

WORKFORCE INNOVATION
AND OPPORTUNITY ACT

PROGRAM YEAR

20
20

ANNUAL REPORT



**Workforce Innovation and Opportunity Act (WIOA)
Kansas Title I and Title III
Annual Statewide Performance Report Narrative
Program Year 2020**

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KANSASWORKS STATE BOARD STRATEGIC PLAN

2018-2020 Strategic Plan

During program years 2018-2020 the board encouraged more collaboration across agencies and entities, so the workforce system in Kansas became stronger as it built each partner's strengths and reduced duplication of efforts and services.

The **KANSASWORKS** State Board endeavored to link businesses, job candidates and educational institutions to ensure that employers can find skilled workers. This was accomplished by partnering with Local Workforce Development Boards and other state agencies. In addition, a robust partnership with the Kansas Board of Regents helped state universities and community and technical colleges tailor their curriculum to the needs of Kansas businesses. The result is an integrated, demand-driven statewide network in which workers receive job-specific training, and Kansas businesses can find the well-trained employees they need.

The 2018-2020 **KANSASWORKS** State Board Strategic Plan included four strategic goal areas:

- ✓ Customer Service
- ✓ Performance Accountability & Transparency
- ✓ System Messaging & Awareness
- ✓ Technology Integration

Summary of 2018-2020 Strategic Plan activities can be found in attachment B

The full 2018 – 2020 Strategic Plan can be found on the **KANSASWORKS** State Board Website:
[State Plans - KANSASWORKS STATE BOARD \(ksworksstateboard.org\)](https://ksworksstateboard.org)

2021-2023 Strategic Plan

The new 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**
 - 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.

- Develop and provide guidance to the state and local workforce system outlining an approach for strategic business engagement
- Coordinate with state and local partners to assess and improve virtual and in-person service delivery and communication and outreach.

- ✓ **Virtual Services** – Coordinate communication and outreach efforts between state and local partners.

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

- ✓ **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.

- 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 (job seekers, businesses, and workforce system staff)
- Expand understanding of and access to career pathways to support upskilling opportunities using work-based learning and other types of training

The full 2021 – 2023 Strategic Plan can be found on the **KANSASWORKS** State Board Website:
[State Plans - KANSASWORKS STATE BOARD \(ksworksstateboard.org\)](https://ksworksstateboard.org)

EFFECTIVENESS IN SERVING EMPLOYERS

Kansas continues to make progress with employer effectiveness measures as per direction from USDOL. Employer indicators are not measured against negotiated goals as the cohort collected will serve as a baseline for this annual performance reporting period. Kansas Title I, Title II, Title III and Title IV partners elected to designate Kansas Department of Commerce (Commerce) as the lead reporting agency for these indicators.

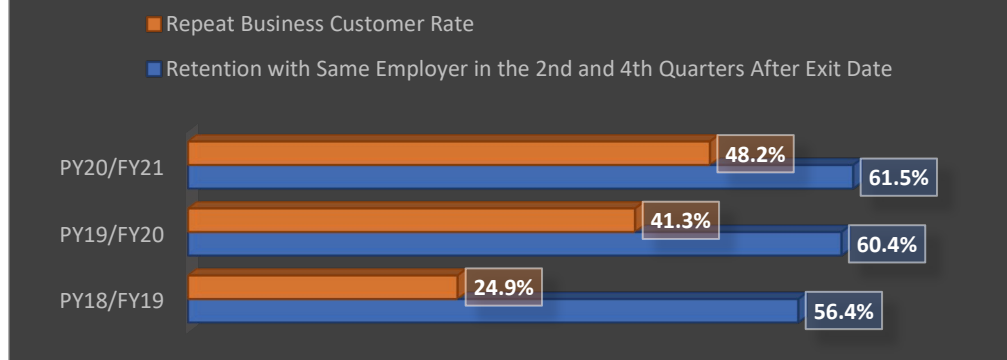
Collaborative efforts between these partners ensured all data for each of the core programs collected during PY2020/FY2021 are combined and reported to USDOL as one set of data. As baseline reporting continues, the Effectiveness of Serving Employers performance indicators reported in the PY2020/FY2021 include the following primary indicators:

1. Retention with Same Employer in the 2nd and 4th Quarters After Exit Date
2. Repeat Business Customer Rate

WIOA - EFFECTIVENESS SERVING EMPLOYERS

STATE: Kansas		PROGRAM YEAR: 2020		Certified in WIPS: 9/21/2021 2:25 PM EDT	
PERIOD COVERED					
From (mm/dd/yyyy) : 7/1/2020 8:00 AM EDT To (mm/dd/yyyy) : 6/30/2021 8:00 AM EDT					
REPORTING AGENCY:					
Kansas Department of Commerce					
EFFECTIVENESS SERVING EMPLOYERS					
Employer Services			Establishment Count		
Employer Information and Support Services			2,919		
Workforce Recruitment Assistance			3,858		
Engaged in Strategic Planning/Economic Development			19		
Accessing Untapped Labor Pools			116		
Training Services			195		
Incumbent Worker Training Services			7		
Rapid Response/Business Downsizing Assistance			53		
Planning Layoff Response			22		
Pilot Approaches			Numerator	Rate	
			Denominator		
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			13,284	61.5%	
			21,605		
Employer Penetration Rate					
Repeat Business Customers Rate			5,902	48.2%	
			12,240		
State Established Measure					

EMPLOYER EFFECTIVENESS PY2018 - PY2020



As depicted in the charts above Kansas has experienced a 1.1% increase in retention rates for 2nd and 4th quarters and a 6.9% increase in repeat business customers over the course of the last program year. Employers have been reported to have an increased need in areas including , workforce labor market information, and training services.

Despite challenges employers experienced with the national pandemic, progress has been made in PY2020/FY2021 regarding these measures. Kansas expects to show continuous improvement in the upcoming program year as well. Progression of these

measures are attributed to service delivery and system enhancements driven by the implementation of the measures.

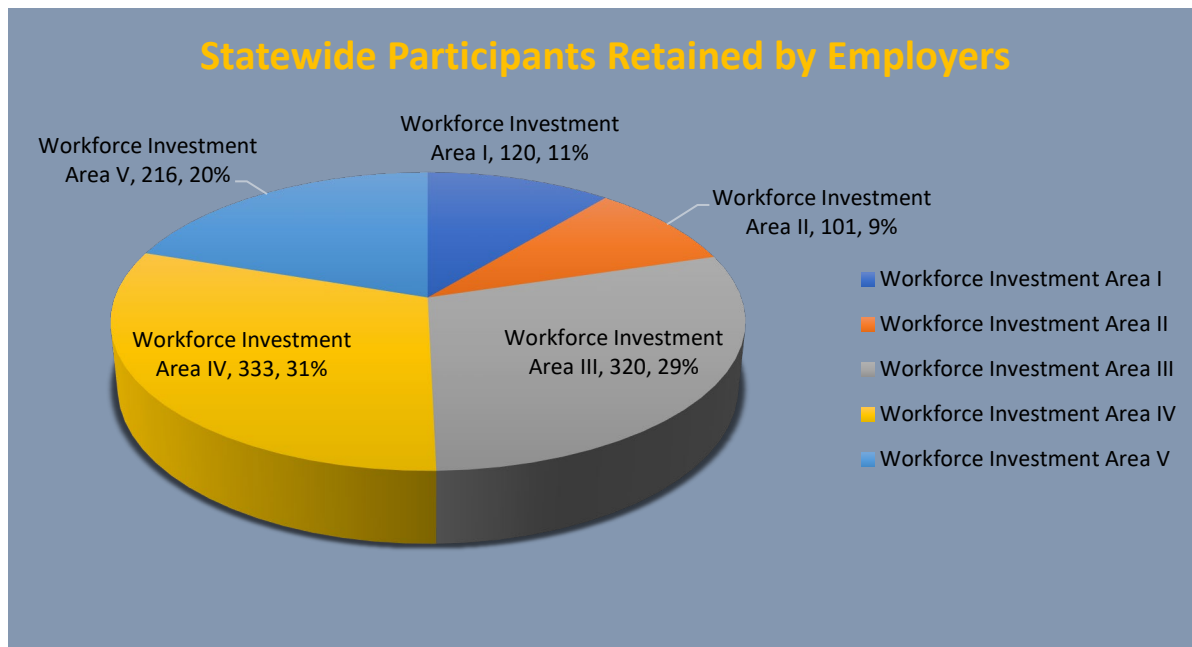
Of the 12,240 employers actively utilizing the **KANSASWORKS.com** system, a reported 52,247 job postings were available as of 6/29/2021. In addition to job postings, repeat business customers received a total of 3,697 services over the course of the PY2020/FY2021. The following services represent the activities most utilized by these repeat business customers:

Service Name	# Employers
Available One-Stop Services	86
CertLink (Work Opportunity Tax Credit)	1,177
General Marketing Information	141
Job Fairs	127
Job Order/Job Order Activities	1,463
Job Service Activities	172
Recruitment Assistance	315
Veteran's Employment Services	84

To coincide with these employer services, 21,605 participants who gained employment retained employment at 61.5%. Geographically, statewide success was experienced with retaining employees as a result of service delivery and pinpointed job matching

between job seekers and 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.

The below shows a breakout by area and the participant/percentage retained by employers:



CUSTOMER SERVICE AND SATISFACTION

During the months of March and April, Commerce received technical assistance from The National Governors Association Center for Best Practices (NGA Center) Workforce Development & Economic Policy program. The technical assistance framework was to assist **KANSASWORKS** in assessing needs and coordinating state and local workforce development system stakeholders for their Workforce 2.0 initiative, a reimaging and redesigning the state's service delivery system for economic recovery, through a series of five facilitated discussions. With the establishment of two workgroups, NGA Center co-developed a methodology and draft survey questions to assess customer and front-line staff needs.

There were teams from each of the five local areas along with two administrative staff from Commerce who participated in the kickoff and workgroup meetings.

Continuation of this project will be with the Public Policy and Management Center from WSU, who will assist the Department of Commerce with surveys with each key stakeholder group. Surveys, analysis and final reports will be completed by the PPMC at the direction of Commerce leadership. Three separate surveys will be completed. Job seekers and employers will have two different survey recruitment processes for users and non-users of workforce services systems.

After completion of the surveys, the PPMC will conduct five focus groups (one-hour) with: staff, employers (users and nonusers) and job seekers (users and nonusers). Focus groups will be virtual to ensure statewide representation. PPMC will work closely with Local Areas to assist in identifying, recruiting and securing participants. Also, The PPMC will provide research from industry experts on the future of work, information from workforce services from other states, and identify opportunities for the state of Kansas. A research report will be created and a presentation to be shared with state leaders.

KANSASWORKS.com Job Seeker & Employer Survey

The **KANSASWORKS.com** feedback survey went live at the end of February 2020. The survey is targeted to job seekers, employers and eligible training providers, and gathers feedback on the individual's experience with the website. From July 2020 to February 2021, 7,778 responses were received. Results of surveys are located in attachment C .

Customer Service Survey Kiosks Located in Workforce Centers

In 2018, the **KANSASWORKS** State Board established a strategic plan that, in part, aimed to develop tools to measure the use of technology & the value of **KANSASWORKS.com**. A quick exit survey

measuring customer satisfaction was implemented in January 2019. The survey takes on average less than two minutes to complete and is available in English and Spanish. Customers may respond via physical kiosk located in the Workforce Center or through a web link. Each Local Area also has access to the survey results.

The statewide average customer service rating was 4.77 out of 5 with a Net Promoter Score of 88. 94.8% of customers indicated that the Workforce Center helped the customer achieve their goal(s). Survey results are located in attachment C.

KANSASWORKS.com Mobile App

To better reach the job seeker population, the **KANSASWORKS** mobile app was launched in October 2018. The app is available for iOS and Android, and provides a cohesive, easy to use job search experience. The app is able to search job postings, locate your nearest Workforce Center, and save jobs you are interested in. Additional information and customer usage numbers located in attachment C.

EXTENDING SERVICES

Mobile Workforce Center

To better serve rural areas, the Mobile Workforce Centers focus on providing services to areas that lack permanent workforce center offices or face unusually high demand for workforce center assistance due to mass layoffs, business closures, natural disasters or demographic shifts.

A dedicated webpage for the Mobile Center Events Calendar is now available on the [KansasCommerce.gov](https://www.kansascommerce.gov) website along with the ability to book the Mobile Center for such services as Job Fairs, Employer Testing, Mass Layoff events and Re-entry services.

Mobile Workforce Center: [KANSASWORKS Mobile Workforce Center - Kansas Department of Commerce \(kansascommerce.gov\)](https://www.kansascommerce.gov/KANSASWORKS-Mobile-Workforce-Center-Kansas-Department-of-Commerce)

KANSASWORKS.com Live Chat

The **KANSASWORKS.com** Live Chat was implemented in January 2020, and it continues to assist clients 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 7/1/2020 and 6/30/2021 our digital assistants handled 11,861 clients up from the 5,892 from 2019/2020. The industry's average for online assistance is 1,697 chats. See Attachment C 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.

STATEWIDE ACTIVITIES

Rapid Response

Rapid Response (RR) recipients can be linked to Workforce Centers through a variety of methods. One occurs if they attend a Rapid Response meeting. Over the year, adjustments continued to be made due to COVID. RR meetings have been held virtually or in-person, based on the company preference. During these meetings, employees learn about the Workforce Centers, the services available and may even connect with a Workforce Center representative. Occasionally, the mobile Workforce Center is present, and they can have an in-person experience at that time to encourage participants to visit their local Workforce Center for further assistance. A second opportunity is when workers file Unemployment Insurance (UI) claims. Workers will receive information on the 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 visit a Workforce Center and meet one-on-one with a Workforce Center representative. A fourth opportunity is if they attend a job fair where our **KANSASWORKS** team is present. They will learn about the Workforce Center resources and be encouraged to visit one for assistance. It is our goal in Kansas to lead all Rapid Response recipients to the Workforce Center to utilize resources in as many ways as possible.

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

The strategies for linking RR recipients to the Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs is also a priority for Kansas and to coordinate with the strategies listed above for connecting these customers to the Workforce Centers. The TAA, DW and Workforce Center employees are cross-trained and have open communication to ensure the RR customers are getting the best services they can and are able to enroll in the programs best suited for their employment needs and goals. On an annual basis the TAA administrative team visits the Workforce Centers to train staff and continuously distributes information to staff so they stay up to date. All WARN and non-WARN layoffs are sent to the TAA team to

research for application opportunities. The TAA and DW programs are discussed at the Rapid Response meetings. Our UI partners at KDOL send out information on these programs, RESEA and My Reemployment Plan representatives refer customers to these programs, as well as other Workforce Center representatives as they work with Rapid Response recipients in the centers.

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

Layoff Aversion

Kansas has a statewide Workforce Response Coordinator who has constant communication with local Economic Development representatives, Human Resource groups and other statewide organizations to keep their fingers on the pulse of employers, particularly those who may be struggling. She participates in job fairs (mostly virtual ones these past several months due to COVID), to communicate with employers, especially those needing assistance to avoid closure and/or relocation. This staff members also visits with job seekers who could potentially fill open positions at companies or businesses who may be struggling to find qualified employees. She also works closely with local Rapid Response representatives who are in contact with any struggling companies to help them understand the services available to them.

Another plan of action is reaching out to the company who may be laying staff or closing to get to the employees as quickly as possible to let them know about the 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 Workforce Center services that can be of assistance during a layoff. Notices about these layoffs come in a variety of ways: WARN notices, newspaper articles, individual reporting to a Workforce Center, etc. Staff also receive e-mails from UI partners on a weekly

basis that lists companies that have filings of 25 or more employees. Commerce can proactively reach out to those employers or employees regarding the layoff however, if Commerce receives notice, staff conduct diligent activities to supply information to these employees as quickly as possible so the individual can make a quick and smooth transition into new employment.

Rapid Response Program Aligns with Business

The Kansas Workforce Response Coordinator and Rapid Response Coordinators are involved with business engagement through their participation in local and statewide organizations, attending business functions and constant communication with these groups. As far as sector strategies and career pathway efforts, our Coordinators continue to work in partnership with the LWDBs 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.

Trade Adjustment Assistance

In PY2020/FY2021 The Trade Adjustment Assistance (TAA) Program served 1,217 TAA Workers with 32 new TAA Petitions that were filed and 30 TAA Petitions certified during this period. Overall, the TAA Program continued to see an influx of eligible laid-off workers applying/enrolling in the TAA Program due to the certification of many TAA Petitions. This substantial

number of workers enrolling in TAA along with the continued pandemic of COVID-19 presented challenges in which the TAA Program had to continually adapt and adjust to bring TAA Benefits and excellent customer service to workers across the state of Kansas.

In response to these challenges, the TAA Program virtual services delivery model was designed to meet workers' needs with limited disruption. Electronic TAA forms were designed to account for center closures and the elimination of face to face meetings. Workers who had barriers to technology were mailed paper forms or special arrangements were made to meet one on one with social distancing guidelines in place. TAA Program staff across the state utilized virtual platforms such as TEAMS, Zoom and Skype to meet with TAA Workers to continue to provide exceptional customer service even during quarantines and shutdowns.

The TAA Program continued to work on strategies to improve easy access to the TAA Program by coordinating co-enrollment with Dislocated Worker Programs across the state. The TAA Administrative Office worked with Rapid Response Coordinators to bring information on TAA Benefits to workers who could qualify. Numerous virtual, as well as in person informational meetings were held across the state to inform workers of potential TAA Benefits and to get them enrolled as quickly as possible. The TAA Administrative Office also worked with Rapid Response Coordinators to identify layoffs/employers that may be related to lack of work due to foreign trade. As a result of these efforts, Kansas now shows an 83.1% co-enrollment rate as of June 30, 2021.

PY2020/FY2021 found numerous TAA enrolled workers in need of training to become reemployed. Whether to assist in the upskilling of workers or a career shift, the TAA Program worked with employers and local training providers to help workers identify training programs which would allow for suitable reemployment upon completion. The TAA Program sponsored 381 new TAA Training Plans during this Program Year. The TAA Program collaborated with the Get Trained Get Paid Campaign in the South Central, Kansas area to get information out about potential training opportunities. This campaign attracted the attention of laid off workers, who in turn qualified for the TAA Program. Other innovative outreach was initiated through social media including the **KANSASWORKS**

Facebook, Twitter, LinkedIn, and Instagram, along with the Kansas Department of Commerce TAA Website.

In addition to TAA Training, 31 workers received Reemployment Trade Adjustment Assistance (RTAA) Benefits, along with 4 workers obtaining Relocation Benefits and 1 worker Out of Area Job Search Benefits.

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. . Quarterly monitoring tools were used to review all actions across the state of Kansas and make improvements when necessary.

National Dislocated Worker Grants (DWGs) Awarded

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

As of 6-30-21, 539 participants were enrolled in the DWG awarded to Local Area IV. Of those 539 participants, 266 received Occupational Skills Training and 3 received OJT. There were 135 participants that received 321 different supportive services, and 294 of

those supportive services were emergency services to assist with rent and utility payments. Three participants were assisted with childcare and 24 participants were assisted with transportation for training. During the timeframe of the grant, the Workforce Alliance responded to 1,043 employers, for layoffs impacting 61,139 individuals; of which 46,444 were COVID related layoffs. There were 4,924 Rapid Response packets distributed in person and 22,238 packets delivered electronically.

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

RESEA is provided in sixteen Workforce Centers around the state. There are fifteen grant-funded positions located at five Job 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. Due to COVID-19 related capacity constraints at the Kansas Department of Labor, RESEA was on hiatus until mid-March 2021. Since then, RESEA has scheduled 295 claimants for services.

SERVING VETERANS

Jobs for Veterans State Grant (JVSG)

In PY20, the Jobs for Veterans Grant (JVSG) partner with the military installations of Fort Leavenworth, Fort Riley, McConnell Air Force Base and Forbes Field. JVSG staff attended SHRM, Chamber of Commerce meetings, Veterans attending Colleges, Universities', Technical colleges, Native American Indian Reservations and other non-profit entities targeting veterans within Kansas to promote Workforce Center services. This ensures that veterans, transitioning service members and military spouses are aware of services providing them.

During PY2020/FY2021, there were approximately 10,015 new veterans and military spouses KANSASWORKS.COM accounts created. Additionally, 5,032 veterans, including 1,041 transitioning service members and military spouses received staff assisted services from veteran representatives, located across the state. Approximately 2,894 veterans and transitioning service members of the 5,032 required additional assistance due to their significant barriers to employment such as long term-unemployment, locality, homelessness, disabilities and non-job ready skills.

