

Kansas WorkforceONE  
Strategic and Operational Plan

for

Title I of the  
Workforce Investment Act of 1998  
and the  
Wagner-Peyser Act

for the period of

July 1, 2007 - June 30, 2009

# WorkforceONE Strategic and Operational Plan

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# Kansas WorkforceONE Strategic and Operational Plan

## Section I Strategic Plan

### A. Local Plan Development Process

**Describe the process used to ensure public input into the development of the plan. Include a description of specific steps taken by the Local Board to provide an opportunity for input from representatives of businesses and labor organizations. The Local Board should also provide information indicating that WIA Section 167 grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations, have been given an opportunity to comment on the Local Area Plan Modification.**

The Local Area I Workforce Investment Board d/b/a WorkforceONE, Chief Elected Official (CEO), staff, partners and contracted providers began the strategic planning process during the fall of 2006. Thirteen employer forums were conducted throughout Local Area I. The purpose of the forums was to survey employers to determine their workforce development needs. The results of the survey were then reviewed by the boards during the 2007 Board Retreat held in conjunction with the 2007 Workforce Summit in Topeka, KS. The boards then held meetings with workforce system partners in the spring of 2007. Many of the initiatives described in this are directly related to the results of the employer surveys. (Attachment A – Employer Forum Summary) (Attachment B – Workforce Intermediaries Minutes)

In addition to the employer forums, board retreat and workforce development meetings, WorkforceONE staff hosted a WIA Title IB Case Management Retreat at Camp Aldrich in the fall of 2007. The retreat focused on transforming case management from being process driven to being customer-driven. As a result of the retreat, three committees have been formed to develop additional case management tools for the Adult, Dislocated Worker and Youth case managers. Those tools include initial assessment interview questionnaires and guidelines; basic competency tool kits and long-term customer planning tools and processes.

As required by Section 661.345 of the WIA Regulations, the Board will seek and address public comment prior to final approval by both Boards. The formal thirty-day comment process began November 26, 2007, when public notices were published in major local area newspapers, advising the public of the availability of the plan and the procedure to request a copy. The plan was also posted on the WorkforceONE website ([www.la1lwib.org](http://www.la1lwib.org) / [www.kansasworkforceone.org](http://www.kansasworkforceone.org) )

Each WorkforceONE and CEO Board member was provided an executive summary and the complete WorkforceONE Two Year Plan for review and comment. The Executive Committee of WorkforceONE and the CEO Board will meet following the 30 day public review period to review, appropriately respond to comments and approve the plan prior to submission to the Kansas Department of Commerce. The meeting will be announced in public notices in major WorkforceONE newspapers and on the WorkforceONE website.

After approval by the WorkforceONE Local Board and CEO Board, the WorkforceONE Two Year Plan will be submitted to the Kansas Department of Commerce (KDOC) Planning Staff prior to January 1, 2008.

The WorkforceONE Two-Year Plan and all addenda shall not violate any Federal or State laws, regulations, policies or guidelines.

As required by Section 661.345 of the WIA Regulations, any comments expressing disagreement with the WorkforceONE TwoYear Plan are included in Attachment C. Each comment received was presented to the WorkforceONE Executive Committee and CEO for review and consideration. Those individuals and/or entities whose comments were not incorporated into the WorkforceONE Two-Year Plan were notified of the reason and rationale.

All comments expressing disagreement received after submission of the WorkforceONE Two Year Plan will be forwarded to KDOC as an addendum.

## **B. Local Vision and Goals**

**Describe the local vision and strategic goals developed in response to the Federal goals for the workforce investment system for this planning cycle.**

### **Mission Statement:**

“The Local Area I Workforce Investment Board exists to connect employers to a motivated workforce having skills to obtain and maintain meaningful employment throughout its 62-county community.”

### **Vision Statement:**

“The workforce system in Local Area I is seen by employers as “the” source for a well-trained and competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future creating economic growth and vitality.”

### **Guiding Principles**

1. **System Focus** – In order to meet the needs of employers in Local Area I, the board must expand its influence to include all workforce intermediaries not just those required by law.
2. **Partner Focus** – Establish strong state and local partnerships to achieve greater integration and alignment of the various resources available to employers and workers in Local Area I. WorkforceONE will challenge staff to continually seek improving the efficiency and effectiveness of the workforce system through reduction in duplication and other means.
3. **Customer Focus** – WorkforceONE and its staff will align its actions with the changing needs of employers and all seekers in Local Area I. Actions oriented to providing meaningful, “lifelong” employment for all workers, not simply jobs.
4. **Information Focus** – The actions of WorkforceONE Board and its staff will be supported by real data that is both quantitative and qualitative.

