	Meet
Measurable Skill Gains	64.1%	76.4%	Exceed	81.0%	Exceed	788.2%	Exceed	82.1%	Exceed	83.3%	Exceed	65.6%	Exceed
Dislocated Worker													
Employment Rate 2nd Quarter After Exit	77.0%	87.6%	Exceed	96.3%	Exceed	72.7%	Meet	78.6%	Exceed	88.3%	Exceed	76.9%	Meet
Employment Rate 4th Quarter After Exit	78.0%	88.1%	Exceed	85.7%	Exceed	NR	NR	73.3%	Meet	88.6%	Exceed	92.9%	Exceed
Median Earnings 2nd Quarter After Exit	\$ 9,653	\$11,105	Exceed	\$ 11,122	Exceed	\$ 7,644	Meet	\$ 10,452	Exceed	\$ 11,159	Exceed	\$ 11,658	Exceed
Credential Attainment within 4 Quarters After Exit	86.9%	78.8%	Meet	100.0%	Exceed	NR	NR	100.0%	Exceed	62.1%	Meet	87.5%	Exceed
Measurable Skill Gains	58.1%	92.1%	Exceed	93.6%	Exceed	100.0%	Exceed	80.0%	Exceed	60.0%	Exceed	90.0%	Exceed
Youth													
Employment Rate 2nd Quarter After Exit	72.3%	78.2%	Exceed	94.1%	Exceed	69.9%	Meet	79.4%	Exceed	83.8%	Exceed	80.0%	Exceed
Employment Rate 4th Quarter After Exit	69.4%	83.2%	Exceed	100.0%	Exceed	84.4%	Exceed	78.4%	Exceed	85.7%	Exceed	78.0%	Exceed
Median Earnings 2nd Quarter After Exit	\$ 3,050	\$4,526	Exceed	\$ 4,847	Exceed	\$ 4,464	Exceed	\$ 2,938	Meet	\$ 5,501	Exceed	\$ 4,616	Exceed
Credential Attainment within 4 Quarters After Exit	66.3%	66.2%	Meet	68.8%	Exceed	65.2%	Meet	73.5%	Exceed	77.8%	Exceed	50.0%	Meet
Measurable Skill Gains	49.2%	54.1%	Exceed	75.8%	Exceed	52.6%	Exceed	50.8%	Exceed	69.7%	Exceed	40.0%	Meet
Wagner Peyser													
Employment Rate 2nd Quarter After Exit	66.5%	75.4%	Exceed	73.5%	Exceed	67.9%	Exceed	76.8%	Exceed	78.7%	Exceed	76.1%	Exceed
Employment Rate 4th Quarter After Exit	64.9%	69.5%	Exceed	67.7%	Exceed	54.0%	Meet	70.5%	Exceed	75.2%	Exceed	72.3%	Exceed
Median Earnings 2nd Quarter After Exit	\$ 5,653	\$ 8,537	Exceed	\$ 7,864	Exceed	\$ 7,762	Exceed	\$ 9,665	Exceed	\$ 8,794	Exceed	\$ 7,740	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													
Indicates value used from total current period vs total previous period													
NR = No Participants Reported for this program measures by this LA													
Indicates the measure is failing and has dropped below 49% of goal													

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 WorkforceONE	154	56	210
Local Area II Heartland Works, Inc.	215	43	258
Local Area III Workforce Partnership Inc.	186	33	219
Local Area IV Workforce Alliance of South-Central KS	7	14	21
Local Area V KANSASWORKS Southeast KS	219	11	230
Total	781	157	938

Participants Served by Local Area

Local Area	Adult	Dislocated Worker	Total
Local Area I Kansas WorkforceONE	363	62	425
Local Area II Heartland Works, Inc.	301	46	347
Local Area III Workforce Partnership Inc.	447	42	489
Local Area IV Workforce Alliance of South-Central KS	827	321	1,148
Local Area V KANSASWORKS-Southeast KS	362	11	373
Total	2,300	482	2,782

Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 5,893,273
Local Dislocated Workers		\$ 1,173,047
Local Youth		\$ 4,466,484
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$ 474,949
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$ 1,928,602
Statewide Allowable Activities WIA Section 134(a)(3)	Activities specified in §134(a)(3)	\$ 1,643,079
	Local Area Incentives	0
	Oversight and Monitoring	\$ 282,817
	Registered Apprenticeship	\$ 2,705
	Workforce Summit	0
Total of All Federal Spending Listed Above		\$ 13,936,355