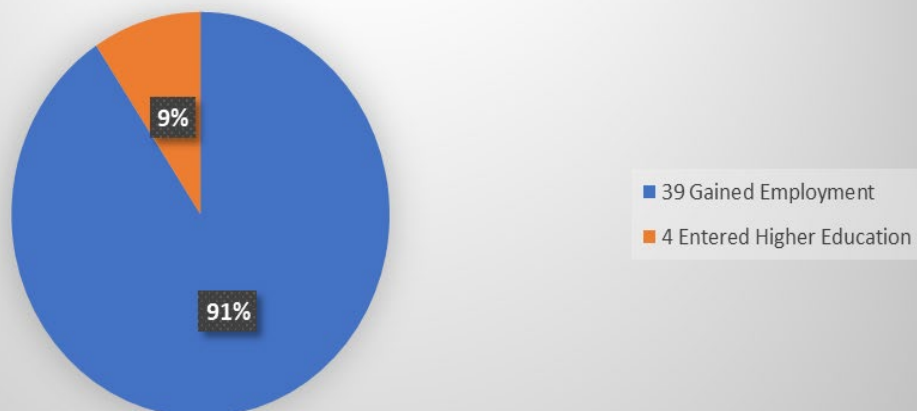
Local Veteran Employment Representatives (LVER's) in the Workforce Centers conducted 3,467 Employer

outreaches advocating the hiring of veterans within the state. 766 of those employer contacts were Federal Contractors with LVERs briefing on the hiring of veterans based regulatory guidance of the Office of Federal Contract Compliance Program (OFCCP).

Hilton Honors Program: This program is aimed at giving back to Veterans, military service personnel and their spouses. In partnership with the National Association of State Workforce Agencies (NASWA) and the Kansas Department of Commerce/JVSG, Hilton Honors is donating points to eligible transitioning service members, Veterans, and military spouses. By becoming an Honors Military member, the Veteran and eligible individuals will receive a 100,000-point donation to support travel related to their job-search activities.

Over PY20, Kansas enrolled 43 eligible clients to take advantage of this program so that may be able to stay free or a reduced rate throughout Hiltons across the country. Workforce Staff also promote this program for the entire state of Kansas based on the locality and employment opportunities in Kansas, of the 43 eligible clients 37 remained in Kansas. Additionally, with this program we have seen an influx of more servicemembers and families remaining in Kansas.

Outcomes for Transitioning Service Members and Veterans



Department of Defense Skillsbridge and the Army Career Skills Program (CSP) is a component of the Transition Soldier Life Cycle. Military Installations across Kansas in partnership with the local communities have recognized this program which encourages military servicemembers to capitalize on training and development opportunities throughout their military careers so that they grow and develop as soldiers and gain employability skills after leaving the service. Currently, the State Veteran's Employment Manager is working with all three military installations, staff and Kansas employers to meet the needs of both the servicemembers based on their knowledge, skills and abilities(KSA's) obtained while serving our nation and to meet the employer's occupational demands. Currently, there are 71 programs in and around Wichita, 25 in the Fort Riley and surrounding area and 5 located in the Leavenworth area.

Heroes Make America a Manufacturing Institute program is a full-time, 10-week career skills program, that launched in partnership with the U.S. Army Soldier for Life – Transition Assistance Program at Fort Riley, **KANSASWORKS**, Kansas State University and the USO Pathfinder Program at Fort Riley. The Manufacturing Institute created the Heroes Make America program to build a pipeline from military to manufacturing careers for transitioning service members. Participants earn certifications to include 14 college credits, 9 industry-specific certifications, a CPT Plus Certificate, and a Certificate of Competition from the Manufacturing Institute. Individual military members and family members that complete the course will receive a Production Technician Certification. The students also complete a personal finance course, Strengths Finder Assessment, resume and cover letter

review, and receive interview prep. An advantage of the program is several manufacturing plants tours, networking opportunities, and live interviews. As a result of this partnership, 66 of the 231 students received employment in Kansas.

KANSASWORKS in partnership with Fort Leavenworth, McConnell Air Force base, Fort Riley and the Military OneSource Directive assisted Transitioning Service Members and military spouses' employment within Kansas, JVSG staff prepositioned within the Army Community Services, (ACS) Air Force Family Readiness Center (AFRC) and Soldier for Life Transition Assistance Program (SFL-TAP). To date, JVSG Staff assisted approximately 307 Transitioning Service Members and 39 military spouses, with a total of 83 veterans and 4 Military Spouses 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 PY20, 2,109 users with over 2,500-page views with the most popular being employers, support, and college/universities pages. Additionally, the analytics system was reimaged indicating current states that the site has over 3,498 users an increase of 60 % from PY2019.

In PY2020/FY2021, the National Association of State Workforce Agencies (NASWA) recognized Local Area II West (Fort Riley, Junction City and Manhattan) Workforce Center staff with the prestigious Mark Sanders Award that recognizes the efforts of an entire office or one-stop center, for their exemplary performance to veterans, transitioning service members and military spouses.

REGISTERED APPRENTICESHIP

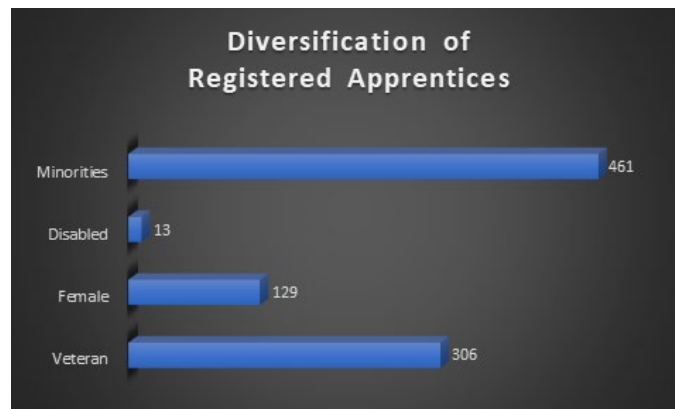
During the PY2020/FY2021, Kansas continued to serve individuals through the Registered Apprenticeship State Expansion Grant (RASEG) as well as employers/sponsors through Building State Capacity to Expand Apprenticeship through Innovation (RACAP) grants. Commerce has an existing partnership with the Kansas Local Workforce Development Boards (LWDBs) to further enhance capacity of the expanded RA strategies. This collaboration provides the ability to integrate RA with workforce development strategies through the LWDBs to serve, enhance and strategically scale RAs reaching geographic areas throughout the state, as well as increasing diversity of Registered Apprenticeship Program (RAPs) populations.

Kansas successfully served 1,962 Apprentices program year to date with 224 programs developed. This is an

increase of 33.6% for registered apprentices for PY 19 and is also a 13.4% increase for new program development.

Kansas currently utilizes the USDOL Registered Apprenticeship Partners Information Management Data System (**RAPIDS**) and **KANSASWORKS.com**, Kansas case management system to track Kansas Apprenticeship outcomes. RAPIDS comprehensively collect all apprentice and program data including those served through grant programs as described above and those served externally. For PY2020, Kansas reported 821 *new* apprentices with 20 *new* programs.

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



Of the 1,962 apprentices served, 51.33% fall between the ages of 25-44 with the majority (57.44%) having high school or greater education level. The top occupation trained for related technical instruction is Line Maintainer (Alternate Title: High Voltage Technician) with 38 apprentices enrolled in the program. Starting median wage at beginning the program is \$17.38 with journey worker median wage at \$22.71 or higher depending on occupation. Kansas has secured 20 new programs during the course of the fiscal year.

Kansas continues to serve under-represented populations as well as build programs with new grant opportunities, such as the State Apprenticeship Expansion, Equity and Innovation grant. With this initiative, Kansas will have the opportunity to change the model for serving this population and potentially invest in new employer sponsor programs by means of collaboration through intermediaries and LWDB's.

OTHER STATE PROGRAM SERVICES

Commerce has supported a shared position, the Alternative Workforce Specialist (AWS), to serve as the liaison between Workforce Centers and state prisons, and probation and parole offices to facilitate integrated service delivery to offenders both while in the custody of corrections and after release. The services for this group with special needs, carried out pursuant to a joint agreement between Commerce and the Kansas Department of Corrections, include intensive collaborative case management, skills assessments, re-entry cognitive development, job readiness, classroom training and certification and job development in the community of release. The interagency relationships developed through this position led to the successful application for US DOL Pathway Home 2 grant funds which will result in statewide inside-outside intensive case management and other services to individuals incarcerated in and released from state prisons.

Workforce/Corrections Initiatives/Addressing Barriers for Re-Entry

Alternative Workforce Specialist 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 on assisting individuals who have been involved in the justice system with rejoining the workforce,
- Providing training for partner agencies on employment support specific to individuals involved in the justice system,
- Pilot project with Local Area II connecting Workforce Center staff to correctional facility residents, pre-release,
- 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.

Neosho County Community College Native American CTE Project

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, 2020 start date, after which a Project Manager was hired. Within eight weeks of the start date, Reservation access was denied to all non-residents due to the Covid-19 pandemic. Commerce has extended the project through December 31, 2021 and added the emphasis of youth aging out of Foster Care.

One participant was working at a local store but since then has earned employment with a moving company, providing steady income, allowing him to payoff previous college debt. He was able to provide furniture for his home including a couch, kitchen table, and utensils and was able to get internet connection. He is currently working on getting his tribal identification card, so that he can qualify for grants for college once his previous college debt is paid off. He wants to work in the technical field and has been discussing his options with Washburn Technical Institute of Technology in Topeka. He has been making great strides through the pandemic and is very positive about his future.

Pathway Home 2

In June 2021, the Kansas Department of Commerce was awarded a \$3,997,764 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 seeks to provide eligible, incarcerated individuals with workforce services within 20 and 180 days of release from a correctional facility. Participating individuals will 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, whom they have built a relationship with, will remain

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.

My ReEmployment Program (MRP)

Beginning June 2021, My (Re)Employment Plan (MRP) was revived and updated in 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 that have received three consecutive Unemployment Insurance payments with **KANSASWORKS.com**. Selected claimants are required to complete a Job Search Plan and have an active resume in **KANSASWORKS.com**. Customers needing assistance are encouraged to visit their nearest Workforce Center. During the month of June, 14,773 claimants were notified of their required participation in the My (Re)Employment Plan program. 11,785 have successfully completed all program requirements, the remaining 2,988 potentially returned to work prior to completion or other unknown factors. 848 were waived from participation, mainly due to returning to work.

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

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

RETAINWORKS is part of a grant program funded by the federal government called **RETAIN** - Retaining Employment and Talent After Injury/Illness Network.

Led by the U.S. Department of Labor's Office of Disability Employment Policy, in collaboration with the Social Security Administration, the **RETAIN** program is evaluating effective stay-at-work and return-to-work (SAW/RTW) strategies that can keep people in the labor force following illness or injury.

RETAIN Phase 1 - In September 2018, the Kansas Department of Commerce, in partnership with the Workforce Alliance of South-Central Kansas, the Kansas Department of Health and Environment, and the Susan B. Allen (SBA) Memorial Hospital in Butler County, was awarded \$1,877,823 for a RETAIN Phase 1 planning grant from the US Department of Labor.

- ✓ Through a series of three extensions from USDOL/ODEP, the Kansas Department of Commerce has extended the period of performance through December 31, 2021, with additional funding of \$425,934 for a total of \$2,303,757.
- ✓ Effective April 1, 2020 The RETAIN Medical System Partner changed from Susan B. Allen Memorial Hospital, ending March 30, 2020, to Ascension Via Christi – Wichita, who will continue through December 31, 2021
- ✓ As of June 30, 2021, there were 72 participants enrolled (64 Treatment, 8 control) with referrals from more than 30 medical providers.

RETAIN Phase 2 – Effective May 17, 2021, the Kansas Department of Commerce was awarded \$ 21,600,000 to expand the demonstration project Statewide; collaborating with, the Kansas Department of Health and Environment, Kansas Rehabilitation Services, all five Local Workforce Areas, five Regional Medical Systems, and three State and Regional Employer Organizations.

Kansas is one of only five states, competitively selected from the eight originally funded Phase 1 states to implement our demonstration project at full scale (48 months; May 17, 2021 – May 16, 2025).

Kansas Health Profession Opportunity

The Kansas Health Profession Opportunity Project's (KHPOP) mission is to provide healthcare training and employment opportunities for individuals facing barriers to finding well-paying jobs, leading to self-sufficiency. It is administered through the workforce centers in Kansas.

For the full five-year grant period, the total projected participants were 2,000. KHPOP just finished the Year 5 extension of the grant and had 2,095 participants enrolled. There have been 1,768 healthcare training completions and 843 participants have been employed in healthcare. The team is at 105% of our enrollment goal, 160% of our healthcare training completions and at 138% employed in healthcare goals. The grant has not been renewed and ended September 29, 2021.

The first round of KHPOP started September 30, 2010 and ended September 30, 2015. Kansas Department of Commerce (Commerce) had 2,939 participants enrolled. There were 1,668 healthcare training completions and 1,216 were employed in healthcare.

Commerce had a total KHPOP enrollment of 5,034 over eleven years of the grant. There were 3,436 healthcare training completions and 2,059 participants were employed in healthcare.

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. Kansas businesses have used the WorkKeys (NCRC®) to provide wage increases if the employee reaches a higher certificate level. The Kansas Workforce Centers provide the WorkKeys National

Career Readiness Certificate (NCRC®) at no cost to the Employers and the Job Seekers.

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

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

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

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

SUCCESS STORIES AND TESTIMONIALS

Veteran Finds Services Through KANVET Website

Veteran Justin was honorably separated from the Army. He learned about DVOP services through the KANVET website and requested individual services to help him find employment until he returns to school in Fall 2021. He worked with computers and networks in the Army for 6+ years and had a few IT certifications. Justin has a bachelor's degree in Math and one in Accounting but had very little experience using either in a work setting. He did not have any experience with interviewing and felt very awkward reading social cues. He had a lot of questions about how to job search, answering questions on applications and how to talk about one's self effectively in a job interview. DVOP assisted him with those areas, as well as orienting him to the Federal résumé, custom résumés and cover letters. Justin also asked about IT/Help desk jobs. The DVOP did a survey of openings and identified 8 opportunities for him. He applied and prepared for interviews. The DVOP showed him how to use the Showcase Cluster to prepare for an

interview and he had at least 3 interviews within 2 weeks of working with a DVOP. Veteran Justin let DVOP know that he accepted an offer with Covetrus as an IT help desk and software technician. Veteran Justin started on April 15th at a wage of \$18/hr. He was very excited that the position would be 100% remote.

Veteran Receives Services at a Workforce Center

Lon W. a Special Disabled Veteran came into the Leavenworth workforce center for assistance on September 2, 2021. DVOP received his Veteran Initial Intake Form (VIIF) on September 3, 2021 with SBE's long-term unemployment, and a Special Disabled Veteran; staff reached out to him via phone. Lon W. is a former Lieutenant Colonel in the Army, and he said he was having a hard time creating a Civilian and Federal resume. DVOP worked with him on creating those resumes and also explained how to search for jobs and what websites to use. He contacted DVOP on Monday September 13, 2021 to inform DVOP that he has an

interview from one of the jobs that DVOP referred him UPS. He wanted assistance with interviewing skills. DVOP reviewed with him what to wear and how to speak to the interviewer. He called DVOP September 15, 2021 to share that he got a job as a Warehouse Worker - Package Handler at UPS with fully paid health insurance, Dental and Vision Care. He said it was because he sent the thank you email to the hiring HR manager. He starts at \$20 an hour but after 30 days they will look at his performance and move him to the leadership team. DVOP told him congratulations and was happy to help him and if there was anything else, staff could do for him not to hesitate to call. He told staff thank you for taking to time to walk him through this process and help him with his resume. He felt he couldn't do it alone. He was very happy there are people out there who will help fellow veterans in this process.

Business Services

"Over the past year, we have utilized Southeast **KANSASWORKS** for multiple job postings and were fortunate enough to hire candidate (Matt) as a result of the postings. This allowed us to also utilize the On-the-Job-Training program, which has been a huge benefit to our company. Working with Jolene and her associates has opened our eyes to several new opportunities that we can offer to our new hires. We have thoroughly enjoyed working with Southeast **KANSASWORKS**! ."—Carla Stroud, Producers Cooperative

Alisyn Lucas stopped in the Paola Workforce Center looking for a new opportunity. During the discussion with workforce staff it was determined she was eligible for On-the-Job Training. Alisyn was connected with Jim Adkins at State Farm Insurance where she was interviewed and offered a Receptionist position. Southeast **KANSASWORKS** was able to write an On-the-Job Training contract to reimburse some of her wages while learning the new position. "I felt as though the On-the-Job Training has been beneficial to me because it has given me the opportunity to sit down with my employer to discuss how I am progressing. I have appreciated the support from **KANSASWORKS** for holding me accountable for reaching my full potential at work. I felt as though the On-the-Job Training has opened more avenues to discuss my work progress with my employer." Alisyn said about the program.

State Farm Insurance Agent Jim Adkins couldn't agree more "The (OJT) program has been super. Alisyn is a gem and I would have never been aware of her

availability without the program. She is working on State Farm training modules and doing an exceptional job with picking things up in our busy workflow. It is a true pleasure to have Alisyn on board, and I would recommend this program to other employers."

The On-the-Job Training program has been more than a success for Jim Adkins and crew. Not only have they gained the employee needed to sustain the growth of the business, they were able to obtain, train and retain an employee who was unable to see her full potential until the program brought to the surface the opportunity to achieve goals she was unaware she could reach.

Sarah Dunekack, Topeka Site Administrator, Mars Wrigley

"The Topeka Workforce Center team was very helpful and seemed excited to have us there. I'm impressed with their adaptability in welcoming new groups on a consistent basis. The customer service to our group was great!"

Wichita Comprehensive Treatment Center

Heidi Fox, Ed.D, Clinic Director

Teaming up with Workforce Centers of South-Central Kansas, to publicize and recruit quality staff has been a fantastic experience. The Business Services Representatives have been very attentive, professional, and knowledgeable. They have been friendly and truly a pleasure to work with. On numerous occasions they have gone above and beyond to focus on our open positions, with detailed accuracy. We expressly appreciate Heidi's efforts as a liaison with the television network to have our open positions highlighted during the news. We are proud to be working with the team at the Workforce Center of South-Central Kansas.

Front-Line Staff Registered Apprenticeship

The 2021-2022 Kansas Department of Commerce Program Specialist I Registered Apprenticeship Program began in January 2021. This is the third group of Apprentices. The program began with 20 Apprentices and as of October 2021 there are currently 12 Apprentices in the program.

The Kansas Department of Commerce Registered Apprenticeship (RA) Program is designed for employees in the Program Specialist I position. The RA is a 2-year program comprised of 3,712 hours of On-the-Job Training (OJT) and 288 hours of Related Technical Instruction (RTI).

Related Technical Instruction is provided through online training, local and virtual workshops, and hands on courses. Attendance is required at all sessions in order to complete the RA. A schedule for the Related Technical Instruction is provided to all Apprentices selected for the program. The majority of the RTI will be conducted in the first year of the apprenticeship.

The On-the-Job Training is completed while under the supervision of the Apprentice's Mentor. The Apprentice and Mentor have frequent interaction, in which the Mentor provides coaching for the Apprentice. The mentor also evaluates and tracks the progress of the Apprentice. OJT starts at the beginning of the RA and continues through both years of the apprenticeship.

After successfully completing one year of the program, a step increase occurs. After successfully completing the 2nd year of the program, an additional step increase occurs. Job Duties increase as the Apprentice progresses through the program. Each increase is four (4) steps above pay grade at the time of increase.

Should an Apprentice fail to complete any portion of the RA, they remain at the highest Pay Grade and Step they have earned. If an Apprentice changes positions during the program, their eligibility is determined on a case-by-case basis.

A Certificate of Apprenticeship is awarded to all Apprentices who successfully complete the RA. After completion of the program, the Apprentice agrees to be considered as a mentor for new Apprentices in the program.

Local Area I - Kansas WorkforceONE Vocational Rehabilitation Partnership

When Andrea arrived at the Workforce Center, she was focused on completing her GED and showing her daughters that it was never too late to accomplish their goals. Andrea completed her GED and wanted to complete training in healthcare so she could work in a field that she had long dreamed of. Andrea worked full-time at a local convenience store but knew that helping people is what her passion was. Andrea was enrolled into the WIOA Adult program and because of her learning disability, was eligible for services through the Disability Employment Initiative.

Andrea worked with her WIOA Employment Specialist and began training for CNA, quickly completing it and placing first in her class. It was during this time that Andrea met with her Employment Specialist and discussed her long-term goals in healthcare. One of the barriers that Andrea was most concerned about was the

condition of her teeth. She felt that working in healthcare, employers, patients, or coworkers may judge her based on her teeth. Andrea's Employment Specialist assisted her in completing an application to Vocational Rehabilitation and soon Andrea was on her way to overcoming one of the biggest barriers that she felt she had. Andrea completed all the steps necessary to receive dentures and the smile that she long dreamed of.

Andrea continued to progress in her training and completed her Certified Medication Aide credential as well as steadily completing prerequisites for advanced healthcare training. Andrea continued to work at her job at the convenience store and soon was able to move herself and her daughters into their own apartment.

Andrea has remained laser focused on her goals, no matter what curveballs life has thrown at her. Andrea is now working in a job that she loves. She is employed full-time with an excellent benefits package as a Certified Medication Aide working at Kansas Department of Corrections facilities. She is earning \$23.00/hour and earning bonuses as well. Andrea's journey is far from complete as she has proven that she is the author of her dreams. It is never too late to accomplish your goals!

Local Area II - Heartland Works, Inc. Justice Involved Assistance

James contacted the Topeka Workforce Center as advised by a case worker with Parole. He was 38 years old and had just been released from prison after serving a 20-year sentence. James was so young when he went to prison, he'd never had a job or a driver's license. While in prison, he obtained his GED and earned an AA in Theology.