### **Strategic Objectives and Initiatives**

#### **1. Increase board involvement and development**

- a. WorkforceONE will continue to strengthen its Board through aggressive recruitment of private sector members.

- b. WorkforceONE will continue to participate in on-line board training and the Annual Workforce Summit held in Topeka. In addition, the Local Area will conduct a bi-annual retreat for all board members.
- c. WorkforceONE is in the process of redesigning the Kansas Workforce One website which will include a dedicated section for disseminating federal, state and local workforce system information to board members.

## **2. Increase public awareness/support**

- a. The Local Board recognizes the need to market services to employers and job seekers. WorkforceONE will utilize the KansasWORKS brand as the name of the Workforce Centers located within Local Area I.
- b. WorkforceONE will also begin to brand itself and WIA Title IB Adult and Dislocated Worker Programs as Kansas WorkforceONE. In addition, Youth Vision is the brand the Local Area will use to promote the WIA Title IB Youth Program.
- c. A marketing plan for WorkforceONE and Youth Vision will be developed and implemented by March of 2008.
- d. WorkforceONE is in the process of redesigning the Kansas Workforce One website which will include sections dedicated to disseminating Workforce System information to employers, job seekers and partners.

## **3. System sustainability.**

- a. The board will actively seek alternative methods of funding which will include private and public grants as well as opportunities to implement expanded workforce system services within a fee-for-service structure.

## **4. Develop and/or Strengthen Regional Partnerships**

- a. WorkforceONE is currently partnering in the WIRED Initiative with Workforce Alliance. Members of WorkforceONE are actively participating in the development of the implementation plan for this grant and will serve on the Draft Implementation Plan Review Committee.
- b. WorkforceONE is currently partnering with Heartland Works on a Youth Offender State-Set-Aside project serving youth who are

incarcerated in the Atchinson, Topeka, Larned and Beloit Correctional Facilities.

- c. WorkforceONE will seek out additional regional partnerships within other Kansas local areas as well as across state borders to develop strong regional economies.
- d. WorkforceONE is also actively participating in the development of a Local Area Association which includes all five of the local areas in Kansas. This association will be the vehicle used to enhance collaboration and communication between local areas and with the Kansas Department of Commerce.

**5. Link local workforce investments to economic development initiatives and local economic development agencies to enhance economic development efforts by making workforce investments in high skill/high wage career paths in growing or emerging industries.**

- a. Diversification of Workforce System Services – WorkforceONE will continue to expand the utilization of On-the-Job training and customized training. Incumbent Worker and Employed Worker training will also continue to be encouraged throughout Local Area I. In addition, the Local Area will continue to support the approved apprenticeship programs through assistance with outreach and WIA Title IB co-enrollment. Current apprenticeship programs include the Health Support Specialist, General Electricians, Construction Trades and Direct Support Specialists.
- b. WorkforceONE staff and board members will continue to serve local, regional and state-wide economic development boards and/or committees to ensure the workforce system including post-secondary education is meeting the needs of economic development in Local Area I.
- c. WorkforceONE currently partners with the Harvey County Economic Development Council to provide recruitment and workforce training in Harvey, Marion and McPherson Counties. The board is currently working with Economic Development and other community leaders in Dodge City and Liberal to create similar collaborative partnerships.
- d. Kansas Career Pipeline – WorkforceONE has partnered with Kansas Career Pipeline to develop an online assessment tool which will allow Kansas residents of all ages to explore, plan, and find education and training and career success. The online assessment tool will direct residents to existing Kansas industries

where their skills and interests match. The K-12 version has been implemented throughout Local Area I. Once developed the adult version will be accessible in each of Local Area I's Workforce Centers.

- e. WorkforceONE will continue to partner with the Salina Area Chamber of Commerce and expand the representation of Local Area I employers at military base career fairs around the country.

**6. Streamline and expand workforce development service delivery for all customers, including job seekers and employers to increase efficiencies, reach more clients and improve customer service.**

- a. Virtual Workforce System/Remote Access Implementation – WorkforceONE will purchase and place up to 13 remote access points throughout Local Area I. These points will allow job seekers and employer customers to access Workforce System Services without having to travel to a static Workforce Center. In addition, workforce system partners will have the ability to utilize this technology to provide intake, case management and other workforce related services to its customers; therefore, reducing travel and other costs. (Attachment D – Remote Access Grid)
- b. WorkforceONE through its WIA Title IB Adult, Dislocated Worker and Youth formula has expanded its case management staff to include full-time case managers in Liberal, Dodge City, Colby and Newton.
- c. Local Area I, its contract provider, Hutchinson Community College, the Department of Corrections and the Hutchinson Correctional Facility are partnering to provide occupational training in the construction field for inmates who are within 18 months from release. The curriculum is approved and supported by the Kansas Association of General Contractors.
- d. WorkforceONE will continue to partner with agencies who serve older workers which include the American Red Cross Senior Work Experience Project, SER Corporation, Southwest Area Agency on Aging and Older Kansans Employment Program. In addition, WorkforceONE will work with private staffing agencies that have older worker initiatives such as Manpower Inc. Local Area I's goal is to increase the number of older workers served by 20% in PY2007.
- e. In January of 2007, the WorkforceONE and CEO raised the self-sufficiency guidelines to 200% of the Poverty Guidelines in order to

increase the number of underemployed workers served in Local Area I.

**7. Strengthen the connection and collaboration between all Workforce System Intermediaries in Local Area I.**

- a. WorkforceONE is in the process of redesigning the Kansas Workforce One website which will include sections dedicated to disseminating Workforce System information to employers, job seekers and partners. The website will also have a secured blog which will allow Workforce Intermediaries across Local Area I to communicate, share ideas, address concerns and disseminate information easily and efficiently.
- b. Virtual Workforce System/Remote Access Implementation – The WorkforceONE will purchase and place up to 13 remote access points throughout Local Area I. These points will allow job seekers and employer customers to access Workforce System Services without having to travel to a static Workforce Center. In addition workforce system partners will have the ability to utilize this technology to provide intake, case management and other workforce related services to its customers; therefore, reducing travel and other costs. (Attachment D – Remote Access Grid)

**8. Strengthen the connection between K-12 and Post-Secondary Education with the Local Area Employer needs.**

- a. WorkforceONE board members will continue to serve on Post-Secondary education industry advisory committees to ensure programs match the needs of employers in Local Area I.
- b. WorkforceONE is in the process of assembling an Education Task Force made up of Post-Secondary and Secondary Education representatives. The purpose of this task force is create a vehicle for communication of workforce needs throughout Local Area I.
- c. Kansas Career Pipeline – WorkforceONE has partnered with Kansas Career Pipeline to develop an online assessment tool which will allow Kansas residents of all ages to explore, plan, and find education and training and career success. The online assessment tool will direct residents to existing Kansas industries where their skills and interests match. The K-12 version has been implemented throughout Local Area I. Once developed the adult version will be accessible in each of Local Area I's Workforce Centers.

- d. WorkforceONE will partner with and fund, when appropriate, collaborative grants with educational institutions to create customized training for Local Area I employers representing high-demand/high wage industries.

**9. Coordinate youth initiatives to maximize the availability of workforce development resources to youth, especially the most in need.**

- a. Kansas Career Pipeline – WorkforceONE has partnered with Kansas Career Pipeline to develop an online assessment tool which will allow Kansas residents of all ages to explore, plan, and find education and training and career success. The online assessment tool will direct residents to existing Kansas industries where their skills and interests match. The K-12 version has been implemented throughout Local Area I; the WorkforceONE and its Youth Council will meet with Local Area employers to assist in the development of an e-mentoring network for K-12 students.
- b. WorkforceONE is currently partnering with Heartland Works on a Youth Offender State-Set-Aside serving youth who are incarcerated in the Atchinson, Topeka, Larned and Beloit Correctional Facilities.
- c. WorkforceONE Workforce Investment Board through a recommendation from the Youth Council adopted a policy stating that 40% of the WorkforceONE Youth formula funds will be utilized to serve Out-of-School youth.
- d. The WorkforceONE Youth Council will collaborate with youth service providers in the Great Bend area to organize Reality Store Workshop for at-risk youth. Partners include Youth Corrections, Social Rehabilitation Services, Great Bend High School, Barton County Extension Office, Mental Health Agencies, Foster Care Agencies and WIA Title IB Youth Provider.

**10. Transform WIA Title IB Case Management from being process driven to being client driven.**

- a. Case Manager Development and Certification – Each WorkforceONE Case Manager will participate in on-line case management training. The training modules include Assessment Training, Career Counseling, Case Management practices, Conflict Management, Controlling and Managing Resources, Effective Business Presentations, Meeting the Needs of the Business Customer, Stress Management, One-Stop, Performance Measures and Workforce Investment Act. Case Manager who successfully complete all modules and certification exam will receive the

National Workforce Professional 2 Certification. In addition to the on-line case management training, the WorkforceONE will conduct a bi-annual case management retreat which will focus on continued development of effective case management.