James applied for WIOA Adult funding as he was seeking help to attend Warehouseman Training in Kansas City. Ann, his WIOA Employment and Training Specialist, helped James research job opportunities available for this level of training, assessed his current situation/employment barriers and helped develop an employment plan with James. James had been assured by the training provider they would connect him with employers who would consider him for employment, despite his background and lack of recent work experience once he successfully completed the training program. Throughout the process, James expressed a firm desire to not go back to prison. James obtained written permission from his parole officer to cross state lines for the purpose of work/training. WTI provided lodging at a hotel in Kansas City, Missouri for 2 weeks.

James not only successfully completed the short-term training program with high scores, but his instructors also provided very high praise of his work ethic.

Shortly after completion, James accepted full-time employment with an area cabinet company earning \$16.00 per hour. He was doing very well at that job when he last spoke with Ann.

Local Area III - Workforce Partnership CARES Act Funds at Work in Johnson and Wyandotte Counties

Workforce Partnership (WFP) was the proud recipient of CARES Act funding from both Johnson and Wyandotte Counties, which was used to help individuals whose employment was negatively impacted by COVID-19 with job search assistance, KANSASWORKS.com registration, resume development and short-term occupational skills training. For Johnson County, WFP served as the lead agency for a multimillion-dollar County investment into workforce development. With that investment, WFP developed the Johnson County KANSASWORKS program, designed to assist COVID-impacted job seekers and businesses in re-skilling or upskilling in order to land a new job or, in the case of businesses, to re-skill or up-skill previously laid off employees and/or incumbent workers in order that the company could ensure its smooth transition into a COVID economy. WFP is excited to report that from mid-October 2020 through January 2021, enrollments were over 128 job seekers in the JOCO KANSASWORKS program and invested approximately \$484,000 in their training. In addition, we served 22 Johnson County businesses providing approximately \$241,550 in job training funds to support the upskilling of incumbent and recalled workers for primarily small and medium sized businesses.

In Wyandotte County, WFP partnered with two organizations in the development of the WYCO Works program. First, the Wyandotte County Economic Development Council utilized much of its Cares Act funds to market the WYCO Works program and encourage residents on unemployment benefits to connect with WFP for re-employment assistance and/or job training funds to be ready for that next job. With WYCO EDC's funding, WFP also was able to extend its workforce center hours to include several Saturdays, as well as provide monetary incentives for job seekers on UI benefits to meet in person or virtually with one of our career navigators for job search assistance, resume development and KansasWorks registration. WFP was also honored to be part of the Cares Act proposal by Avenue of Life, a local umbrella social service

organization, which provided \$122,000 to WFP for occupational skills training and other vital supportive services such as rent and utility assistance, medical bills and food for Wyandotte County residents in the WYCO Works program. With these funds, WFP enrolled over 50 job seekers in the WYCO Works program from October through December 2020.

Local Area IV – Wichita Workforce Center Provides Assistance

Maria came to the Wichita Workforce Center in August 2020 seeking training in the aviation industry as a CNC Operator. She had recently been laid off from her job in aviation due to the pandemic and was receiving unemployment compensation. Maria wanted to stay in the aviation industry, however she did not have a credential to back up her skills. She had completed her GED but had no post-secondary education or credentials. Maria was seeking a credential in aviation that could also transition to the advanced manufacturing industry to give her more opportunities to gain self-sufficient and stable employment to support her family of three.

Through Workforce Center services she explored occupational skills training opportunities. Maria decided on the CNC Operator Technical Certificate at a local technical school. Completing training quickly to return to the workforce as soon as possible was important to Maria in order to be able to support her family.

Maria successfully completed her training and obtained her CNC Operator Certification in May 2021. She began employment at a local aviation company in May 2021 as well. Maria's employment is full-time, with benefits, at \$20.17 per hour allowing her to successfully support her family.

Local Area V - Southeast KANSASWORKS, Inc. Youth Program Success

Noah enrolled in the WIOA Youth Program after having trouble finding employment for over two months. Noah had done some seasonal work on a farm earlier this year; but he needed to make more money to support his young family. He entered the WIOA Youth Program with the sole goal of obtaining his CDL.

Southeast KANSASWORKS provided Noah with an assessment of his knowledge, abilities, and interests. Through these assessments, it was determined that Noah

would need some tutoring in Mathematics. Through a partnership with the Adult Education Center, Noah completed 40 hours of tutoring and gained a positive increase in his Educational Functioning Level. With funding from the WIOA Youth Program, Noah went to 160 Driving Academy in Lenexa and completed their CDL program.

After obtaining his CDL License, Noah entered the workforce. He started working full-time for Ottawa Cooperatives making \$16.50 an hour. Noah has been very vocal about how much Southeast **KANSASWORKS** assisted him in reaching his goals and has even referred his sister over for our services.

My Reemployment Plan (MRP) Success

Ashley was working as a Warehouse worker making \$9.00 an hour. The business closed in April of 2020 after the COVID outbreak causing her to be unemployed for the last year and half. Ashley was selected to participate in the MRP Program. She was intent on finding a job to improve her current financial situation and reached out to Workforce Professional Arlene at the Junction City Workforce Center. During her interview with Arlene, Ashley spoke in detail about her job interests, possible locations and her need for a self-sufficient paycheck. She expressed some reservations about applying for certain jobs because she didn't think she could do it. Arlene encouraged her to put in those applications, go to the interviews and most importantly, to believe she could succeed in any job she chose. Arlene kept helping Ashley with her efforts by emailing job recommendations, links to local job fairs and virtual job clubs. She spoke with Ashley almost daily to talk about available jobs and incentives the jobs offered. Just six days after their first phone call Ashley was offered a position at Advanced Call Center Technologies, followed by a second offer to work at the Foot Locker Distribution Facility. She accepted the position at Foot Locker earning \$14.50 per hour.

Gregory contacted the Junction City Workforce Center after He had received his My Reemployment Plan program notification and had several questions about the requirements. Workforce Services Specialist Yvonne assisted him with completing his Job Search Plan and Skills List. Once they were done with the paperwork, Yvonne helped Gregory customize his resume. Six weeks later, Yvonne followed up with Gregory and found out he got a job at Auto Zone. Gregory said thanks

to the help in updating his resume he was hired as a Retail Sales Associate earning \$11.50 an hour.

Renita had lost her job making \$18.00 an hour due to COVID 19 downsizing. She was notified of her selection in the My Re Employment plan program. Jessie reached out to Renita after noticing she did not have a resume on file and made contact after offering tailored Workforce Reemployment services. Renita attended an appointment with Jesse to receive assistance in her job search efforts. When she showed up for her first appointment, the first thing they tackled was customizing a resume. Working together they created a resume Renita was proud to provide to prospective employers. Jessie suggested Renita visit the upcoming Job Fair and she excitedly agreed to attend. Over the next two weeks Jessie sent several job referrals to her. Renita reached out to tell Jessie she had accepted a full-time job at Kingston Parts as a Shipping clerk making \$15.00 per hour.

A recent Wagner-Peyser Services success story follows: An unemployed man called into the Manhattan Workforce Center looking for work in general labor or distribution positions in the Manhattan area. A Workforce Services Specialist worked with him to update his résumé and provide him with information on job openings in the area. This Wagner-Peyser participant has justice-involved barriers to employment. While incarcerated the customer had participated in work release programs, obtained his GED and volunteered to mentor other men, helping them discover new life skills while incarcerated. Learning of this, his Workforce Services Specialist discussed The Three R's (Responsibility, Regret and Redemption) and the importance of how he has grown as a person. The Workforce Center referred him to several general labor and assistant positions with Alternative Air. His Workforce Services Specialist kept in touch with him by email and Joshua reported he started working for Alternative Air as a full-time Plumber. He enjoys his work and has already received a pay increase, earning over \$15.00 per hour.

Live Chat Feature on KANSASWORKS Helps Customers

Kim contacted **KANSASWORKS** via the chat feature and chatted with Workforce Services Specialist Yvonne about problems in her Employer account when trying to post a job. Yvonne verified all the needed information pinpointed the missed information and solved the problem by walking through the posting process with Kim step by step online. Yvonne explained how and why the jobs would not post while doing so. The jobs then successfully posted for

the employer. Kim left positive feedback after the chat session ended with a “Very happy with the Service I received” comment.

A KANSASWORKS chat agent assisted a Veteran customer who had sent a letter to the Governor’s office requesting assistance with the MRP program and listed his concerns with losing his UI benefits, no computer or computer skills and asking for an extension on MRP due to caring for his ill mother. The customer Mark was referred to the Pittsburg Workforce Center. Workforce Professionals Jolene and Debbie along with Veteran Representative Mike reached out to Mark and assisted him with resume, completing the MRP and Veteran Services. Mark was overwhelmed and appreciated that the letter had been read by the Governor’s office. Those involved said, “We were all very touched with his expressions of gratitude that someone actually listened and assisted him.”

Below are some of the survey comments our chatters received.

- ✓ “Very helpful and informative I really appreciate her help and kindness; I am very pleased with the assistance I received today Thank you.” ~ Denise
- ✓ “It was very quick, and the representative was very polite and very helpful. Thanks” ~ Eric
- ✓ “Thank you for helping! It's great, compared to the depot (sic) of labor is the most wonderful thing ever” ~ Mandie
- ✓ “Live chat was very helpful, without them I would still b struggling!” ~ Rhonda
- ✓ “Kevin was very helpful and mighty kind. Everyone I've chatted with has been. I thank them all.” ~ Jerry
- ✓ “Super-efficient and worked to solve my problem! Grateful!” ~ Janel

SYSTEM

KANSASWORKS.COM

KANSASWORKS.com launched a brand-new experience on Feb 22. Incorporating user feedback and utilizing web development best practices, some of the benefits of the new and improved website include:

- ✓ Updated, contemporary interface with fewer clicks and easier navigation.
- ✓ More information at a glance in the Job and Training Searches to quickly find the best matches for you.
- ✓ Improved responsiveness for better experiences on your phone or tablet.
- ✓ Improved accessibility for using the system with assistive technology.

Dubbed **KANSASWORKS** NextGen, the new optimized system will mean faster fixes with minimal downtime and faster delivery of new features.

Job Search, account login, and employer/training provider resources are available to all job seekers.

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

<https://rise.articulate.com/share/bJPUSLzaz5R8sPsIom3iylFk0QEu6wiZ>

KANSASWORKS.com is available on a mobile application as well. Job seekers can access the most current jobs through applications on smart phones, tablets or through the web-based platform shown above.



VIRTUAL SERVICES

Workforce Centers Provide Services During Pandemic

Over the past year, the Workforce Center continued to provide services both in-person and virtually. Here are some examples of the virtual services:

- ✓ Staff were set up to provide services to customers virtually utilizing Microsoft Teams, Zoom and other virtual platforms;
- ✓ Local Area V implemented a Virtual Career Center on the www.sekworks.org website that allowed customers to make appointments to meet with staff virtually;
- ✓ Local Area IV also has a website [Workforce Alliance of South Central Kansas \(workforce-ks.com\)](http://WorkforceAllianceofSouthCentralKansas(workforce-ks.com)) where customers can schedule and receive an appointment virtually;
- ✓ Southeast **KANSASWORKS** and **Kansas WorkforceONE** utilized CARES Act funding to purchase laptops that were available for customers to check-out from the workforce center and take home. They could use the computers to job search, file for their Unemployment Benefits, interact with staff virtually via Teams or other virtual platforms, or complete virtual interviews. This was very beneficial and was utilized by job seekers many times during the program year;
- ✓ Additionally, Southeast **KANSASWORKS** implemented Access Points in which a computer was set up in libraries in counties throughout Local Area V that do not have a local workforce center. This allowed more customers who would otherwise not have access to Southeast **KANSASWORKS** due to transportation or broadband barriers, be able to receive virtual assistance. Local Area V continued to develop the virtual services model and come up with new and innovative ways to provide services in the local area to both the employers and job seekers;
- ✓ Local Area V also shifted focus on outreach during this time to various social media platforms, as staff were unable to travel for the better part of the year. Still present on Facebook, LinkedIn, and YouTube, Southeast **KANSASWORKS** also branched out to TikTok, and have been using the platform to advertise the multitude of services we offer and connect with job seekers;
- ✓ Virtual Resume & Job Search Workshop: Independence Workforce Center partners joined forces with local employers and training institutions

to host a virtual resume and job search workshop in December 2020. Participants learned about the employability skills businesses are looking for, received resume writing and interview tips, and learned about local job opportunities, including entrepreneurship and the increasingly popular gig economy that many job seekers are turning to during the COVID-19 pandemic;

- ✓ Local Area II DVOP staff conducted the **Virtual Veteran, Soldier, and Military Spouse Job Club** three times. The format was as follows:
 - Main Zoom meeting
 - Emails invited employers to the Virtual Veteran, Soldier, and Spouse Job Club
 - Companies were introduced and spoke about what positions they have open and discussed their COVID hiring process
 - Links to the individual companies' meetings were posted in the chat section as well as emailed out the day prior to those who responded by email.
 - Individual company meetings were hosted in their individual breakout rooms and began at 5:30pm, following the main meeting.
 - Job Club attendees were encouraged to participate in their preferred employer's breakout session to network further
 - Results: 19 employers and 13 job seekers attended

Employers appreciated and enjoyed the format given our unique circumstances. The job seekers stated they appreciated the ability to speak with each company individually and were happy with the ease of access.

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 included creating virtual job fairs across the state. 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 held its first Statewide Virtual Job Fair June 23-25, 2020 after holding a trial-run small scale virtual job fair in May. **KANSASWORKS** secured Easy Virtual Fair for their virtual fair platform quickly after COVID hit. Additional **KANSASWORKS** 3-Day Statewide events were held July 28-30, August 25-27, Sept. 22-24, Oct. 27-29 and Dec 8-10 in 2020. In the first half of 2021, Virtual Statewide Job Fairs were held Jan 26-28, Feb 23-25 and Mar 23-25. The contract for the platform ended April 1, 2021 and **KANSASWORKS** had already began the process of selecting another platform.

The events averaged 169 employers participating with booths and an average of 485 job seekers attending/registering for the job fairs. The virtual job fairs were set-up by workforce area with a map for each area so job seekers knew which area they should select for job search. Employers and Job Seekers were able to chat back and forth regarding job opportunities. Employer booths consisted of their company bio, logos, social media links, job postings and/or job link. Employers were able to download a list of job seekers who had visited their booths along with resumes if provided by the job seeker.

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

State Board Strategic Planning is Timely

Work has already begun on the 2021-2023 **KANSASWORKS** State Board Goal 2 Virtual Services which is to coordinate communication and outreach efforts between state and local partners. Following is the summary of work:

The Public Policy and Management Center at Wichita State University conducted interviews with all Local

Areas from January to May 2021 to discuss three main issues: best practices, lessons learned from COVID and priorities for future training. The following are the major themes from the interviews regarding virtual services in Kansas up to that point:

Best Practices

Hybrid Services: Many Local Areas developed a hybrid service model due to COVID and many felt continuing some form of both virtual and in-person services for the future would be important to meet customer needs.

Virtual Impact: Most Local Areas felt overall the necessary evolution of virtual services and connections was positive. Time efficiency, focus and overall flexibility were cited as positives. The reduction of travel was also a valued impact by using virtual tools.

Resource Fairs: A few Local Areas hosted “Resource Fairs” for job seekers to increase opportunities and create awareness for service providers.

Access for Job Seekers: Local Area V provided laptops to check-out for job seekers, which proved to be successful in providing access. At the time of the interview, there was 100% success in return and care of the laptops. Others mentioned providing list of available free WIFI connections in communities.

Customer Satisfaction Surveys: Secure feedback and review regularly at management team meetings. Staff interactions and sharing of results is important. The focus needs to be on trends.

Lessons Learned in COVID Pandemic

Virtual Fatigue: The impact of virtual world creates fatigue. Giving permission to “step away” is important.

Virtual Job Fairs: The virtual job fairs had mixed reviews. There was overall positive review for providing virtual job fairs and employer participation was good. However, there were mixed results by Local Area on the response of job seekers. Smaller companies seemed to struggle more with the virtual platforms.

Virtual Trainings: Many Local Areas experimented with virtual trainings. The interactive, or live, sessions provided opportunities to reach larger audiences. The recorded sessions provided opportunities for on-demand training. Most felt these were good first steps, but an opportunity for future improvements. Local Areas

developing expertise and sharing was often mentioned as an opportunity.

Virtual Access: Many sited staff had greater access to supervisors due to virtual environment. Supervisors did not have to be physically present for staff to connect.

Reducing Barriers: Some Local Areas felt identified the opportunities for thinking long-term about clients with transportation and disability issues. The direction is to use technology in a much stronger way to address barriers.

Attracting Job Seekers: Although varied, most indicated some challenge of recruitment of virtual job seekers. Digital literacy, access and outreach were cited as concerns.

Technology: Most Local Areas discussed the need for continued updated technology. Many were able to invest in new technology because of COVID. However, most realized how antiquated current equipment and software was. Consistent review, training and investment in equipment, software and training was mentioned. The

need to get staff consistently using and a “growth mindset” were cited as future concerns. **Bandwidth Reality:** There were discussions about the challenge of trying to maintain both in-person service center and virtual service centers. Future discussion should happen on what virtual services might be done on a state-wide effort to reduce duplication by each area. The challenge of limited resource allocation was a concern.

The following were topics defined for future training needs:

- ✓ Virtual interviewing
- ✓ Hybrid service deliverables for both virtual and in-person training
- ✓ Technology comfort – “Being a Digital Consumer”
- ✓ Innovation mindset: creating, supporting, risking, and assessing
- ✓ Virtual etiquette and in general work etiquette

Additional efforts will be made to research, synthesize, and disseminate current practices, promising approaches, and challenges related to virtual workforce service delivery in Kansas and across the country.

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 Regent 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

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

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

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

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

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

[Kansas Framework for Growth | Kansas Department of Commerce \(kansascommerce.gov\)](https://www.kansascommerce.gov/)

State Workforce System Challenges

One of the challenges we faced as a state during the COVID-19 pandemic was many employers ending their participation as work experience host sites for WIOA youth. With the lingering effects of the pandemic, it has been slow to develop youth work experience sites and re-engage employers for these opportunities. With a limited number of work experience sites, meeting the 20% work expenditure requirement could be a challenge in some of our metropolitan areas. To face this challenge, the state has been monitoring and working with local areas to ensure the 20% requirement is met. One local area has formed a new relationship with our TANF partner, and Kansas has submitted a waiver request to include TANF wages that are used for work experience opportunities. With these strategies we are prepared to meet this challenge head on.

WAIVERS

There are currently no waivers in place in Kansas and no waivers requested for the WIOA State Plan of 2020 – 2023.

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 2020

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C. **KANSASWORKS** Survey Results

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LOCAL AREA OVERVIEW, SUCCESS STORIES AND PERFORMANCE

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. This discussion should cover 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.

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

LOCAL WORKFORCE DEVELOPMENT AREAS

Kansas is Separated Into five Local Workforce Development Areas; each area has a local workforce development board and one-stop operator responsible for Workforce Center operations. The state is broken into five key areas of service as follows:

Area I Kansas WorkforceONE

www.kansasworkforceone.org
 Deb Scheibler, Executive Director
 631 E. Crawford, Suite 206
 Salina, KS 67401
 785-493-8018

Area II Heartland Works, Inc.

www.heartlandworks.org
 Theresa Figge, Interim Executive Director
 5020 SW 28th St. Suite 100
 Topeka, KS 66614
 785-234-0500

Area III Workforce Partnership Inc.