- b. Develop case management tools that focus on life-long learning, career advancement, increased wages and long-term sustainable success for our customers. Those tools include:
  - i. Initial interview questionnaires and guidelines. The new questionnaire will focus on the client's strengths rather than barriers and their goals rather than program goals.
  - ii. Basic Competency Tool Kit. The tool kit will include multiple exercise such as conflict resolution, financial planning, career advancement plans, etc.
  - iii. Long-term Success Plans. The long-term plan will be a tool to design customer plans for after program exit.

## C. Assessment of Labor Market Needs

**Describe how the workforce investment needs of the businesses, job seekers, and workers in the local area are identified, how this information is kept current, and how it is made available for review. (Refer to the Kansas Department of Labor, Labor Market Information Services website at <http://laborstats.hr.state.ks.us/reports/wpg/wpg.htm>).**

The Local Area utilizes the Workforce Planning Guide and Wage survey, the Kansas Occupational Outlook 2012 outlook as well as the Employer Forum results to identify in demand industries. (Attachment A – Employer Forum Results) (Attachment E – Workforce Planning Guide and Wage Survey) Local Labor Market statistics are required as a part of the Individual Employment Plan development.

The Area I Local Board and CEO will target several key strategies for identifying and meeting the workforce investment needs of WorkforceONE customers (including both service seekers and employers).

- Continue to work collaboratively with economic development entities.
- Direct workforce development resources into high skill and high wage industries, as well as emerging industries targeted for expansion while at the same time supporting existing businesses in Local Area I.
- Develop a Workforce System with many access points including physical Workforce Centers, partner locations and remote access for job seekers, allowing access to services which include, but are not limited to: accessing job listing; creating resumes; reviewing career center materials (video, books, internet); completing career assessments.
- Develop a Workforce System will many access points including physical Workforce Centers, partner locations and remote access for employers allowing access to services which include, but are not limited to: posting job vacancies; accessing resumes and applications; handling special recruitment; providing assistance in utilizing tax credits and other employer incentives.
- Develop and monitor training initiatives to upgrade the skills of the WorkforceONE labor force to meet the needs of growth industries and new employers as well as existing businesses in Local Area I.

Major sources of employment in WorkforceONE include health services; retail and wholesale trade industries; educational services; livestock production;

meat processing; energy; construction; transportation; service industries and manufacturing.

According to the Kansas Occupational Outlook 2012, industry trends show expected growth through 2012. The service industry will lead in job creation, and agriculture is expected to experience larger declines than any other industry. The service industry, led by Health Care related occupations will lead in job creation, followed by retail and wholesale trade. Occupations in mining will experience larger declines than any other industry.

Occupational trends indicate the largest numbers of new job openings are expected in the Sales and related occupational group. The smallest number of job openings is expected in the Architecture and Engineering occupational group. Replacement jobs will be particularly significant in the next decade as the "baby boomers" reach retirement age.

Fast growing occupations in Local Area I include Computer Support Specialists, followed by Medical Assistants. Half of the occupations deemed to be the fastest growing in Local Area I are in the Health Care and Social Assistance industry sector. Major declining occupations in Local Area I include Secretaries, except Legal, Medical and Executive, and Bookkeeping, Accounting and Audit clerks.

Each of the fast growing occupations in Local Area I requires a set of specific job skills. The specific job skills have been extensively defined in the Occupational Outlook Handbook.

**Describe how job skills necessary to obtain current employment opportunities in the local area are identified, how this information is kept current, and how it is made available for review (i.e. Kansas JobLink real-time Labor Market Information).**

WorkforceONE Staff and Partners have access to Kansas JobLink real-time Labor Market Information online. Various reports allow a user to query information on frequent job openings, skills and educational levels required for listed positions. The user may select date parameters and location parameters to customize their search.

In addition, case managers will instruct job seekers how to use Kansas JobLink and the available features.

## **D. Description of One-Stop Delivery System/Services**

- 1. Describe the local One-Stop delivery system established by the Local Board. The system must include at least one comprehensive physical location that provides the core services specified in WIA Section 134(d)(2) and must provide access to other programs and activities carried out by the One-Stop partners. Describe any additional comprehensive centers, networks of affiliated One-Stop sites, or specialized centers that address specific needs.**

The Great Bend Workforce Center in Great Bend, Kansas, represents the Comprehensive physical location (One-Stop facility) in Local Area I. Programs physically represented in the facility provide appropriate core services and access to other programs and activities carried out by the One-Stop partners. Any partner programs without a physical presence in the One-Stop have core services available in the center which are delivered through either electronic or other means.