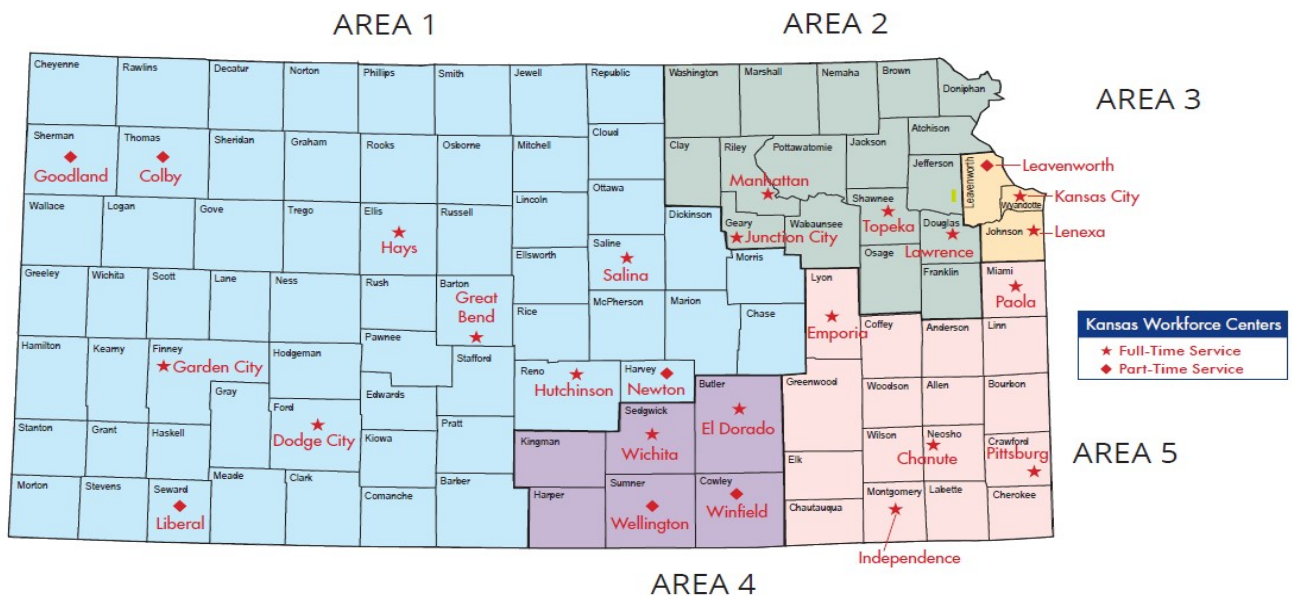
www.workforcepartnership.com
 Keely Schneider, Executive Director
 8535 Bluejacket St
 Lenexa, KS 66214
 913-287-1116

Area IV Workforce Alliance of SC KS

www.workforce-ks.com
 Keith Lawing, Executive Director
 300 W. Douglas, Suite 850 Wichita, KS 67202
 316-771-6600

Area V KansasWorks

<https://sekworks.org/>
 Leanne Kehres, Executive Director
 215 West 6th Ave, Suite 104
 Emporia, KS 66801
 620-366-0046



LOCAL AREA I - Kansas WorkforceONE

Program Year 2020 Performance Narrative Report

Kansas WorkforceONE in Local Area I, serving 62-counties in Western Kansas, continued to dedicate its resources to the preparation of employment through job seeker services and training of its citizens in high-demand occupations. In PY2020, Kansas WorkforceONE enrolled 312 adults, 32 dislocated workers, and 58 youth customers while once again achieving their Board's goal of serving at least one person in every county within their large rural area. During PY2020, Kansas WorkforceONE, exceeded 13 of 15 performance measures.

During PY2020, Kansas WorkforceONE implemented several strategies to continue to strengthen career pathways, sector strategies, and work-based learning opportunities within the region. Valuable information has been gleaned from local business and industry as well as input and collaboration of Local Area Partners that continues to assist WorkforceONE as they continue to develop their Demand Occupation List as well as working with training providers to identify short term occupational skills training pathways, OJT opportunities, and Apprenticeships leading to self-sustaining employment. As a result of this collaboration, additional training opportunities for jobseekers were developed and existing training has been enhanced utilizing modifications to training programs with virtual learning.

Throughout PY2020, Kansas WorkforceONE worked quickly and diligently to identify opportunities for continued job seeker services using virtual platforms, technology enhancements, teleworking, and thorough development and implementation of Workforce Center Protocol Processes and Training. In addition, enhanced customer supports were identified and implemented by working with partners throughout the Local Area.

Over the last year, we continued to see an increase in the number of and severity of the barriers our customers are facing to securing and retaining meaningful employment. Expanded partnerships allowed us to locate resources as well as leverage time and funding to help customers address those barriers so they could successfully complete training and enter sustainable employment. The strong partnerships that we have established with our community colleges has helped us assist our customers as they navigated the dramatic changes in post-secondary education, classes, and clinical assignments, due to COVID. Employment Specialists and Career Coaches worked diligently to assist our customers as they adjusted to new learning styles, located additional resources needed such as internet connectivity, childcare, food resources, and advocated for additional assistance for customers who have been impacted themselves or within their families by health issues, childcare, layoff, and other barriers.

Promising Practices - Laptop Library

During PY2020, it became clear that training opportunities and the platforms for accessing them would be changing. Training providers had to adjust the individual classes and programs that they were offering prior to the onset of the COVID pandemic. Virtual and hybrid courses became one of the primary methods for students to access and attend post-secondary education. This led to the development of the Laptop Library I Local Area I.

Customers needed access to a computer to attend on-line classes, receive virtual services, and complete job search and career development activities. The Laptop Library has allowed customers and job seekers throughout Local Area I to continue to access opportunities for training. The Laptop Library utilizes the partnerships developed throughout local communities in the 62-county region of Local Area I.

Customers have begun to utilize this additional support and feedback has been very complementary. One customer said, "Without the ability to check out a laptop for free, I couldn't have finished my GED." Another said, "What a gift! I am able to continue with my education online and work towards my dream career. I had no other options, and I am so thankful for this opportunity."

Laptop Libraries are currently located at the following locations but can be adjusted to fit the needs of our local communities and training providers:

Laptop Library

City	Partner	City	Partner
Beloit	Northcentral Kansas Technical College	Hays	First Call for Help
Colby	Colby Community College	Hays	Northcentral Kansas Technical College
Garden City	Garden City Community College	Hutchinson	Hutchinson Community College
Goodland	Northwest Kansas Technical College	Liberal	Colvin Learning Center – Seward County Community College
Great Bend	Barton Community College - Adult Ed	McPherson	Hutchinson Community College (McPherson Campus)
Newton	Hutchinson Community College (Newton Campus)	Salina	Salina Adult Education Center



Promising Practices - Comprehensive Youth Employment Project Collaboration

Because of the expanded partnership that Kansas WorkforceONE has developed with the Department for Children and Families (DCF) – TANF, Deb Scheibler, Executive Director of Kansas WorkforceONE, reached out to DCF to discuss a potential opportunity to partner once more by developing a comprehensive youth employment project focused on co-enrolling WIOA eligible OSY who are also receiving TANF. A work group, representing both DCF and WF1, met and developed a detailed referral process that allows for referrals from either partner.

In addition, they developed a plan to utilize Work Experiences for recipients of TANF who would be co-enrolled with WIOA OSY. With WF1 developing, monitoring, providing worker's compensation insurance, and providing follow-up for these Work Experiences, DCF can provide stipends for their participants on TANF who are also participating in the Work Experience. As the Work Experience continues, WorkforceONE will work with the Worksite Host/Employer to identify opportunities for direct placement, OJT, or, if needed, will seek other opportunities to develop additional Work Experiences that may be a better fit for the participant. As the Work Experience continues, the model developed for the pilot project will transition from DCF providing stipends for their TANF participants to WorkforceONE paying the wages for the Work Experience. This allows for a more seamless transition for DCF participants as they begin to build income and work history and find that they may no longer need DCF supports such as TANF.

As this project scope continued to develop, the pipeline for referrals was expanded to include those DCF participants who are involved in TANF, SNAP, and GOALS programs. Early in the process, Scheibler also contacted Policy & Oversight with the Kansas Department of Commerce to initiate a waiver request to USDOL to allow DCF stipends/funds paid during Work Experiences as wages for co-enrolled participants to be used to meet the 20% Work Experience calculation for WIOA. Staff have been trained on these processes and are currently working together to identify eligible participants to participate in this pilot beginning in PY2021.

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

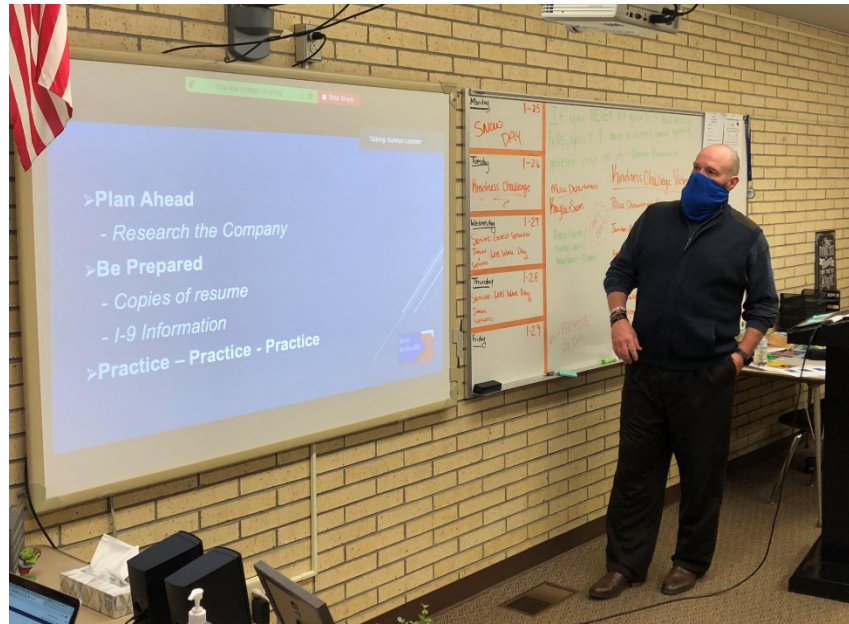
Kansas WorkforceONE continued to provide vital Employer Services by assisting with job fairs, recruiting, and working with employers to develop opportunities to identify potential employees through other creative methods. Staff have been providing Rapid Response to Employers and Job Seekers who have experienced layoffs and have been able to transition many of these dislocated workers to employers who need employees interested in transitioning their skills to a new occupation or industry utilizing on-the-job training (OJT) or other short-term training programs.

Youth Works/Work-Based Learning/Jobs for America's Graduates (JAG)

Kansas WorkforceONE continued to partner with the Kansas Department of Education and several school districts throughout the 62-county area of central and western Kansas to provide expanded opportunities for Work-Based Learning for students at the high school level.

Work-Based Learning (WBL) includes a continuum of awareness, exploration, and preparation that combines an individual's career goals, structured learning, and authentic work experiences implemented through a sustained partnership with Kansas business/industry. Work-Based Learning activities with industry or community professionals culminate in a validation and measurement of acquired knowledge, skills, and possible employment.

Kansas WorkforceONE provides various opportunities to develop and practice skills needed for in the workforce through a variety of workshops, speakers, work experiences, internships, and mentorship opportunities. WF1 partners with local educators and staff, employers, and communities to bring real-world experiences to their local youth including events such as Building Bridges, mock interviews, as well as professional development opportunities for state and local staff.



Kansas WorkforceONE – RA WORKS!

The Kansas Department of Commerce was awarded a Federal Department of Labor grant to fund the Registered Apprenticeship State Expansion Grant (RASEG) to expand the number of Registered Apprenticeship program sponsors in Kansas while doubling the number of new RASEG program participants. In response to the critical shortage of skilled workers, Kansas WorkforceONE has partnered with The Kansas Department of Commerce to secure funding to help support the extra-ordinary cost of sponsoring a Registered Apprenticeship as well as limited funds for Related Technical Instruction.

Both Business Service and local Apprenticeship Program staff worked with employers and local training providers to develop additional apprenticeship programs which brought the total number in Local Area I to 64. Registered Apprenticeships increased dramatically due to the work being done throughout Local Area I and in conjunction with partners including Hutchinson Community College, Garden City Community College and Seward Community College. Additionally, new Apprenticeship programs have been approved with employers, municipalities, and community colleges and include programs in Electrical Automation Technology, Welding, Certified Medical Assistant/Certified Nurse Aide, and Corporate Management Trainee. Apprenticeships in development at the close of PY2020 include Installation Technician (Ideatek) as well as opportunities with the City of Hugoton, Masterbrand Cabinets and Decatur Health.

Kansas WorkforceONE Apprenticeship Activity

Total Number of
Customers Enrolled 142

Total Number of
Sponsors 66

Active Apprenticeship
Sponsors

- ✓ City of Goodland
- ✓ Heineken
- ✓ HEJATC
- ✓ Kansas Electric

- ✓ Tatro Plumbing
- ✓ USD 457
- ✓ Western COOP
- ✓ Stanion Wholesale Electric
- ✓ Hutchinson Community College
- ✓ Centura
- ✓ City of Colby
- ✓ City of Lindsborg
- ✓ Machine Design
- ✓ Jacam Chemicals

Corrections/End-Dependence Kansas/Vocational Rehabilitation Direct Provider Services

Throughout FY 2020, Kansas WorkforceONE worked with a total of **168** offender enrollments through the EDK, VR-Direct, and Workforce Innovation and Opportunity Act (WIOA) programs. These offenders were new enrollments, active in our programs, or in follow-up through WIOA during FY 2020. The participants were from the community, Norton Correctional Facility, Larned Correctional Facility, Ellsworth Correctional Facility, Stockton Correctional Facility, Lansing Correctional Facility, Topeka Correctional Facility, Hutchinson Correctional Facility, or offender enrollments directly from VR Counselors.

In-person visits to the prisons were limited due to COVID, but we utilized virtual technology pre-release successfully with nearly all KDOC prisons in Kansas. The KDOC Job Specialists, Discharge Planners, and other Re-entry staff have done a great job giving us access to residents who may be eligible for VR and releasing to our 62-county area. Services continue post-release in the community. Participants received various services in one-on-one interactions, including resumes and interview preparation, soft skill enhancement, relapse prevention planning, life plans, avoid/cope action plans, and individualized employment plan development. We also targeted and addressed criminogenic offender needs and faulty cognitions during our one-on-one interactions. Additional services provided to residents, parolees, and community corrections include intensive case management and workforce development services, employer-based training activities, occupational skills training, and other services based on individual needs.

While the EDK program ended on 09/30/2020, Kansas WorkforceONE entered a contract with Vocational Rehabilitation (VR) as a direct provider in October 2020. The VR provider contract allows us to continue working with disabled offenders who need VR assistance for employment in the community. We can work with any active or ex-offender, regardless of prison release date or community supervision type. The relationships established with VR Counselors, Parole, and the strong network of employers found through EDK across our area put us in a strong position for success with the new contract.

During FY 2020, 298 additional ex-offenders were served across our 62-county area through Job Service or Re-employment services at the KANSASWORKS offices. Services included: individualized employment plans, resume assistance, job search assistance, application support, employment referrals, assessments, soft-skill enhancement, mock interviews, documenting computer skills, and referrals to other agencies for help.

Offenders served FY 2020

	Number of offender enrollments
Total Offenders enrolled, active, or in follow-up process through WIOA, EDK, Apprenticeship, or VR-Direct programs during PY 2020	168
Additional Offenders served in KANSASWORKS Offices across our area through Job Service or Re-Employment services during PY 2020	298

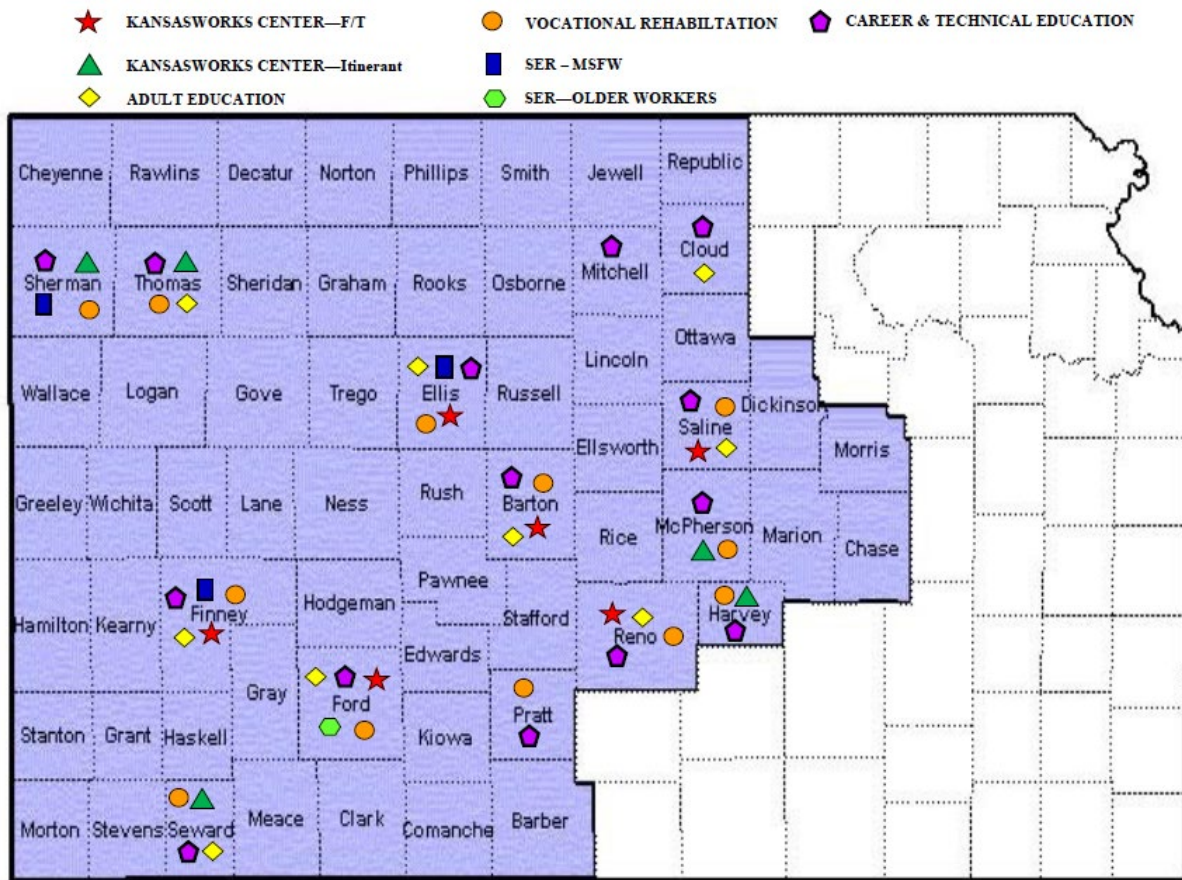
Annual One Year Recidivism Rate

FY 2020, Annual Recidivism Rate for WIOA/EDK/VR-Direct Participants - participated for at least a year active or in follow-up services in PY 2020 - post-release or on community corrections for at least a year	16.79% - Of the 137 active or in follow-up WIOA, EDK, or VR-Direct participants, 23 returned to prison within one-year post-release by new convictions, technical violations, or Absconded status; or were sentenced to new criminal convictions while on community corrections

FY 2020, Annual Average LSIR Scores

Average LSIR Scores of the above 137 offenders	Total LSIR average- 30.09 Alcohol/Drug LSIR average- 4.79

WIOA PARTNERS – LOCAL AREA I WORKFORCE SYSTEM



Workforce Center Availability

Throughout PY2020, Local Area I Workforce Centers have continued to provide in-person and virtual services, depending on the needs of the customers, while also monitoring communities to maintain the health and safety of staff and customers.

Workforce Center Operating Schedule

- ✓ Great Bend, Hays, Hutchinson, and Salina – Available for In-Person and Virtual Services Monday through Friday 8:00am to 5:00 pm.
- ✓ Garden City – Available for In-Person and Virtual Services Monday, Tuesday, Thursday, and Friday 8:00am to 5:00 pm. Garden City Wagner- Peyser Staff cover Dodge City on Wednesdays.
- ✓ Dodge City - Available for In-Person Services Wednesday 10:00 am to noon and 1:00 pm to 3:00 pm. Phones are forwarded to the Garden City WFC when Dodge City is not covered.
- ✓ Colby, Goodland, Liberal, and Newton are served virtually and by appointment with Colby, Goodland, and Liberal having 1 day for in-person services.

PY2020 Satisfaction Survey Results

- ✓ 1,251 Surveys Completed
 - 98% Satisfied or Extremely Satisfied
 - 80% Extremely Satisfied

Customer Comments

- ✓ “Just Thanks!” Salina WFC
- ✓ “Everyone was so helpful and professional.” Hutchinson WFC
- ✓ “John, Jill and Shara took the time to help with my resume and getting on the company website to apply. They really cared.” Salina WFC

- ✓ “Julia and Conor made me feel welcomed and comfortable by being friendly and knowledgeable.” Hays WFC
- ✓ “Aaron helped me with a resume update and was very polite and professional. KansasWorks has helped me with employment previously and been a valuable resource. I always recommend KansasWorks to anyone I know seeking employment.” Hays WFC
- ✓ “Very thankful this establishment is here.” Dodge City WFC
- ✓ “It was a delightful experience; the staff was very sincere in helping find employment.” Great Bend WFC
- ✓ “Herla and Melissa were so helpful and had a great attitude. Very appreciated!” Garden City WFC

SUCCESS STORIES

WIOA Adult/Vocational Rehabilitation Partnership

When Andrea arrived at the Workforce Center, she was focused on completing her GED and showing her daughters that it was never too late to accomplish their goals. Andrea completed her GED and wanted to complete training in healthcare so she could work in a field that she had long dreamed of. Andrea worked full-time at a local convenience store but knew that helping people is what her passion was. Andrea was enrolled into the WIOA Adult program and because of her learning disability, was eligible for services through the Disability Employment Initiative.

Andrea worked with her WIOA Employment Specialist and began training for CNA, quickly completing it and placing first in her class. It was during this time that Andrea met with her Employment Specialist and discussed her long-term goals in healthcare. One of the barriers that Andrea was most concerned about was the condition of her teeth. She felt that working in healthcare, employers, patients, or coworkers may judge her based on her teeth. Andrea’s Employment Specialist assisted her in completing an application to Vocational Rehabilitation and soon Andrea was on her way to overcoming one of the biggest barriers that she felt she had. Andrea completed all the steps necessary to receive dentures and the smile that she long dreamed of.

Andrea continued to progress in her training and completed her Certified Medication Aide credential as well as steadily completing prerequisites for advanced healthcare training. Andrea continued to work at her job at the convenience store and soon was able to move herself and her daughters into their own apartment.

Andrea has remained laser focused on her goals, no matter what curveballs life has thrown at her. Andrea is now working in a job that she loves. She is employed full-time with an excellent benefits package as a Certified Medication Aide working at Kansas Department of Corrections facilities. She is earning \$23.00/hour and picking up shifts at other facilities, earning bonuses for doing so. Andrea’s journey is far from complete as she has proven that she is the author of her dreams. Now, the smile that Andrea once hid, is on full display and she is proving every day what she set out just a few years ago to do. It is never too late to accomplish your goals!

WIOA Adult/Vocational Rehabilitation Direct Provider

Barriers to Employment –

Ondrya was released from the Topeka Correctional Facility after serving a 5-year prison sentence and a 3-month parole violation. Her LSIR total score was 32, with an Alcohol/Drug score of 5. Along with her disabilities, Ondrya also faced several additional barriers to employment, including gaps in her work history, lack of work skills, and employers who were hesitant to give her a chance due to her felony convictions. After Vocational Rehabilitation Services (VR) completed enrollment, Ondrya was referred to Kansas WorkforceONE (WF1) to serve as the Vocational Rehabilitation Placement Provider.

Workforce Solutions

WF1 outreached to several employers in the Great Bend area; then, on 11/10/2021, Primus Sterilizer agreed to allow Ondrya to participate in a Community-Based Job Tryout (CBJT) as a Parts Clerk. The Community-Based Job Tryout allowed Ondrya to get her foot in the door with the employer. Vocational Rehabilitation assisted her with vocational counseling, clothing for the initial interview, and provided her with the required clothing needed for work. Vocational Rehabilitation also helped her with fuel assistance to help alleviate some of the initial financial burden due to the commute she makes for the job.

Outcomes –

Reports from her employer were glowing after the first week of the tryout. Her direct supervisor is quoted as saying, "Ondrya is doing great! She is a self-motivated person with a bright personality. She has picked up quickly on the initial duties of the job and takes her work very seriously. She is enjoyable to work with, and we are excited to have her be part of our team." She was offered a permanent position with the company and started on 11/30/2020. In March of 2021, she was closed as a successful Vocational Rehabilitation outcome and currently makes \$14 per hour with a strong benefits package. As of October 2021, she is still employed with Primus Sterilizer and doing great. The confidence that she has developed, coupled with the independence she has gained with steady, permanent employment, has allowed Ondrya to focus on her successes, both in employment, as well as her post-release supervision and sobriety.

LOCAL AREA II – HEARTLAND WORKS, INC.

Heartland Works, Inc. (HWI) serves seventeen counties 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 through a network of partners focused on the economic development of businesses and workers in the area. LAII Workforce Centers are in Junction City, Lawrence, Manhattan, and Topeka with outreach services provided throughout the area. Like other local areas in Kansas and across the nation, COVID-19 continued to impact workforce development in significant ways during PY20. Through PY20, LAII staff continued to build upon virtual service provision strategies and drew upon strengthening skills in flexibility and adaptability with conditions and protocols changing, at times, on a weekly basis. Local Area Leadership remained focused on the safety of customers and staff throughout the program year. While walk-in traffic was greatly decreased in all locations, services provided via phone and virtual platforms increased. WFC staff provided vital assistance to assist the Kansas Department of Labor with unprecedented levels of unemployment insurance claims throughout the year. LAII WFCs continue to operate into PY21 with mask mandates, screening questions and social distancing in all locations.

LAII Initiatives & Honors

Kansas Workforce Centers Receive NASWA Award for Exceptional Veteran Service

Kansas Local Area II West Workforce Centers presented with NASWA's Mark Sanders Award for outstanding service to veterans, especially those with significant barriers to employment.

WASHINGTON - At the National Association of State Workforce Agencies' (NASWA) 2021 Veterans Conference, the Local Area II West one-stop center was presented with the prestigious Mark Sanders Award. The workforce centers receiving recognition include those at Fort Riley, Junction City and Manhattan.

NASWA's Mark Sanders Award is bestowed each year upon one individual or group in the U.S. that provides exceptional workforce and/or job market assistance to Veterans, especially those with significant barriers to obtaining and retaining employment.

"We applaud the work being done by the Kansas Local Area II West Workforce Centers as they assist our nation's heroes in transitioning to civilian life and jobs," said Scott B. Sanders, NASWA President and CEO. "The Mark Sanders Award for Exceptional Service to Veterans recognizes those who have provided outstanding service to the men and women protecting our freedom."

Awarded annually at the NASWA Veterans Conference, the award recognizes the efforts of an entire one-stop career center whose efforts to serve Veterans go above and beyond the scope of mandatory service provision, and with a special emphasis on Veterans with Significant Barriers to Employment.

"Local Area II West has a superb relationship with Fort Riley and the surrounding communities," said Mike Beene, Division Director, Workforce Services with the Kansas Department of Commerce. "Our partnership has led to key projects targeting our Veterans, service members and military spouses duplicating those practices to the other military installations and increasing overall state retention rates."

Local Area II West Workforce Centers successfully utilized social media during the Covid-19 pandemic to stay connected with their clients and developed internships with area and statewide employers providing Veterans and Transitioning Service Members with job experiences outside the uniform or previous occupational experience. Other noteworthy partnerships utilized by the Workforce Centers include *Heroes Make America* and *Kansas Employment Exploration Program* (KEEP Veterans Here). The prestigious Mark Sanders Award is named in honor of Mark Sanders who, during his career with the California Employment Development Department and in leadership positions with NASWA, was untiring in his efforts to promote excellence in services to disabled veterans.

LAII SECTOR STRATEGIES AND CAREER PATHWAYS

The LAII WIOA Youth Program utilizes funded work experiences, combining academic and occupational learning to help youth research careers, identify pathways of interest, learn in-demand work skills, and develop work-related references for future career endeavors. In PY20, despite the COVID-19 complications, over 50 WIOA youth participated

in work experiences at over 25 different worksites. WIOA Youth funded work experiences provide vital education and employment experience for youth. While participating in work experiences, youth not only earn a wage and develop good work references, but they also learn about a variety of careers and the steps needed to develop progressive skills which promote movement along the career pathway. Worksite highlight for PY20 - the Lawrence Workforce Center hosted three different youth in work experiences during the program year. These youth provided valuable assistance to the WFC and gained relevant work skills/work references they could use in future employment endeavors.

LA II PARTNER MEETINGS

Each Workforce Center in LA II coordinates and hosts Quarterly Workforce System Partner meetings. COVID-19 impacts led to the transition of partner meetings from in-person events to virtual platforms. While the venue for the meeting changed, the benefits and outcomes of the activities were not negatively impacted. At each meeting, members discuss new programs, upcoming events/initiatives, and workforce challenges/solutions. Some groups are transitioning into more detailed discussions on customer referrals and training on what each partner provides to the community.

LOCAL AREA II VIRTUAL RESOURCE FAIR

The Topeka Workforce Center partnered with Kansas Department for Children and Families, Topeka Service Center, in planning and coordinating a first ever Local Area II Virtual Resource Fair in Northeast Kansas. The event was held on November 12, 2020, 7:00am – 7:00pm. Workforce Center staff helped both participating agencies and attendees with registering for the resource fair. 22 community resource agencies and educational entities participated with 33 attendees. The group reconvened to host a second Local Area II Virtual Resource Fair held February 9 – 11, 2021, 7:00am – 7:00pm. 20 community resource agencies and educational providers participated with 37 attendees.

HEROES MAKE AMERICA PARTNERSHIP

Heroes Make America (HMA) is a ten-week program sponsored by the Manufacturing Institute, National Association of Manufacturers, Junction City Workforce Center (**KANSASWORKS**), Kansas State University and Washburn Institute of Technology providing completers with a Production Technical Certification. The program was piloted at Fort Riley in 2018 and continues to be successful. It prepares soldiers who are exiting out of the military to transition into a thriving manufacturing career field. The first week of class is held at the Junction City Workforce Center where transitioning service members from Fort Riley and Fort Leavenworth are guided by Veterans Employment Representatives and Workforce Service Specialists. The class participants learn about the benefits of registering on **KANSASWORKS.com** which they complete during the class. Participants receive instruction on understanding their soft skills, military culture vs civilian; customized resume assistance, wage negotiation, Job Success and LinkedIn workshops; labor market information; interviewing skills and preparation for the thirty second elevator speech for use at job fairs. They take the WorkKeys assessments and are awarded the National Career Readiness Certificate. WIOA Title I Adult and/or Dislocated Worker funds are used to sponsor students who choose to apply for assistance and are determined eligible for WIOA funding. The ten-week program has been very successful in retaining transitioning service members in Kansas. Since 2018, the program has produced 231 graduates, who upon program completion and placement into civilian employment, earn an average annual salary over \$65,000.

DISABLED VETERANS OUTREACH PROGRAM SERVICE HIGHLIGHTS

In PY20, LAII DVOP staff conducted the **Virtual Veteran/Soldier/Spouse Job Club** three times. The format was as follows:

- ✓ Main Zoom meeting
 - Emails invited employers to the Virtual Veteran, Soldier, and Spouse Job Club
 - Companies were introduced and spoke about what positions they have open and discussed their COVID hiring process
 - Links to the individual companies' meetings were posted in the chat section as well as emailed out the day prior to those who responded by email.
- ✓ Individual company meetings were hosted in their individual breakout rooms and began at 5:30pm CST Directly followed main meeting.
 - Job seekers were encouraged to their preferred employer's platform to network further
- ✓ The employers enjoyed the format given our unique circumstances. The job seekers stated that they appreciated the ability to speak with each company individually and were happy with the ease of access.
- ✓ Results: 19 employers attended, and 13 job seekers attended

- ✓ In PY20, LAII DVOP staff taught **Transitioning Resume Writing to the Manufacturing Institute Production Technician Certification Course**. Five Classes were taught from July 1, 2020, to June 30, 2021, virtually. 67 Transitioning Service Members and Veterans were in attendance.
- ✓ Eligibility: TSM within six months or less of exiting the military are enrolled in a 10-week course that will provide a Production Technical Certification. This certification is recognized by many manufacturing companies in the US and worldwide.
- ✓ DVOP provides the following to the TSM attendees:
 - Helps them define their soft skills (Military culture vs. Civilian). Helped them identify and understand how important their military and soft skills are when applying for different jobs in manufacturing. Works with them one-on-one reviewing and developing their manufacturing focused resumes (**Customized Resume Assistance**).

WIOA ADULT PROGRAM SUCCESS STORIES

NESSA

Nessa enrolled in WIOA Adult grant assistance through the Manhattan Workforce Center in PY19, seeking assistance with a two-year Dental Hygiene program at Manhattan Area Technical College, continuing her training in PY20. Her WIOA Employment & Training Specialist (ETS) Jenny worked with Nessa to develop an employment plan to support her training goals. Shortly after her 2nd semester (spring 2020) started the COVID-19 Pandemic began and classes & clinicals became interesting and difficult, as in person classes went to an online curriculum and instead of going to clinicals, students had to watch their clinicals via Zoom. Nessa would call Jenny to express her frustrations with how hard it was to do clinicals via zoom. For Nessa, classes going to an on-line curriculum presented a variety of challenges, making it harder to stay on track. Although Nessa understood why her training had to go in the direction it did, it did not change the fact she was still frustrated and completely stressed. The dental hygiene program is an extremely difficult program under normal circumstances and adding the pandemic to the equation just added more stress. The final year in the program (fall 2020 and spring 2021) training pressures mounted as the spring semester was the last semester for the program - there was no do-overs and failure were not an option. Jenny and Nessa would virtually connect each month during the pandemic and talk about how things were going. Jenny provided vital case management and career guidance support while Nessa was in training and WIOA Adult funds assisted with the cost of tuition and fees. On May 14, 2021, Nessa successfully completed her Dental Hygiene Program and earned her Associate of Science Dental Hygiene Degree and passed her National Dental Hygiene Board Exam on May 25, 2021. Nessa also secured full-time employment with a Private Dental Practice working full-time earning \$38 an hour for an annual gross income of \$79,040. Nessa stated it was not easy and there was a lot of bumps in the road, but it was all worth it, because she now has a career and the knowledge that she can overcome and conquer anything.

JAMES

James contacted the Topeka Workforce Center as advised by a case worker with Parole. He was 38 years old and had just been released from prison after serving a 20-year sentence. James was so young when he went to prison that he'd never had a job or a driver's license. While in prison, he obtained his GED and earned an AA in Theology.

James applied for WIOA Adult funding as he was seeking help to attend Warehouseman Training in Kansas City. Ann, his WIOA Employment and Training Specialist, helped James's research job opportunities available for this level of training, assessed his current situation/employment barriers and helped develop an employment plan with James. James had been assured by the training provider they would connect him with employers who would consider him for employment, despite his background and lack of recent work experience once he successfully completed the training program. Throughout the process, James expressed a firm desire to not go back to prison. James obtained written permission from his parole officer to cross state lines for the purpose of work/training. WTI provided lodging at a hotel in Kansas City, Missouri for 2 weeks.

James not only successfully completed the short-term training program with high scores, but his instructors also provided very high praise of his work ethic. Shortly after completion, James accepted full-time employment with an area cabinet company earning \$16.00 per hr. He was doing very well at that job when he last spoke with Ann.

VETERAN PROGRAM SUCCESS STORY

Stephen

DVOP Sue was doing a Veteran résumé search and found Stephen's résumé. DVOP Sue reached out to him and found he was working as a part-time night Stocker at a grocery store and was really struggling financially. Stephen was hoping to

find a full-time position which would not aggravate his service-connected disabilities. Sue referred him to full time positions which were within a good commute range. Stephen came into the Workforce Center to work on a custom résumé with DVOP for a local laboratory for a testing lab technician. He had education and laboratory testing experience for physical sciences from his university studies. DVOP also reviewed some basics for interview preparation as he had not worked in his degree field since the 90's. DVOP continued to suggest positions which would utilize his science background and material expediting experience. The local laboratory had contacted him for an interview in November of 2020, but the interview fell through due to scheduling over the holidays. He applied again to that opening the next time he saw an opening for microbiology technician. This time he had the interview and felt it went well. About a week later, he received a job offer. Stephen let DVOP know he started working as a microbiology technician on May 16th, at a wage of \$15.50/hr. Stephen mentioned it has been going great so far with a good work environment and supervisor. He thanked DVOP for getting the ball rolling.

Local Area III - Workforce Partnership

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 2020 while continuing to manage the ever-changing labor market landscape and COVID-related protocols. After a 2 ½ month shutdown of our physical workforce centers in the 4th quarter of PY19, WFP re-opened its centers to walk-in traffic, following strict COVID guidelines, and continued to provide a host of virtual services in order to ensure that our community was being served during this period of extraordinarily high unemployment. As the program year progressed, and the unemployment rates dropped precipitously, WFP found it had to once again shift its focus dramatically to serving the high needs of our business communities desperately seeking talent to fill the thousands of job vacancies present in our local area as businesses quickly re-opened.

Services and Performance

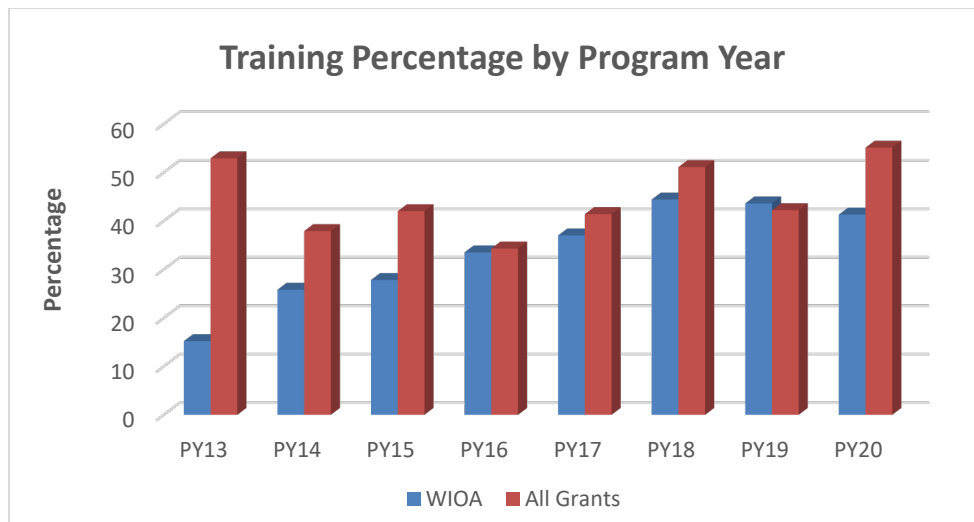
In PY20, WFP served 12,598 job seekers logging 35,981 services to those individuals. While many of these customers entered our doors to obtain basic services in the career centers and online through KansasWorks, WFP provided intensive services to 1,129 individuals in WIOA and other grant programs.

Program	Number of Individuals Served
WIOA Services	716
<i>Adult</i>	539
<i>Dislocated Worker</i>	80
<i>Youth</i>	97
Kansas Health Profession Opportunity Program	179
Older Kansan Employment Program	18
Registered Apprenticeship	28
Johnson County Works Program	127
Wyandotte County Works Program	61
Total	1,129

There were 716 program participants that exited one of the WIOA Adult, Dislocated Worker or Youth programs and had an impact on performance. COVID presented the most significant challenges in our Youth Program as all but one employer canceled its summer work experience arrangement in 2020 decimating WFP's Summer Youth Employment Program, which in turn impacted heavily WFP's performance in those areas.

Training Dollars Invested

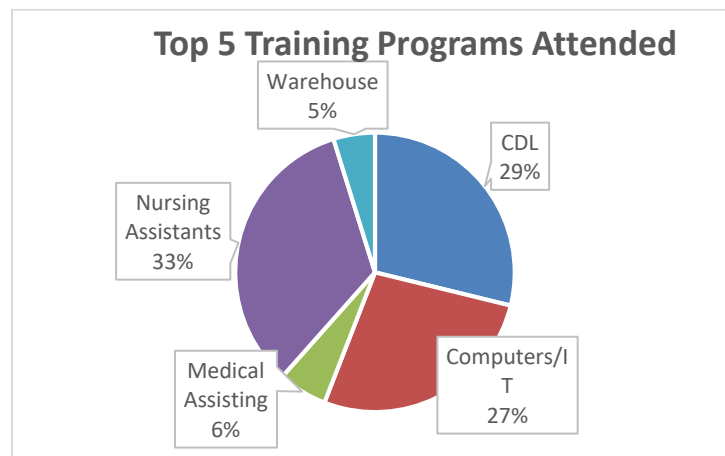
During the recession and through 2013, WFP's direct investment in participant training was extremely low, representing only fifteen percent (15%) of its WIOA funds in 2013 and falling far short of the state requirement to spend forty percent (40%) of all funds on the direct training of participants. 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 2020, WFP met this training goal by investing 55.1% of its total funds in direct training.*** The table below demonstrates the excellent progress made over the past seven years to shift more funding to direct training while continuing to maintain our high level of service through efficient and effective staffing.



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

Sector Strategies Continue

WFP has operated using sector strategies for many years focusing its resources in five priority sectors: Information Technology, Advanced Manufacturing, Healthcare/Life Science, Transportation/Logistics and Construction and its related skilled trades. As shown below, three of the five priority sectors are reflected in the top 5 most popular training programs.



In PY18, WFP began bringing the same sector-based approach to its business services work. That work continued in PY20 with WFP hosting a total of 142 career events, including in-person and virtual job fairs and small hiring events, with 700 employers and 1,247 job seekers attending. In PY20, WFP's Business Services Team served an **additional 452** new employers with talent attraction, training and retention services and had over 4,400 service interactions with existing employers. Some of those sector events and interactions are highlighted below:

Advanced Manufacturing

WFP deepened its collaboration with the manufacturing sector in Wyandotte County through extensive work with the Wyandotte County Economic Development Council, Kansas Manufacturing Solutions and Kansas City Kansas Community College to assist local companies in the development and launch of the first FAME (Federation of Advanced Manufacturing Education) program in Kansas. During PY20, the FAME chapter was formalized and it began the selection process for an official training provider. The Chapter expects to launch recruitment efforts in fall 2021 for its first 2022 cohort. Eligible participants in the FAME program will include both incumbent workers, who wish to upskill, as well as new hires looking to begin a career in the manufacturing industry.

Healthcare/Life Sciences

In spring 2021, WFP worked with Birth Biologic for Incumbent Worker Training utilizing JoCo KS Works funding (county funding resource). Birth Biologic is a small company, performing critical work in stem cell therapies through a cord blood and perinatal tissue donation program. The only program of its kind in the state of Kansas, Birth Biologic operates within a hospital setting to help get life-saving cord blood donations to the national registry where they can be accessed for treatments for patients with blood cancers such as leukemia. Training for 5 employees included SQL and Excel to better manage their data, medical terminology, web development, Six Sigma for project and product management, and leadership development.