Other workforce centers in local area I that are close to being or which could be considered comprehensive centers include: Hutchinson, Hays, Garden City and Salina. In addition, affiliated workforce centers are located in Newton, Dodge City, Liberal, and Colby. Local Area I is investing in Remote Access points which will enable each and every one of the network of affiliated One-Stop sites to reach the status of comprehensive center. A remote access facility is located in McPherson at the Hutchinson Community College facility in that community. Additional remote access points are currently planned for Pratt, Concordia, and Goodland at Post Secondary Institutions in those communities which will expand workforce service delivery and the potential development of additional comprehensive centers.

- 2. Describe how available resources (WIA, Wagner-Peyser, and others) are utilized within the local One-Stop delivery system to provide core and intensive services.**

WIA service providers and Wagner Peyser staff provide appropriate core and intensive services through the Local Area I One-Stop delivery system. In most of the workforce centers in Local Area I, staff of at least these two entities have a physical presence and provide essential gatekeeper functions for the system. Other partner entities have permanent or itinerant presence in various facilities throughout the workforce centers in the local area. Regardless of whether or not staff of partner entities are physically present in the Local Area I workforce centers, appropriate methods of delivery of each mandated partners core services and access to their intensive and training services are made available through each office.

- 3. Identify the One-Stop operator within the local area. Identify whether the designation of the One-Stop operator was a result of a competitive selection or an agreement between the Local Board and a consortium of at least three or more mandatory One-Stop partners. Identify whether the designation(s) are the result of a prior decision made by the Local Board and the CEO. (WIA Section 121(e)).**

The Local Area I Board took action at a quarterly meeting on September 18, 2007, requesting and receiving approval from the CEO Board to modify the One-Stop operator model currently being used in Local Area I from a consortium of three mandatory partners to one in which the Local Area Board would be designated as the One-Stop operator upon appropriate approval of the Governor as required per WIA Regulations.

A number of factors were involved in the formulation of this request, including, but not limited to:

Large geographic size of the local area and limited funding resources - A significant amount of funding can be dedicated to compensating a competitively selected One-Stop Operator. Local Area I covers approximately 55 thousand square miles, necessitating the establishment of more than one workforce center to provide access to as many citizens as possible throughout the area. In addition, Local Area I receives the smallest amount of WIA funds allocated to the five local areas in the State of Kansas. For the local board to contractually procure a single One-Stop Operator or multiple Operators to fulfill the duties and responsibilities attributable to an Operator is not fiscally prudent in Local Area I at this time.

Umbrella MOUs – The geographic size of the local area presents a number of challenges to the development and execution of MOUs with appropriate partner entities in the local area. To attempt to develop MOUs in each community either having, or in the process of creating a locally unique workforce center is a cumbersome task and takes precious time away from the daily operations of current providers fulfilling One-Stop Operator responsibilities. By developing one umbrella MOU for each partner entity, applicable to their operation throughout all the communities in the local area, this task can be accomplished with increased efficiency. Because of the Operator's responsibility to oversee the fiscal portions of the costs of operating the One-Stop workforce centers, this is most appropriately done at the board level in this local area.

Recent changes in the landlord, tenant roles played by the State Department of Commerce and the local board - The local board has accepted the role of landlord and thereby is now responsible for developing and executing rental agreements/contracts between all entities

present in designated workforce facilities with the exception of the Hutchinson Workforce Center. With the workforce center in Hutchinson being located on the Hutchinson Community College campus, HCC will fill the landlord role working in conjunction with the local board.

## **One-Stop Vision, Duties and Responsibilities**

### **Joint Partner Vision/Purpose**

1. To establish a service delivery system for cross-program, cross-agency planning that will enable the local service agencies to integrate services, thus providing a seamless system of comprehensive education, social service, workforce development and employment services to the underemployed and unemployed LAI citizens.
2. The parties shall coordinate and perform activities and services described within the scope of this Memorandum of Understanding as may be required and permitted by Federal and State laws and policies governing the parties' individual programs, services and agencies.

### **Joint Workforce System Duties include:**

1. Coordinate with all applicable partners in scheduling orientation or group activities involving shared customers.
2. Actively participate in designated activities including providing frontline staff for cross-training.
3. Assist in the development of an integrated case management system for customers, and after such development, actively participate in joint case management activities if applicable.
4. Jointly develop and present information that ensures clear and effective communication of each agencies service to the public and shared customers.
5. Jointly identify areas of duplication within partnering agencies in order to identify opportunities for shared customers and improve the efficiency of the partnership.
6. Participate in the Employer Services Team

### **Joint Partner Responsibilities**

1. All parties will actively secure and share confidential participant information and records according to local, state and federal laws, rules, regulations, policies and waivers, including but not limited to:

- a. Utilization of a service needs assessment;
  - b. Information and referral to needed services;
  - c. Joint case management;
  - d. Tracking performance based outcomes;
  - e. Active workgroup, advisory, and/or planning participation; and
  - f. Fulfill individual roles as identified in the Agreement.
2. All parties will comply with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, Title VII, Title IX of the Education Amendments of 1972, and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts. These provide in part that no person in the United States shall, on grounds of race, color, national origin, sex, age, disability, political beliefs, or religion be excluded from participation in, or denied, any aid, care, service, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.
  3. All parties agree that universal access to WIA core services is a critical provision of the One-Stop system and will ensure access for all customers including those with special needs, such as a) literacy deficits; b) physical, mental or learning disabilities; c) limited English fluency; and d) economic or geographical barriers to service or employment.
  4. All parties will utilize the Kansas Service Link system and/or referral form to track referrals made to partners within the One-Stop region.

**One-Stop Operator (WORKFORCEONE) Duties include:**

1. Provide workforce system administration including management, fiscal activities, oversight, evaluation, and overall coordination activities.
2. Support One-Stop continued development.
3. Assist in activities necessary for individual agency implementation, including, for example, coordination related to joint staff training and information sharing, and implementation of referral system.
4. Act as fiscal agent for shared partner costs identified in this agreement.
5. Provide information and referral services which encourage the effective and efficient exchange of information between training providers, businesses and job seekers.

6. Evaluate, monitor and report activities and services described in the Agreement.
7. Mediate concerns identified by partners and customers, which stand as barriers to providing customer-driven services service delivery opportunities.
8. Provide monitoring of One-Stop performance based on WorkforceONE One-Stop Monitoring Guide.
9. Negotiate and monitoring compliance of Memorandums of Understanding.
10. Manage all Workforce Centers facilities that the board is the leasing party.

**One-Stop Coordinator Duties include:**

1. Ensure, at a minimum, provision of core/universal services, availability of intensive services and access to training services;
2. Assure the integrated participation of the partner agencies;
3. Establish common systems and procedures at the Center and within the One-Stop system;
4. Assure cross-training and capacity building from all partners;
5. Assist with the development of One-Stop performance outcomes; including customer satisfaction outcomes for employers and job-seekers;
6. Oversee the provisions of partner MOUs;
7. Convene the partners regularly for One-Stop partner meetings;
8. Convene the Employer Services team;
9. Coordinate seamless service delivery;
10. Coordinate and oversee the referral network between all partners in the One Stop System. This process may begin with any effective system, but eventually will need to migrate to Kansas Service Link or other electronic system.

## **Individual Partner Responsibilities**

1. Directly deliver and/or provide a method for ensuring that the Core Services and access to Intensive and Training Services applicable to the partner program are made available to any customer through the Workforce Center.
5. **Identify the local fiscal agent or entity responsible for the disbursements of grant funds and the administrative entity selected to administer the local plan.**

WorkforceONE hired direct staff beginning July 1, 2005. WorkforceONE staff will perform the duties of the fiscal agent and administrative entity. Local Area I's paymaster is Allen, Gibbs and Houlik located in Wichita, KS. (Organization Chart – Attachment F)

6. **Describe the process for ensuring the continuous improvement of eligible providers of services through the local One-Stop delivery system, and for ensuring that such providers meet the employment needs of employers and participants.**

The Area I Local Board and its staff, providers and partners will continue to analyze WIA Title IB and Workforce System performance in order to maintain high levels of performance throughout the system.

7. **Describe the Local Board policies and procedures for implementing the Collaboration Policy adopted by the State Board in July, 2007.**

WorkforceONE expects the local service delivery system to include cross-program, cross-agency planning which enables the One-Stop partner entities to integrate services, thus providing a universal and seamless system of comprehensive education, social service, workforce development and employment services to job seeking customers and business and industry in the local area.

One-Stop Coordinators in each of the Comprehensive One-Stops in the local area will schedule and convene monthly meetings to include representatives of all partners to address service delivery, scheduling issues, MOU modifications and State and Local Policy implementation. Duties of the Coordinator role include:

- Ensure, at a minimum, provision of core/universal services, availability of intensive services and access to training services;
- Assure the integrated participation of the partner agencies;
- Establish common systems and procedures at the Center and within the One-Stop system;

- Assure cross-training and capacity building for all partners;
- Assist with the development of One-Stop performance outcomes; including customer satisfaction outcomes for employers and job-seekers;
- Oversee the core, intensive and training provisions of partner MOUs;
- Convene the Employer Services team;
- Coordinate seamless service delivery;
- Coordinate and oversee the referral network between all partners in the One Stop System.

The One-Stop Coordinators will ensure that attendance at the monthly meetings is recorded and that minutes of these meetings are kept and submitted on a monthly basis to the WorkforceONE administrative office for inclusion in Quarterly reports to the board.