Information Technology

In fall 2020 through spring 2021, WFP partnered with SnapIT Solutions to host several special IT Program Enrollment Days for Johnson and Wyandotte County residents whose employment had been affected by COVID and/or who were low-to-moderate income. SnapIT Solutions curated a list of interested individuals and screened for initial eligibility online. WFP and SnapIT Solutions coordinated Enrollment Days by setting up special “walk-in” times for all who met the screening criteria to meet with a Career Navigator to enroll in the appropriate funding stream, obtain a KansasWorks account and discuss any additional supportive services needed. During the same walk-in appointment time, participants were also able to complete their training enrollment paperwork with a SnapIT Solutions staff member and pick up their free laptop computer. In PY20, WFP and SnapIT Solutions trained 69 individuals across the following IT programs: CNET, Cyber Networking, Java (all levels), IT Support Specialist, Project Management and Salesforce. WFP is grateful for its partnership with SnapIT Solutions to bring quality IT Training programs to our community, meeting the high demand for IT talent in our metro area.

Transportation/Logistics

In spring 2021, WFP developed WIOA Incumbent Worker Training agreements with the leadership at Earp Distribution in Edwardsville, Kansas (Wyandotte County). The company identified two incumbent workers in the shop/warehouse who had demonstrated excellent work ethic and performance. These two were selected and successfully completed CDL training to address an urgent driver shortage, and their prior roles were backfilled with entry-level individuals who will be trained for their new jobs.

Construction and Skilled Trades

In spring 2021, WFP assisted Environmental Advisors and Engineers, Inc. (EAEI), based in Shawnee, Kansas, with a very specific incumbent worker training needs for 14 employees. EAEI offers a full range of services in engineering, architectural design, and environmental consulting for a wide variety of infrastructure and construction projects nationwide. WFP utilized JoCo KS Works funding to provide training in digital marketing, accounting, leadership development, project management, stormwater inspection, stormwater pollution protection, stormwater management for construction, hydrology, autoCAD, Adobe, and GIS using ArcGIS.

In addition to sector strategy work, our Business Services Team also worked with special populations, helped re-start in person events in our area and deepened its work with its pilot K-12 school district to develop work-based learning experiences. Highlights of some of those efforts are below:

Hosted KC Regional Disability Mentoring Day - Disability Mentoring Day (DMD) is a national effort coordinated by the American Association of Persons with Disabilities (AAPD) to promote career development for students and job-seekers with disabilities through career exploration and ongoing mentoring relationships. Locally, DMD in the Kansas City Metro is hosted and coordinated by WFP and is held in early November. The 2020 event was held virtually with approximately 120 participants in attendance. During the event, participants watched and live-discussed videos covering interviewing, essential skills and behavior in the workplace. The event also included employer spotlights for jobs available with local companies promoting diversity hiring and a panel featuring individuals with disabilities who shared their experiences with their current jobs, and advice to others on interviewing and starting a new job.

Provided Essential and Job Skills for Individuals with Developmental Disabilities

WFP had the opportunity this spring to support a new non-profit business venture in Overland Park, Kansas. Braiding together resources from the JOCO KS Works program and WIOA, the two organizations created a unique training experience with great success.

“The Golden Scoop is an ice cream and coffee shop with a purpose. We create jobs for very talented individuals who happen to live with developmental disabilities . . . our Super Scoopers are involved in every aspect of what we do: from marketing and merchandising to creating ice cream flavors and serving our community. The Golden Scoop is proud to provide innovative, meaningful and paid work for our employees.” Golden Scoop website: <https://thegoldenscoop.org>

Golden Scoop was looking for innovative ways to develop and provide customized training to their Super Scoopers, many of whom with no related work experience. Working with training partner Team Cura, custom training videos were developed to cover critical training needs for this special group, including essential skills, customer service, communication, and teamwork, along with job-specific skills. Closely supervised on-the-job training reinforced the video learning, resulting in highly trained and motivated employees who are excited about their new opportunities. In addition to funding video creation and on-the-job training, WFP was also able to support the business with critical training materials and supplies. The best measure of success is that there is now a waiting list of over 50 individuals interested in working for Golden Scoop.

Hosted Governor’s Employer Roundtable – In April 2021, WFP was proud to host Governor Kelly and Lt. Governor Toland at its Wyandotte County Workforce Center for an intimate employer roundtable discussion. Eight employer representatives attended the discussion from Earp Distribution, Brill, Inc., Valvoline, Amsted Rail and Associated Wholesale Grocers. These local employers shared with the governor their current challenges around recruitment and retention, as well as their many questions about unemployment insurance benefits and work search requirements for those receiving benefits.

Re-booted In-Person Job Fairs - On May 26, WFP hosted its first in-person job fair in over a year at Kansas City Kansas Community College Technical Education Center. This event was fiercely promoted on television, social media, and on Indeed. With a super tight talent market in the Kansas City area, we were pleased to have 38 jobs seekers attended the event. Despite low turnout, the job seekers who did attend were motivated, prepared and ready to work. Employers were able to meet with high-quality candidates and made excellent new connections with community programs. We learned that 10 hires took place the days following the event.

Continued the WBL Pilot with Local School District

WFP continued its intensive partnership with the DeSoto School District funded jointly by the Kansas Department of Education and the Kansas Department of Commerce whereby one of our Business Services Team members was assigned as a business liaison to the school district to assist in connecting it to local businesses to provide work exploration and work-based learning opportunities in many of WFP’s priority sectors. WFP worked closely with the DeSoto District to launch WBL strategies that provide students the opportunity to apply academic and technical skills to improve employability and align educational curriculum with the demands of the regional labor market. A number of career awareness, exploration and readiness events were conducted throughout PY20 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 PY20, WFP and the DeSoto School District accomplished the following:

- ✓ Virtual Industry Awareness Night: employers associated with careers in targeted CTEC pathways provided information on demand-occupations, skill and education requirements, career pathways, average wages, benefits, and hiring information to 350 parents and students in the live session. Many of Kansas City’s top employers participated in the event, including Children’s Mercy Hospital, UnitedHealthcare, The University of Kansas Medical Center, Quest Diagnostics, Hallmark, Gear for Sports, Huhtamaki, Dimensional Innovations, Garmin, JE Dunn, Labconco, Amstead Rail, Webco, Foley Equipment and Trane.
- ✓ Curriculum Advisory Councils: Advisory Councils comprised of industry thought leaders were formed for each CTEC program: Emerging Technology, Bioscience, and Design. Members met twice during the year to analyze course content, assist with industry credentials, evaluate facilities and equipment, assist with instructional and learning experiences, and employment information. Due to employer feedback, electronics and emerging technology courses have been added at a foundational level for students prior to advancing in the Emerging Technology Pathway. Also, robotics, manufacturing, engineering and programming courses will be offered so students have exposure to a variety of skills valuable to local industry. Advisory Council members will be added annually to ensure the needs of major employers in the KC Metro are represented.
- ✓ Professional Development: WFP and Garmin representatives conducted an educator-focused session on regional labor market data and future workforce needs.

CARES Act Funds at Work in Johnson and Wyandotte Counties

WFP was the proud recipient of CARES Act funding from both Johnson and Wyandotte Counties, which was used to help individuals whose employment was negatively impacted by COVID-19 with job search assistance, KansasWorks registration, resume development and short-term occupational skills training. For Johnson County, WFP served as the lead agency for a multimillion-dollar County investment into workforce development. With that investment, WFP developed the JOCO KS Works program, designed to assist COVID-impacted job seekers and businesses in re-skilling or upskilling in order to land a new job or, in the case of businesses, to re-skill or up-skill previously laid off employees and/or incumbent workers in order that the company could ensure its smooth transition into a COVID economy. WFP is excited to report that from mid-October 2020 through January 2021, it enrolled over 128 job seekers in the JOCO KS Works program and invested approximately \$484,000 in their training. In addition, we served 22 Johnson County businesses providing approximately \$241,550 in job training funds to support the upskilling of incumbent and recalled workers for primarily small and medium sized businesses.

In Wyandotte County, WFP partnered with two organizations in the development of the WYCO Works program. First, the Wyandotte County Economic Development Council utilized much of its Cares Act funds to market the WYCO Works program and encourage residents on unemployment benefits to connect with WFP for re-employment assistance and/or job training funds to be ready for that next job. With WYCO EDC's funding, WFP also was able to extend its workforce center hours to include several Saturdays, as well as provide monetary incentives for job seekers on UI benefits to meet in person or virtually with one of our career navigators for job search assistance, resume development and KansasWorks registration. WFP was also honored to be part of the Cares Act proposal by Avenue of Life, a local umbrella social service organization, which provided \$122,000 to WFP for occupational skills training and other vital supportive services such as rent and utility assistance, medical bills and food for Wyandotte County residents in the WYCO Works program. With these funds, WFP enrolled over 50 job seekers in the WYCO Works program from October through December 2020.

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, and in Kingman and Harper counties partnerships and service locations have been established to meet local needs.

Job Seeker Services

- ✓ 29,276 customers visited the Local Area IV Workforce Centers, an average of 116 per workday
- ✓ In addition to adding a library of workshops to its YouTube channel, this year brought the implementation of the @Home Workshops series where the Workforce Centers provided 6 different workshops via video conferencing. The @Home workshops were attended by 300 job seekers this year. The YouTube channel gained 78 additional subscribers as the collection grew to include 80 videos resulting in 2,112 views and 31,120 impressions.

Dislocated Worker Services

In addition to the economic and social disruption from COVID-19, this past year was one with challenges to the area economy with the impact of lay-offs from the Boeing 737 Max production pause that caused layoffs from Spirit AeroSystems and dozens of other local employers beginning in January of 2020. Community leaders reacted by enacting the Air Capitol Commitment, a hub of resources aimed at assisting laid-off workers in the area. This in turn aided affected companies by helping retain local talent. Additionally, to help retain local talent and support laid-off workers in the Wichita area, the Workforce Alliance and Wichita Workforce Center collaborated with the Greater Wichita Partnership and Choose Wichita in the “Get Trained Get Paid” campaign to highlight the importance of occupational skills training. Laid-off workers were provided with the opportunity of funds for skills training funds or employment services to connect to high-wage and high-demand occupations in the local area.

In September of 2020, KWCH, a local news station, launched Building You. Building You is an ongoing series where reporter, Lily Wu highlights a daily job posting on the 4pm newscast and the following morning news show alongside the KWCH website with access to the job board and other resources through the Workforce Center and KANSASWORKS.com. In addition, every Wednesday KWCH runs a feature story about jobs and the economy. The Workforce Alliance assists in providing ideas and content for these features.

The Get Trained Get Paid campaign, along with the Building You series helped to increase participation in the Trade Adjustment Assistance and Dislocated Worker programs at a time when the Workforce Centers were limited to providing virtual services. By raising awareness of available employment and training resources for laid off workers 693 individuals were enrolled in Trade Adjustment Assistance and Dislocated Worker programs between mid-October 2020 and June 2021.

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 1,950 services to 1,035 employers in the region. The expansion of the virtual job fair platform continued during this program year. There were 9 virtual job fairs that served 1,429 job seekers with 244 employers represented. Only one in person job fair was conducted that served 43 job seekers with 5 employers represented. The Business Services Division listed 4,142 job postings on KANSASWORKS.com and received 820 applications/pre-employment screens from 899 customers.

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. The Workforce Alliance partners with the Kansas Department of Corrections and Sedgwick County Community Corrections to reintegrate justice involved individuals through the work of a Certified Offender Workforce Development Specialist (OWDS). The OWDS serves this population in the South-Central area and works with justice involved individuals through Sedgwick County Community Corrections, Parole, Work Release and local correctional facilities. The COVID-19 pandemic impacted the ability to provide services to this population and reduced the services that could be provided during this program year.

Outcomes:

- 205 individuals referred
- 122 participants received individual services
- 57% Entered Employment Rate
- 77% Employment Retention Rate at 6 months
- 74% Employment Retention Rate at 12 months
- Average wage at 6 months is \$11.16 per hour
- Average wage at 12 months is \$11.08 per hour

A new piece of the Fair Chance Initiative is the recent award of a Pathways Home Grant to Local Area 4 in partnership with Midwest Urban Strategies. This grant award will bring additional job training and employment resources to justice involved individuals who are returning to Sedgwick County, Kansas. Reducing recidivism and gaining meaningful employment for participants will be accomplished by providing occupational training, assessment, case management, and employment services both pre and post release.

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. The WA partners with 10 local Registered Apprenticeship programs accepting applications on-site, as well as assessing potential candidates. In total, 212 job seekers were placed in Registered Apprenticeship positions through a Workforce Center.

Microsoft Imagine Academy

Imagine Academy is a program offered by the Kansas Board of Regents to equip job seekers with Microsoft recognized certifications for their product line. Local Area IV was awarded licenses to administer these certifications to the public at no cost (normal charge through Microsoft is \$96 per test). The Wichita Workforce Center is the only Workforce Center in Area IV that can administer the Certifications in person, but a successful virtual option was offered during the pandemic. 29 Microsoft Certifications were awarded in Access, Excel, One Note, Outlook, PowerPoint, SharePoint and Word Expert through the Imagine Academy.

Success Story

Maria came to the Wichita Workforce Center in August 2020 seeking training in the aviation industry as a CNC Operator. She had recently been laid off from her job in aviation due to the pandemic and was receiving unemployment compensation. Maria wanted to stay in the aviation industry, however she did not have a credential to back up her skills. She had completed her GED but had no post-secondary education or credentials. Maria was seeking a credential in aviation that could also transition to the advanced manufacturing industry to give her more opportunities to gain self-sufficient and stable employment to support her family of 3.

Through Workforce Center services she explored occupational skills training opportunities. Maria decided on the CNC Operator Technical Certificate at a local technical school. Completing training quickly to return to the workforce as soon as possible was important to Maria in order to be able to support her family.

Maria successfully completed her training and obtained her CNC Operator Certification in May 2021. She began employment at a local aviation company in May 2021 as well. Maria’s employment is full-time, with benefits, at \$20.17 per hour allowing her to successfully support her family.

Local Area V – SOUTHEAST KANSASWORKS

Southeast **KANSASWORKS**, Inc. Local Area V (SEKWORKS) serves the 17 counties in Southeast Kansas.

The local area is very rural and continues to have some of the highest unemployment and poverty rates in the state. The primary focus of Program Year 2020 (PY20) has been to find new ways to assist customers during the pandemic and to ensure they have what they need to be successful. Together with partners, SEKWORKS has continued to expand their outreach model to ensure they are able to provide services to their rural communities, both employers and jobseekers. During PY20, LAV served 395 adults, 21 dislocated workers, and 120 youth customers with training services. Overall, SEKWORKS served 2,719 customers - Adult, Dislocated Workers, Youth, and Wagner-Peyser.

Outreach

The COVID-19 Pandemic impacted enrollments, job placements, and walk-in traffic. In order to reach potential customers, SEKWORKS re-evaluated outreach strategies. This was accomplished by assessing physical and virtual methods, brainstorming with staff, and researching different strategies that might work within the local area. A multidisciplinary Communication Team was established in August 2020. This team created a plan to enhance current efforts and launch new methods such as: developing a Tik Tok channel; creating informational videos to be used on YouTube, Facebook and Instagram; and developing a web based virtual Career Center.

SEKWORKS launched a Tik Tok channel in March 2021. Currently, the channel has more than 500 followers and is continuing to grow. A content plan was developed to reach out to multiple customers and provide reliable information to customers as well as engage with the community through trends on the platform. Some of these planned contents include:

- ✓ Hot Jobs - focused on jobs postings that are on **KANSASWORKS.com**
- ✓ Tip Tuesday - information on résumé, interviewing, soft skills
- ✓ Fun Friday - Tick Tok trends that assist in building followers
- ✓ Employer/Community Initiative Spotlights

A Virtual Career Center was created in PY20 to assist job seekers day with resources and information to kick start a job seekers employment plan. Information includes résumé, interview, job assessment and labor market information, training resources, and Job Fairs. This Virtual Career Center is located at **SEKWORKS.org** allows job seekers immediately to request a virtual appointment to additional assistance.

A poster campaign was created to reach customers through physical material. Eleven posters were created. These posters discuss services and include the ability to scan a QRL code for contact information and, also, include a sticky pad with SEKWORKS information. These posters were placed in grocery stores, partner agencies/organizations, restaurants, educational institutions, local community boards, etc. Additionally, the campaign serves multiple as the posters were shared on social media and the SEKWORKS

From Soldier to Civilian

WE'RE HERE FOR YOU!

NEED A JOB?
We work with our local businesses daily helping recruit new employees! Let us help you land your next job! With custom resume assistance, mock interviews & job referrals!

NEED TRAINING?
Ready to start a new career? You may qualify for no-cost training! Reach out to one of the workforce staff for more information and to see if you qualify!

NEED MORE INFO?
Contact the workforce center near you for additional information about training, job search referrals and so much more. Scan the QR code below for contact info.

Serving Southeast Kansas with offices in:
Chanute - Emporia - Iola - Independence - Paola - Pittsburg

FREE JOB SEEKER SERVICES

- ✓ Veteran Preference
- ✓ Customized Resume Assistance
- ✓ Job Matching Referrals
- ✓ Interview Preparation
- ✓ No or Low Cost Training (for those who qualify)
- ✓ Career Exploration
- ✓ Access to Labor Market Information

Southeast KANSASWORKS, Inc. is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

24 hours a
search,
Virtual
and
receive

outreach
various

contact

purposes,
website.

LET'S PLAN YOUR FUTURE!

Southeast KANSASWORKS offers free services to help you start your career! Whether you're looking to jump right into the workforce or needing some additional training to jump-start your career, our workforce staff is here to help! Reach out to the workforce center nearest you to set up a time to talk more about your future!

www.sekworks.org

Let's talk!

YOUNG ADULT SERVICES: Ages 16-24

- ✓ Soft Skills Training
- ✓ No or Low-Cost Training
- ✓ Career Exploration
- ✓ Custom Resume Assistance
- ✓ Job Placement & Referrals
- ✓ Mock Interview Skills
- ✓ GED Assistance
- ✓ Paid Work Experience

Serving Southeast Kansas with offices in:
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Independence - Paola - Pittsburg

SOUTHEAST KANSASWORKS
sekworks.org

A proud partner of the AmericanJobCenter network

For more information about our FREE Job Seeker and Business Services scan the QR code, visit our website www.sekworks.org or call 620-342-3355

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Partner Communication and Referral Processes

Local Area V has had a strong focus in PY20 on working with partners to improve their lines of communication, so that they can serve better the whole customer. SEKWORKS hosts an annual partner training. This year included breakout sessions by workforce center locations. The groups were provided with customer scenarios to discuss all the ways they could partner to serve more suitably the customer. The group also established local virtual partner meetings to continue developing improved lines of communication, and to continue refining the referral process, as well as sharing critical operational information, success stories, and an opportunity to staff cases (respecting confidentiality) to promote collaborative case management.

Expanding

SEKWORKS service areas lack access to broadband internet services; and due to the geographical landscape, reaching a Workforce Center may be difficult for some job seekers. Through CARES Act funding, SEKWORKS was able to develop and implement two programs to expand access in the local area: Check Out Computers; County Computer Access Points.

The Check Out Computer program allows job seekers to check out a computer for up to five days to assist in their job search. These computers became available during the COVID- 19 lockdown when Workforce Centers were not open to the public and services were only available virtually. Each Workforce Center has 10 computers available for check out. The computers are equipped with the same programs and resources available at the workforce center and include programs that allow job seekers virtually to connect with Workforce Center staff, or even to participate in a virtual interview with an employer.

County Computer Access Points was established to create access to workforce center services in counties or cities where a physical workforce center is not present. All-in-one computers equipped with cameras, programs, and resources were purchased for each of the 17 counties for placement. To date, nine partnerships have been formed with libraries to establish access points for services.

Occupational Skills Training

Occupational training was impacted significantly this year due to COVID-19. To support customers with training barriers due to COVID-19, Southeast KANSASWORKS promoted key services to ensure successful training completion:

- ✓ Coaching on virtual software such as Microsoft Teams and Zoom

- ✓ Purchasing computers and accessories such as a mouse, keyboard, training software, etc. for customers with technology needs due to virtual or blended training classes
- ✓ Needs based financial assistance for customers with living expenses, utilities, and rent due to loss of income during the COVID-19 pandemic

Adult

Success

Stories

Trey

Southeast **KANSASWORKS** Chanute Workforce Center was contacted by Chanute Manufacturing seeking assistance with the On-the-Job Training (OJT) program regarding Trey, a potential job candidate. Chanute Manufacturing was seeking to hire Trey for a Pipe Welder position starting out at \$17.00/hr.

Prior to this, Trey had been unemployed with no Pipe Welding experience after working at a department store. When receiving the reverse referral from Chanute Manufacturing, Southeast **KANSASWORKS** Career Advisor discovered that Trey was soon going to be a part of the employer's Registered Apprenticeship Program (RA); and Chanute Manufacturing wanted to initiate Trey's employment prior to beginning the RA. This allowed Southeast **KANSASWORKS** to enroll Trey as a participant with the OJT program and transition to the RA program once completing the OJT. A co-enrollment was created to allow the OJT and RA enrollments to continue funding support to Chanute Manufacturing out of RA once Trey had completed the OJT program.

After reviewing options to assist Trey, he was able successfully to co-enroll in the Adult program to move forward with the OJT; and shortly after he was enrolled in the RA program to provide funding to Chanute Manufacturing out of the Registered Apprenticeship State Expansion Grant (RASEG).