Partner entities that are a part of the One-Stop system are expected to have representatives in attendance at these meetings on a regular basis. This policy is referenced in the local area MOU and acceptance of this responsibility is acknowledged through each partner's acceptance of the MOU. Excessive absence (lack of representation at more than two successive meetings) by any one entity will prompt a letter of inquiry from the administrative office. If the finding from the letter of inquiry is that the entity in question had reasonable justification for missing successive meetings and can demonstrate that the absences were not simply a disregard of attendance policies, the issue will be considered as concluded. If reasonable justification cannot be established, the entity will be presented with a corrective action request.

**8. Describe the Local Board policies and procedures for implementing the Multi-Area Collaboration Policy adopted by the State Board in July, 2007.**

WorkforceONE will continue to partner and collaborate with all of the local areas in Kansas through its membership and participation in the Local Area Association. Section two of this plan provides examples of collaboration between WorkforceONE and other Local Areas.

In regard to WIA Title IB, WorkforceONE does not require that a client reside in WorkforceONE to receive services. WorkforceONE in partnership with Workforce Alliance has developed and implemented a client transfer policy to ensure that if a client moves into another local area services will continue without interruption.

**9. Describe the Local Board policies and procedures for implementing the revised Priority of Service Policy adopted by the State Board in July, 2007.**

Based on projected funding levels, the Area I Local Board and CEO Board have determined funds allocated to WorkforceONE for adult employment and training activities are limited. Individuals will be given priority for receiving WIA Adult intensive and training services in the following order:

1. An individual meeting both the veterans' and one or more of the mandatory priorities groups shall obtain the highest preference for the program.
2. Non-veterans within the mandatory priority group shall receive a preference over eligible veterans outside the mandatory priority group.
3. Similarly, eligible veterans outside the mandatory priority group shall receive priority over non-veterans outside the mandatory priority group.

**Additional Priority Groups**

- Individual, or member of a family, that receives, cash payments under a Federal, State or local income based public assistance program.
- Individual, or member of a family, that received a total family income for the six month period prior to application for the program involved (income exclusive of unemployment compensation, child support payments, public assistance payments, and old age and survivors insurance benefits received under section 202 of the Social Security Act) that in relation to family size does not exceed the higher of the following:
  - At or below the poverty level for an equivalent period; or 70 percent of the lower living standard income level for an equivalent period.
  - Member of a household receiving food stamps. (This includes members of households determined eligible to receive food stamps within the six month period prior to application, even if food stamps were not received.)
  - Homeless individual per Section 103 (a) and (c) of the McKinney Act.

- Individual with a disability whose own income is at or below poverty level or 70 percent of the lower living standard or receives cash payments under a public assistance program, but who is a member of a family whose income does not meet such requirements.
- Unemployed and in need of additional services to obtain and/or retain self-sufficient employment.
- An individual age 55 and over.

**10. Describe the Local Board policies and procedures for implementing the Training Dollars Minimum Policy adopted by the State Board in July, 2007.**

**The following Policy and Process was implemented in July of 2007:**

As required by State Policy, WorkforceONE will track Adult and Dislocated Worker provider expenditures which are directly attributable to the provision of training services. Training activities include occupational skills training, ESL/GED, On-the-Job Training, Registered Apprenticeships and Customized Training. Allowable provider activity expenditures include wages, benefits and travel if directly tied to the provision of training services.

Training related activity for which a provider is required to track wage and benefit expenditures includes the following:

- Time spent developing the Individual Employment Plan if the plan involves sending the client to training. Specifically, gathering training provider documentation, gathering labor market information, budgeting, completing financial assessment as it relates to the client's ability to attend training.
- Time spent assessing the client's abilities as it relates to training.
- Time spent developing On-the-Job Training, Customized Training, Incumbent Worker Training and Apprenticeships when attributed to a specific client.
- Time spent in case management contact with client during training.
- Time spent following up with the client after exit.
- Time spent processing Individual Training Account Vouchers
- Time spent processing supportive service requests and timesheets.
- Time spent gathering credential documentation.

Travel expenditures that can be attributed directly to the provision of training services must also be tracked by WorkforceONE Adult and DW providers.

In addition, WorkforceONE will track all pell grant awards received by WorkforceONE WIA clients.

### **Calculation Example**

Case Manager Hours:	160
Hourly Wage:	\$15.00
Total Wages	\$2,400
Total Benefits:	\$600
Total Wages and Benefits:	\$3,000
Training Percentage:	75%
<b>Allowable Training Expenditure:</b>	<b>\$2250</b>

Process:

WorkforceONE case managers will place a “T” in the training column on the Case Manager Activity Log. Training related hours will be divided by the total hours spent in Title IB at the end of each month. The percentage will then be applied to the total wages and benefits in the respective time period.