Trey had a significant skill gap going into the position of Pipe Welder, as well as significant barriers, including being unemployed and unable to acquire funds to pay for gas for his vehicle to commute to work prior to receiving his first paycheck. Trey commuted 37.5 miles one way to his OJT. Therefore, Southeast **KANSASWORKS** created a Supportive Service Contract for transportation and was able to provide Trey with a Prepaid Card to compensate for the travel expenses occurred until he could begin collecting income from his OJT.

Trey participated in his OJT for 11.25 weeks as a Pipe Welder earning \$17/hr., and once completed, RASEG continued providing benefits, training Trey to earn a Journey Worker wage of \$22.58/hr., which eliminated the financial barriers for Trey, and allowed Chanute Manufacturing to utilize both the OJT and RA programs for an extended amount of time.

Therefore, Trey, who had been unemployed was not only able to receive a permanent position in a successful career path with specialized skills resulting in \$22.58/hr., but Chanute Manufacturing was also able to receive wage reimbursement from the OJT plus additional benefits from the RA program.

Brenna

Brenna came into the Pittsburg Southeast **KANSASWORKS** location seeking assistance with paying for her Registered Nursing Program at Fort Scott Community College. Brenna recently had completed her first semester of the Registered Nursing Program; but she was unsure if she would be able to continue due to the costs of her training. Between full time college, being a parent of four dependents, and working part-time, Brenna increasingly was finding it difficult not only to pay for her training, but also to manage the everyday stress from work, raising her dependents, and paying for childcare. Brenna had barriers that she had begun to overcome, including transportation, childcare, and dropping out of high school before completion. Brenna received food assistance from DCF to supplement her grocery costs, yet still she was struggling to fund her training and to gain sustainable employment to overcome successfully her barriers.

After an initial eligibility determination, and subsequent enrollment into KHPOP, Brenna randomly was assigned to the Treatment Group. KHPOP was able to help financially with training, childcare, and transportation reimbursement. Brenna also found encouragement in her Career Coach who reassured her throughout her training that she was creating a better future for her family.

In December of 2020, Brenna completed her training and graduated from the Registered Nursing Program at Fort Scott Community College. KHPOP was able to assist with the reimbursement of testing fees so that Brenna could acquire her

license. Brenna gained her Registered Nursing License in December 2020. Upon gaining licensure, Brenna immediately was hired as a Registered Nurse at Nephrology Associates in Olathe, KS with a starting wage of \$27.00 per hour. Brenna stated upon completion, “My biggest challenge now is adjusting to my new schedule with my family; and that is a blessing in itself. I wouldn’t be making this wage or have this job if it wasn’t for you. I don’t think I would have been able to do this without your support. Thank you for everything.”

Registered Apprenticeship Adult and Youth

Southeast **KANSASWORKS**, Inc., continued to promote and expand Registered Apprenticeship (RA) over the last year. SEKWORKS continues to develop some diverse registered apprenticeships that include electricians, 911 communications officers, community service officers, iron workers, family support specialists, HVAC technicians, network technicians and shag drivers, to name a few. This program year, SEKWORKS has focused on the suitability of RA in the local area once special grants have closed to assist in RA expansion.

In PY20, state funding continued for the Work Based Learning Intermediary. This position works with in-school youth. The purpose of this position is to connect education, business and industry, and economic development in the region to coordinate work-based learning experiences in conjunction with the selected school districts. This position will provide Southeast **KANSASWORKS** with a great opportunity to expand its Youth Apprenticeships in the local area.

Youth Program

The Youth Program Team continues to offer our LifeWorks Curriculum and assist youth with determining viable career pathways and employment opportunities. Southeast **KANSASWORKS** staff have developed an online version of our LifeWorks training. This allows them to provide the curriculum online using Google classroom. Through CARES funding, a new virtual Job Shadow platform was purchased to empowers individuals to discover, plan and pursue their dreams with our unique video-based career planning platform. Our interactive tools help students and job seekers develop career paths based on choice.

This Program Year, Southeast **KANSASWORKS** also created and hired two Youth Outreach Coordinators. The focus of this position is to recruit eligible youth to the program and, also, to work with education, business, industry, and economic development across our 17-county region to coordinate work-based learning experiences and youth-registered apprenticeships.

During COVID19 our staff also continued to provide youth program participants with:

- Coaching on virtual software such as Microsoft Teams and Zoom
- Computers and accessories such as a mouse, keyboard, training software, etc. for participants with technology needs due to virtual or blended training classes
- Needs based financial assistance for customers with living expenses, utilities, and rent due to loss of income during the COVID-19 pandemic

WIOA Youth Program Success Stories

Noah

Noah enrolled in the WIOA Youth Program after having trouble finding employment for over two months. Noah had done some seasonal work on a farm earlier this year; but he needed to make more money to support his young family. He entered the WIOA Youth Program with the sole goal of obtaining his CDL.



Southeast KANSASWORKS provided Noah with an assessment of his knowledge, abilities, and interests. Through these assessments, it was determined that Noah would need some tutoring in Mathematics. Through a partnership with the Adult Education Center, Noah completed 40 hours of tutoring and gained a positive increase in his Educational Functioning Level. With funding from the WIOA Youth Program, Noah went to 160 Driving Academy in Lenexa and completed their CDL program.

After obtaining his CDL License, Noah entered the workforce. He started working full-time for Ottawa Cooperatives making \$16.50 an hour. Noah has been very vocal about how much Southeast

KANSASWORKS assisted him in reaching his goals and has even referred his sister over for our services.

Alejandro

Alejandro had grown up in poverty, a difficult situation. He

dropped out of school to work

help his family pay bills. He worked a few odd jobs on and off couple months, but he was unable to find stable employment. He found himself going down a difficult path and decided to make a change. He went back to school to get his GED and enrolled in the Youth Program at Southeast KANSASWORKS.

Southeast KANSASWORKS conducted a comprehensive assessment of Alejandro's knowledge, skills, abilities, and interests. Alejandro had shown a strong interest in becoming a driver like his grandfather. With funding from the Workforce Innovation and Opportunity Act, Alejandro completed training Hills Technical College in Emporia, KS. He obtained his CDL certification and almost immediately started working for MG Trucking with his grandfather.



grew up in a family where he had high hopes and for a change. WIOA

truck at Flint

Alejandro has been working at MG Trucking for the past 5 months. When SEKWORKS spoke with Alejandro, he could not stop smiling and talking about his new career. He loves the opportunity to be his own boss and be out on the road. He has even saved up enough money to take a vacation in California. He contributed his success to the WIOA Youth Program for helping him pay for his CDL Training. Alejandro's story shows how the Workforce Innovation and Opportunity Act can help individuals get out of poverty and acquire gainful employment.

Arik



Arik was homeschooled growing up, but he never earned a diploma or GED. He learned only basic skills in reading and math. Arik expressed that he continues to struggle with spelling and believes he may have dyslexia; but he has never been diagnosed. During the initial meeting, Arik stated that he had been working as a car hop for a month and that was the extent of his work experience. While this job is not his ultimate career goal, he intends to keep it so he can achieve his goal of moving out of his mother's home and into his own place. He is searching for other employment opportunities, yet he does not feel that he is qualified for the positions in which he would be interested.

Southeast KANSASWORKS assessed Arik's knowledge, skills, abilities, and interests. He began attending classes with Adult Education at ICC in order to obtain his GED. He is in the process of completing LifeWorks components such as, Bring Your A-Game to Work, to gain and improve his employability skills, and financial literacy courses to learn basic budgeting and money management skills. Arik also has participated in career exploration activities and has determined that he would like to pursue a career working with computers.

Arik has improved significantly his reading and math skills and is only 2 weeks away from taking the GED test. He has also been working more hours at his place of employment and has moved out of his mother's house. Arik is researching training providers for Coding or IT and is planning on participating in a paid work experience opportunity at the ICC Fab Lab once he is done with classes. With the support of his YCA at Southeast KANSASWORKS, Arik is very determined to achieve his personal and career goals.

Brody

The Career Advisor met Brody during the last month of his senior year of high school. Brody's father had died a few years before and Brody lived with his mother and siblings. Brody knew that once he was out of high school, he would need to pursue a career that would help provide additional help for his family. Brody was employed at a local restaurant, but only worked minimal hours. He needed a career that would help him become more self-sufficient.

Southeast KANSASWORKS conducted a comprehensive assessment of Brody's knowledge, skills, abilities, and interests. Brody completed the TABE (Test for Adult Basic Education) to determine his skill levels. He was Basic Skills Deficient in math. Brody attended and completed remediation classes with the Eastern Kansas Adult Education-Pittsburg office prior to attending post-secondary classes to improve his numeracy skills. Brody took the required post-test and found he improved his Educational Functioning Level for numeracy from a level 4 to level 5. This would help Brody be more successful while attending post-secondary classes.

Brody completed the Lifeworks workshop including Bring Your A-Game to Work. He participated in Career Exploration and Preparation in order to improve his soft and transferable skills for future employment.

Brody and the CA discussed possible post-options. Brody had already chosen the HVAC local community college. Brody felt he could earn with a hands-on trade under his belt. With funding OSY Youth program, Brody was enrolled to attend Brody completed the requirements of the course May, 2020.

Brody continued to stay employed at his part-time searching for employment in the field. He found employment with a local heating and air company. earning a better wage and will be eligible for future Brody was very thankful to the SE KANSASWORKS Youth program for all the support and funding that was provided during his enrollment.



secondary program at a more money from the WIOA HVAC classes. and graduated

job while full-time Brody now is wage increases.

Job Fairs

Through the pandemic in 2020 and 2021, Southeast **KANSASWORKS** realized traditional methods to connect employers and jobs seekers would need to be adapted to ensure safety of all participants.

SEKWORKS participated in monthly statewide virtual job fairs throughout PY20. Staff provided outreach to existing and new employers to provide a customizable solution to address the inability to hold in person events during the COVID-19 pandemic. In January 2020 SEKWORKS hosted their annual “New Year, New Career” job fair virtually, instead of in person.

SEKWORKS also hosted simultaneous “Drive-Thru Job Fairs” throughout the local area. Customers were able to “drive thru” at designated workforce locations in Chanute, Emporia, Independence, Paola, and Pittsburg from the safety of their own vehicles.

Job Seekers were given a packet of applications for open positions, as well as SEKWORKS service information. As a Southeast **KANSASWORKS** was able to 288 packets stuffed full of useful and information to those who were in need directly impacted by the pandemic. This alternative job fair provided an opportunity to connect employers and job regardless of access to technology. More job seekers were served through these

To bolster the efforts in connecting job and employers, the event was held in conjunction with the **KANSASWORKS** Statewide Virtual Job Fair. The “Drive-Thru Job Fair” has been recognized as a best practice by several entities.



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hand out
timely
and

seekers
than 300
events.

seekers

LAV Performance PY2020

	PY2020 - PY2021 Final Negotiated Performance Goals	LAV Performance	Outcome
<i>Adult</i>			
Employment Rate 2nd Quarter After Exit	76.0%	71.5%	Meet
Employment Rate 4th Quarter After Exit	74.0%	69.3%	Meet
Median Earnings 2nd Quarter After Exit	\$ 5,751	\$ 7,170	Exceed
Credential Attainment within 4 Quarters After Exit	74.6%	69.7%	Meet
Measurable Skill Gains	53.2%	47.5%	Meet
<i>Dislocated Worker</i>			
Employment Rate 2nd Quarter After Exit	82.5%	83.3%	Exceed
Employment Rate 4th Quarter After Exit	79.0%	75.7%	Meet
Median Earnings 2nd Quarter After Exit	\$ 9,100	\$ 6,011	Meet
Credential Attainment within 4 Quarters After Exit	78.6%	100.0%	Exceed
Measurable Skill Gains	69.3%	64.3%	Meet
<i>Youth</i>			
Employment Rate 2nd Quarter After Exit	72.5%	74.5%	Exceed
Employment Rate 4th Quarter After Exit	69.1%	55.9%	Meet
Median Earnings 2nd Quarter After Exit	\$ 4,145	\$ 3,131	Meet
Credential Attainment within 4 Quarters After Exit	59.0%	57.1%	Meet
Measurable Skill Gains	57.6%	40.5%	Meet

ATTACHMENT B

Goal 1: Customer Service

1. Empowering Employees to Succeed

- ✓ Focus groups – In the early months of 2019, WSU traveled to each of the local areas and met with staff as part of focus groups, targeting frontline employees and partners. The purpose of these sessions was to gain additional information on customer service, empowerment, support in the workplace, and what success looks like for Workforce Professionals. The focus groups also identified the top barriers to customer service as well as best practices.
- ✓ Supervisor feedback – As a follow-up to the frontline staff focus groups, WSU conducted phone interviews with Workforce Center Supervisors to get their perspective on customer service. They were asked the same questions as their staff were during the focus groups. The results meetings were included in the overall local and state reports.
- ✓ Based on these meetings, WSU recently released a statewide report with overall strengths, opportunities, recommendations and best practices as well as a report mirroring this for each local area. These reports have been shared with each local area. During the last few months of 2019, WSU travelled to the local areas to meet with the Regional Operations Managers, the Executive Directors and the State Operations Director to review the report and discuss next steps for each local area. Each local area determined action items and a timeline associated with these items. For the past several months, the local areas have been working together on these action items.
- ✓ On February 11th, 2020 WSU facilitated a meeting with all of the local area Executive Directors, Regional Operation Managers and One-Stop Operators in Emporia to discuss what Excellent Customer Service looks like and to begin the conversation about consistent customer service standards. On June 9th, WSU facilitated an additional meeting with this group to discuss the impacts of COVID-19, what challenges were being faced and how everyone could best work together to address these challenges to service our customers with the best customer service.
- ✓ During this past quarter, the following activities were initiated (1) Support for Supervisors Supervising in a Virtual World. This includes monthly 30-minute Chat Sessions and monthly e-mail tips and tricks. The initial session was a discussion around successes and challenges with working and supervising remotely. The overall goal is to ensure productivity, accountability, and maintain engagement; (2) Diversity, Equity and Inclusion (DEI) Training for all staff. Prior to the actual sessions, staff had the opportunity to complete a DEI survey to gauge where they were at with the subject and what they would like to learn. After the surveys were completed, there were nine available sessions that focused on developing awareness and self-growth in diversity and inclusion in providing customer service in workforce centers. Topics included creating a culture supportive of diversity and inclusion; understanding the multiple aspects of diversity and inclusion; and how diversity and inclusion impacts customer service. Next will be a survey of staff to determine what additional training may be needed. Also, there will be a post training meeting held with supervisors to talk through next steps; and (3) Wellness and Resiliency sessions for Workforce Services Staff
- ✓ This will be a two-hour session that will provide practical tips on personal mental health tips, everyday wellness practices and resiliency tools for our workforce services staff. The session will be taught by people who have struggled themselves and learned to take care of themselves better to continue to serve others. A toolkit will also be provided.

2. Obtain Customer Service Input

- ✓ Secret Shoppers – The final draft of the 2nd Secret Shopper report is available on the state board website.
- ✓ Customer Surveys – Utilizing the Workforce Center kiosk surveys, WSU has been analyzing the results and developing a follow-up survey. This survey will ask questions that complement the 11 common questions, to dive deeper into their experiences at Workforce Centers. They also analyzed all employer surveys, met with a taskforce made up of key staff and stake holders from each local area, and developed a common employer survey.
- ✓ Focus Groups - WSU conducted regional focus groups of job seekers in each local area that are co-enrolled in multiple Workforce Innovation and Opportunity Act programs. The information gathered from these groups is available in a report.

- ✓ Workforce 2.0 – Over the past quarter, a statewide team has been convened to discuss what lessons have been learned over the past year, what challenges were faced and how do we ensure we're still meeting our customers where they are. Workforce 2.0 is facilitated by the National Governor's Association. Two work groups will develop surveys to glean the aforementioned information from: (1) Customers (both jobseekers and employers); and (2) Staff and determine the best method to distribute and gather information from these surveys.

3. Determine Best Practices

- ✓ WSU will provide research on how other local areas, states and regions are approaching customer service, professional development of staff, and other challenges to identify best practices relevant to the State of Kansas.
- ✓ Over the past quarter, a WSU representative met with a local area team in all five areas (Executive Director, Regional Operations Manager, One-Stop Operator) to gather and share best practices from across the state that have been developed during these challenging and unusual times. Best practices may include tools for staff, virtual workshops for customers, or any additional new practices such as these. WSU will organize this and then share it statewide.

Goal 2: Performance Accountability and Transparency

Objective 2.1: Reports with Meaningful Outcomes: Obtain and report meaningful outcomes that are evaluated on a continuous quarterly basis.

- ✓ Quarterly Dashboard Reports are posted on the State Board website for review by State Board members.

Objective 2.2: Reporting Compliance and Value: SWB will review reports that show WIOA performance compliance as well as overall value of the workforce system

- ✓ WIOA performance reports for PY 2020 only have 1 quarter of data.
- ✓ Compliance with WIOA measures are shown on page 2 of the Dashboard Report.
- ✓ Workforce system value is shown on page 7 of the Dashboard Report.

Objective 2.3: Examining Local Area and State-Wide Outcomes: Examine both local and state outcomes that include effective stewardship of all funds on a continuous basis

- ✓ Both program data and expenditure data are included in the Dashboard Report.
- ✓ Training and Participant expenditure data is listed by local area on page 4 of the Dashboard Report.
- ✓ Local area expenditure information is also included.

Objective 2.4: Excellent Customer Service Across All Core Partners: Establish customer service excellence across all core partners

- ✓ Customer Service Kiosk data is now being collected at all workforce centers across the State.
- ✓ Customer Service Kiosk data is shown on page 6 of the Dashboard report.

Objective 2.5: Measuring KWSB Performance and Effectiveness: Measure SWB performance and effectiveness

- ✓ SWB members are encouraged to explore opportunities for self-evaluation of the SWB, and evaluate how SWB decisions impact the workforce programs in Kansas.

Goal 3: System Messaging and Awareness

Objective 3.1 Roll-out of Common Brand across the System:

Roll-out of Common Brand across the System: *Significant progress demonstrated with below timeline:*

- ✓ Alex Rice, Kansas Department of Commerce Director of Marketing, presented information regarding the need for a common brand and messaging to the Local Area Board Chairs in September and during the **KANSASWORKS** State Board meeting on November 6, 2019. It was discussed that the Common Identifier Workgroup would convene to begin the process of policy revisions and a new brand standards manual.
- ✓ The Workgroup met in January and made significant progress in decisions regarding goals and next steps that was presented by Mike Beene during the January 23 State Board Meeting.
- ✓ The Workgroup convened again prior to the May 6 State Board Meeting and again made significant progress to this effort. The Workgroup will be sharing sample logos, typography and color palettes with the State Board during the

May 6 State Board Meeting. All of the materials still must be shared with the Local Board Committees during the coming months for approval as well.

- ✓ Obtain understanding of Kansas Awareness about the system: Put together a state-side workgroup to develop messaging in conjunction with the roll-out of common brand, which will be helpful to the Common Identifier Workgroup as they continue their work to brand the system and **KANSASWORKS**.
- ✓ Align & Strengthen State & Local Partners' Communication: This work to coincide with each of the objectives to ensure messaging and outreach is cohesive.
- ✓ Partners are asked to contribute to the quarterly **KANSASWORKS** Newsletter
- ✓ Effectively message system performance to display value of system: in January 2019, staff began to research how other states share performance information.

Goal 4: Technology Integration

Objective 4.1 The **KANSASWORKS.com** feedback survey went live at the end of February, 2020. The survey is targeted to job seekers, employers and eligible training providers, and gathers feedback on the individual's experience with the website. From January to February 2021, 1,621 responses were received. The survey was put on hold at the end of February to implement a revamped **KANSASWORKS.com** website.

The state's case management system vendor, America's Job Link has undertaken a deep dive into the user experience by visiting consortium states and meeting with users from across the spectrum – case managers, job seekers, employers, and eligible training providers. The feedback they have gathered was incorporated into the **KANSASWORKS.com** redesign that launched in February 2021.

Objective 4.1 In mid-May, the kiosk survey was updated to allow for increased location tracking and the ability for staff to send out an email/text link to an online version of the survey.

Objective 4.2 Modifications to ReEmployKS have gone through testing and have been deployed to the live ReEmployKS site. Staff training to begin in Q2 2021.

Objective 4.4 Local Area IV has released an RFP on behalf of Local Area's II, III, IV and V for adaptive equipment (including installation and training). They are currently awaiting responses.

The full 2018 – 2020 Strategic Plan can be found on the **KANSASWORKS** State Board Website:
[State Plans - KANSASWORKS STATE BOARD \(ksworksstateboard.org\)](https://ksworksstateboard.org)

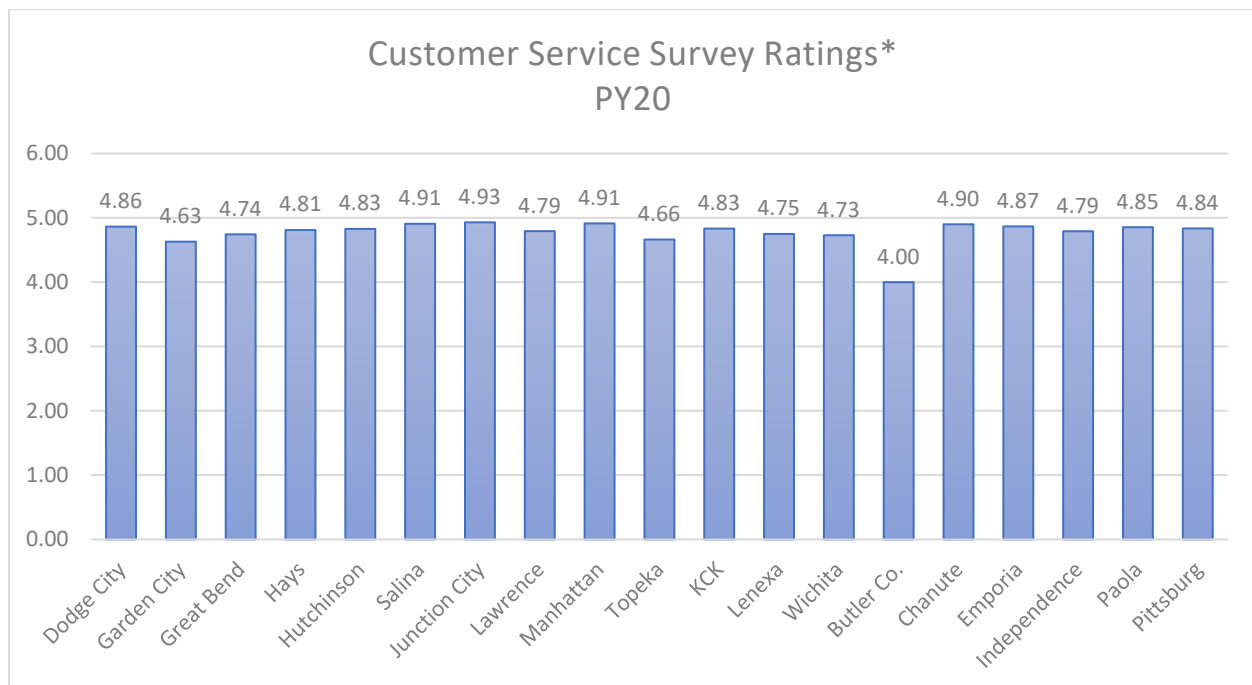
CUSTOMER SERVICE SURVEY WORKFORCE CENTER KIOSKS

ATTACHMENT C

In 2018, the **KANSASWORKS** State Board established a strategic plan that, in part, aimed to develop tools to measure the use of technology & the value of **KANSASWORKS.com**. A quick exit survey measuring customer satisfaction was implemented in January 2019. The survey takes on average less than two minutes to complete and is available in English and Spanish. Customers may respond via physical kiosk located in the Workforce Center or through a web link. Each Local Area also has access to the survey results.

The statewide average customer service rating was 4.77 out of 5 with a Net Promoter Score of 88. 94.8% of customers indicated that the Workforce Center helped the customer achieve their goal(s)

Office-specific customer service ratings are below:



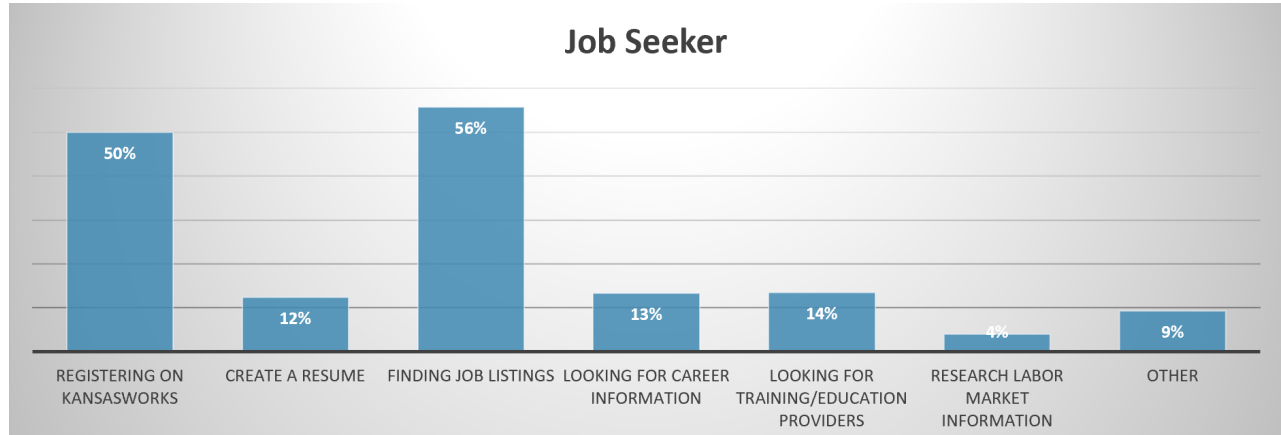
* Rating is out of 5

KANSASWORKS.COM JOB SEEKER & EMPLOYER SURVEY

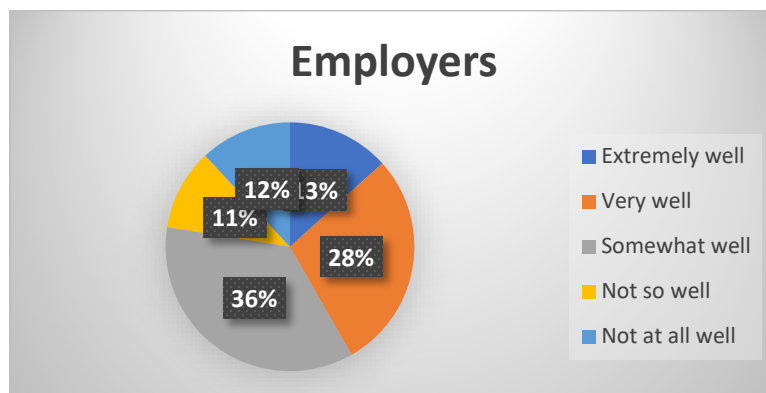
The KANSASWORKS.com feedback survey went live at the end of February 2020. The survey is targeted to job seekers, employers and eligible training providers, and gathers feedback on the individual's experience with the website. From July 2020 to February 2021, 7,778 responses were received.

Below are highlights from the survey results:

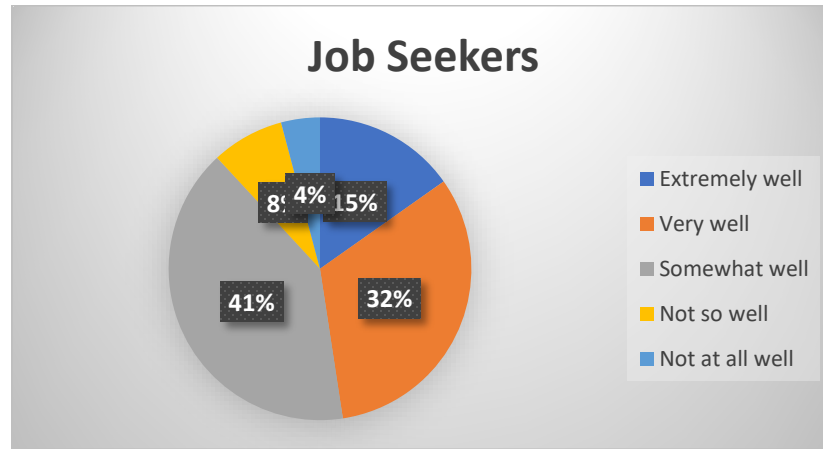
What brought you to our site today?



How well does the website meet your needs?

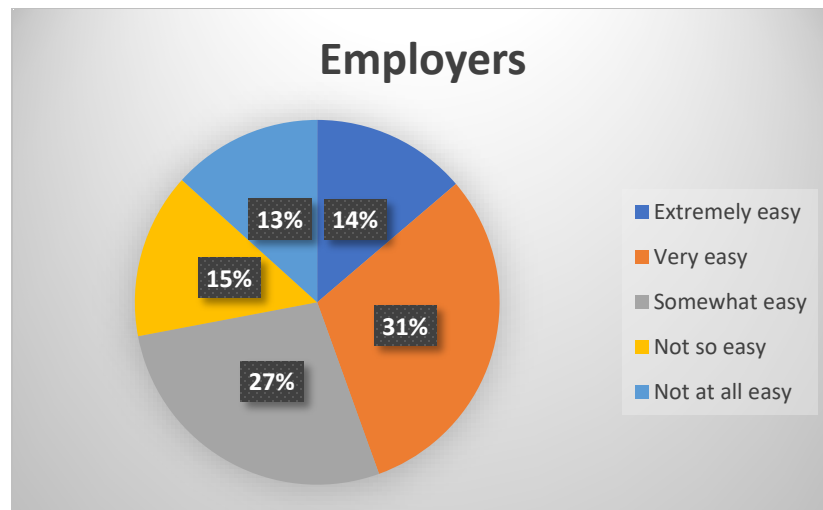


41% of employer respondents reported that **KANSASWORKS.com** met their needs either Extremely well or Very well.

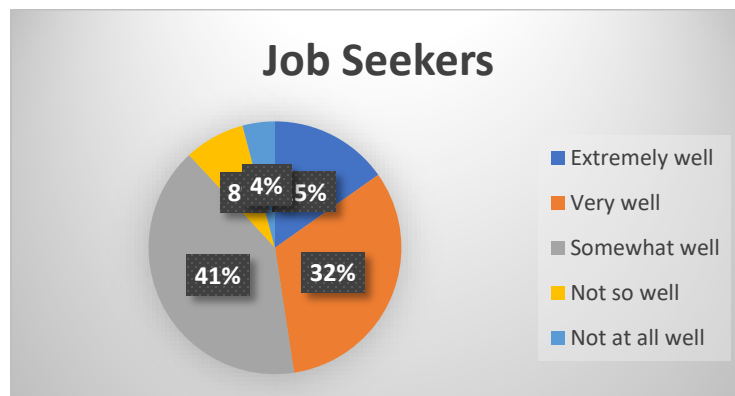


47% of Job seeker respondents reported that **KANSASWORKS.com** met their needs either Extremely well or Very well.

How easy was it to find what you were looking for on our website?



45% of employers found it Extremely easy or Very easy to find what they were looking for on **KANSASWORKS.com**.



47% of job seekers found it Extremely easy or Very easy to find what they were looking for on **KANSASWORKS.com**.

Note: These responses were collected prior to the rollout of **KANSASWORKS.com** NextGen – an improved experience with an updated, contemporary interface and improved responsiveness on phone and tablets.

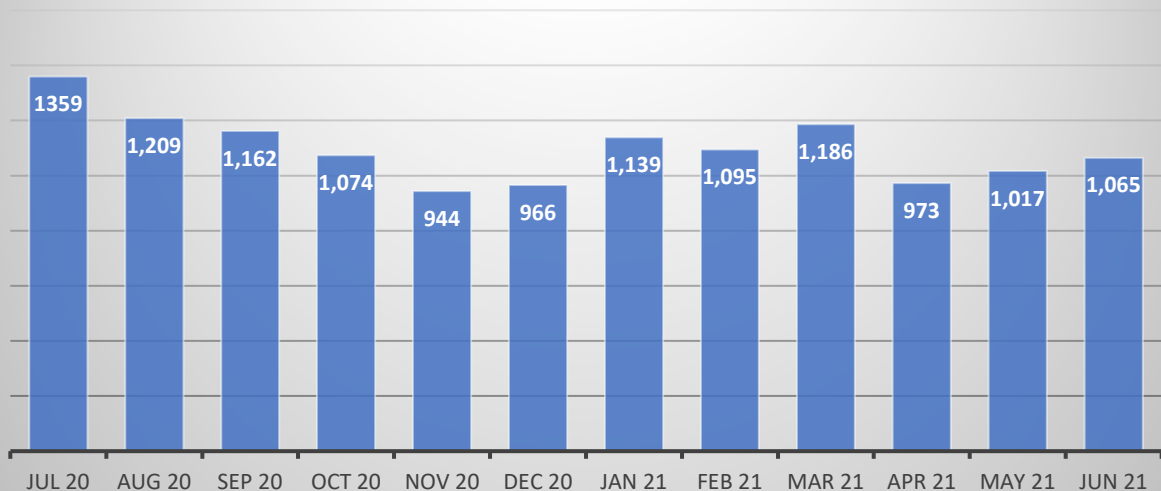
KANSASWORKS.COM MOBILE APP

To better reach the job seeker population, the **KANSASWORKS** mobile app was launched in October 2018. The app is available for iOS and Android, and provides a cohesive, easy to use job search experience.

The app is able to search job postings, locate your nearest Workforce Center, and save jobs you are interested in.



Mobile App - Unique Visitors



KANSASWORKS.COM LIVE CHAT

The **KANSASWORKS.com** Live Chat was implemented in January 2020, and it continues to assist clients 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 7/1/2020 and 6/30/21 our digital assistants handled 11,861 clients up from the 5,892 from 2019/2020. The industry's average for online assistance is 1,697 chats.



The average satisfaction rate was 93%, up from the previous 87% reported the year prior. 3,358 clients rated their chat experience as good, with only 7% rating their chat experience negatively.

**ATTACHMENT D
PROGRAM YEAR 2020
PERFORMANCE OUTCOMES**

PY2020 as of Annual Report for Ending Date of 6/30/21													
	PY2020 - PY2021 Final Negotiated Performance Goals	Statewide	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome	LAI	Outcome
Primary Indicators*													
<i>Adult</i>													
Employment Rate 2nd Quarter After Exit	76.0%	72.5%	Meet	88.3%	Exceed	80.3%	Exceed	72.8%	Meet	65.4%	Meet	71.5%	Meet
Employment Rate 4th Quarter After Exit	74.0%	69.7%	Meet	85.8%	Exceed	84.2%	Exceed	71.6%	Meet	62.4%	Meet	69.3%	Meet
Median Earnings 2nd Quarter After Exit	\$ 5,751	\$ 6,866	Exceed	\$ 6,822	Exceed	\$ 9,114	Exceed	\$ 7,009	Exceed	\$ 5,780	Exceed	\$ 7,170	Exceed
Credential Attainment within 4 Quarters After Exit	74.6%	80.2%	Exceed	82.5%	Exceed	79.9%	Exceed	85.6%	Exceed	76.0%	Exceed	69.7%	Meet
Measurable Skill Gains	53.2%	68.3%	Exceed	74.5%	Exceed	71.2%	Exceed	75.7%	Exceed	77.5%	Exceed	47.5%	Meet
<i>Dislocated Worker</i>													
Employment Rate 2nd Quarter After Exit	82.5%	75.5%	Meet	92.6%	Exceed	NR	NR	72.4%	Meet	72.6%	Meet	83.3%	Exceed
Employment Rate 4th Quarter After Exit	79.0%	78.0%	Meet	89.3%	Exceed	NR	NR	75.9%	Meet	78.8%	Meet	75.7%	Meet
Median Earnings 2nd Quarter After Exit	\$ 9,100	\$ 9,464	Exceed	\$ 8,695	Meet	NR	NR	\$ 10,489	Exceed	\$ 10,176	Exceed	\$ 6,011	Meet
Credential Attainment within 4 Quarters After Exit	78.6%	91.4%	Exceed	92.9%	Exceed	NR	NR	98.1%	Exceed	64.7%	Meet	100.0%	Exceed
Measurable Skill Gains	69.3%	80.8%	Exceed	87.5%	Exceed	NR	NR	84.8%	Exceed	79.1%	Exceed	64.3%	Meet
<i>Youth</i>													
Employment Rate 2nd Quarter After Exit	72.5%	75.6%	Exceed	83.0%	Exceed	75.9%	Exceed	67.9%	Meet	84.0%	Exceed	74.5%	Exceed
Employment Rate 4th Quarter After Exit	69.1%	68.0%	Meet	81.6%	Exceed	73.7%	Exceed	61.2%	Meet	73.8%	Exceed	55.9%	Meet
Median Earnings 2nd Quarter After Exit	\$ 4,145.00	\$ 2,841	Meet	\$ 3,066	Meet	\$ 3,776	Meet	\$ 1,896	Fail	\$ 2,637	Meet	\$ 3,131	Meet
Credential Attainment within 4 Quarters After Exit	59.0%	67.1%	Exceed	65.6%	Exceed	72.1%	Exceed	68.8%	Exceed	71.4%	Exceed	57.1%	Meet
Measurable Skill Gains	57.6%	48.1%	Meet	76.9%	Exceed	38.5%	Meet	44.1%	Fail	75.0%	Exceed	40.5%	Meet
<i>Wagner Peyser</i>													
Employment Rate 2nd Quarter After Exit	70.6%	65.4%	Meet	65.9%	Meet	59.4%	Meet	63.4%	Meet	67.1%	Meet	67.4%	Meet
Employment Rate 4th Quarter After Exit	69.8%	64.9%	Meet	65.0%	Meet	59.4%	Meet	61.9%	Meet	67.7%	Meet	64.1%	Meet
Median Earnings 2nd Quarter After Exit	\$ 5,356	\$ 5,542	Exceed	\$ 5,374	Exceed	\$ 5,010	Meet	\$ 5,773	Exceed	\$ 5,768	Exceed	\$ 5,492	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

ATTACHMENT E

WORKFORCE INNOVATION OPPORTUNITY ACT

TITLE I

Training Services Provided by Local Area			
Local Area	Adult	Dislocated Worker	Total
Area I Kansas WorkforceONE	190	29	219
Area II Heartland Works, Inc.	158	0	158
Area III Workforce Partnership Inc.	266	51	317
Area IV Workforce Alliance of South-Central Kansas	78	73	151
Area V KansasWorks	226	17	243
Total	918	170	1,088

Participants Served by Local Area			
Local Area	Adult	Dislocated Worker	Total
Area I Kansas WorkforceONE	316	32	348
Area II Heartland Works, Inc.	166	0	166
Area III Workforce Partnership Inc.	540	80	620
Area IV Workforce Alliance of South-Central Kansas	651	1,124	1,775
Area V KansasWorks	395	21	416
Total	2,068	1,257	3,325

DATA COLLECTION & DATA VALIDATION

ATTACHMENT F

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/Policies-and-Procedures)

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/Policies-and-Procedures)

Methodology

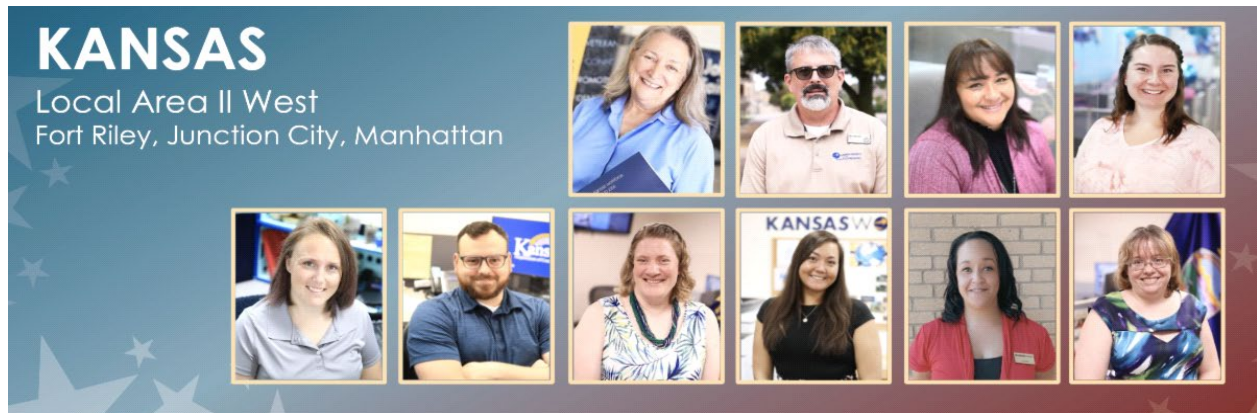
Kansas submits WIOA Participant Individual Record Layout (PIRL) Data records and an annual performance report, to the Employment and Training Administration on an annual basis, and submit a quarterly performance report, the PIRL on a quarterly basis. Kansas validates the accuracy of quarterly submissions 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.

Attachment G

Kansas Workforce Centers Receive NASWA Award for Exceptional Veteran Service



Kansas Local Area II West Workforce Centers presented with NASWA's Mark Sanders Award for outstanding service to veterans, especially those with significant barriers to employment

WASHINGTON At the National Association of State Workforce Agencies (NASWA) 2021 Veterans Conference the Local Area II West Onestop Center was presented the prestigious Mark Sanders Award. The Workforce Centers receiving recognition include those at Fort Riley, Junction City and Manhattan.

NASWA'S Mark Sanders Award is bestowed each year upon one individual or group in the U.S. that provides exceptional workforce and/or job market assistance to Veterans, especially those with significant barriers to obtaining and retaining employment.

"We applaud the work being done by the Kansas Local Area II West Workforce Center as they assist our nation's heroes in transitioning to civilian life and jobs, said, Scott B. Sanders NASWA President and CEO. The Mark Sanders Award for Exceptional Service to Veterans recognizes those who have provided outstanding service to the men and women protecting our Freedom."

Awarded annually at the NASWA Veterans Conference, the award recognizes the efforts of an entire one-stop career center whose efforts to serve Veterans go above and beyond the scope of mandatory service provisions, and with a special emphasis on Veterans with Significant Barriers to Employment.