That amount will be placed in the appropriate box on the activity log. Staff will then add all direct travel expenditures which relate to the provision of training services to the wages and benefits previously recorded.

In addition to the cost of ITA’s, Supportive Service Costs including Basic Allowance, Travel, Child Care, etc., The WorkforceONE Administrative Entity will track pell grant awards by client and include in each month’s total training expenditures.

### **11. Describe the locally developed Individual Training Account (ITA) system.**

The Area I Local Board and CEO has developed an ITA system to provide ITAs to qualified adults and dislocated workers in need of financial assistance to obtain the education and/or job skills training necessary to establish a career.

After eligibility verification, an individual will work with staff to develop an employment plan. If it is determined the individual has received core and intensive services, and still lacks the education and/or job skills necessary to obtain employment, an enrollment in WIA training services will be completed.

An ITA will be issued to the individual in the form of a voucher. The ITA may be used at any eligible service provider for the payment of tuition,

books, fees and supplies. The ITAs will be issued on a semester or class basis. Eligible service providers will work with the WorkforceONE staff to track total amount of each voucher. The WorkforceONE staff will utilize a management information system database to track the individual's eligibility status, the core and intensive services provided, the progress of the individual, the amount of the ITA funds issued, the amount of the ITA funds used and the duration of the training.

**12. Describe any limitations, such as dollar amount and/or duration, placed on ITAs.**

The Area I Local Board and CEO Board have established the amount of ITAs to be limited to a total of no more than \$3,000 per participant per participant year. The Local Area Executive Director and/or Program Director have the option to make exceptions to the limit on training expenditures based on need and performance.

A participant may utilize ITAs for education and job skills training for employment in occupations in current demand in the local labor market. No ITAs may be utilized for programs over two calendar years in duration. The Local Area Executive Director and/or Program Director have the option to make exceptions to the time limit for training based on need and performance.

**13. Describe any Local Board policies and procedures established to ensure that any exception to the use of ITAs is consistent with the exceptions contained in WIA Section 134(d)(4)(G)(ii).**

Contracts for training other than ITAs may be utilized under limited circumstances. On-the-job training contracts with employers and customized training contracts may be utilized in Local Area I.

**14. Describe the Local Board policies and procedures in place to competitively award grants and contracts for activities and services other than through ITAs.**

The Area I Local Board and CEO Board may award grants and contracts to various entities to provide training essential to skill development for demand occupations, and for other activities and services to enhance employment opportunities, through a competitive request-for-proposal (RFP) process.

The Area I Local Board and CEO Board will determine the need for special grants and contracts. If a need is identified, the RFP process will be implemented.

- The RFP process will be announced through a public notice in the major WorkforceONE newspapers as well as on the WorkforceONE website.
- The Area I Local Board and CEO Board will review the proposals for demonstrated effectiveness in delivering comparable or related services; responsiveness to the RFP; planned outcomes; administrative capability; cost; and quality.
- Using a quantifiable rating scale for evaluation and ranking, the final approval and funding decisions will be made by the Area I Local Board and CEO Board.
- Entities submitting unsuccessful proposals are provided an opportunity to exercise appeal rights. Appeal hearings are held before a panel comprised of private sector members from the Area I Local Board.

**15. Describe how faith-based and community organizations are integrated into the WIA system at the local level including the following:**

WorkforceONE will actively engage faith-based and community organizations in the local One-Stop system through formal and informal collaborations, and using general community outreach and targeted marketing techniques. WorkforceONE will provide program information and referral resources to these organizations in an effort to accomplish the following results:

- Help faith-based and community organizations learn how the local One-Stop system operates, how to apply for available RFP's, and who to contact for information to remove artificial impediments to effective collaboration;
- Coordinate efforts to eliminate regulatory, contracting, and other programmatic obstacles to the participation of faith-based and other community organizations in the provision of workforce development services;
- Engage community stakeholders in conversations on services provided by faith-based and community organizations;
- Educate faith-based and community organizations about partnership possibilities with the Local Board and/or the local One-Stop system;
- Develop and coordinate outreach efforts to disseminate up-to-date information with respect to programmatic changes, RFP

announcements and contract opportunities, and other initiatives of potential interest.

Forging positive and reciprocal relationships with faith-based and community organizations will encourage them to refer individuals who are facing employment difficulties to the One-Stop system, to provide support to mutual consumers as they seek employment assistance, and to recognize their critical role in supplementing resources of the One-Stop system and the surrounding community.

In addition, WorkforceONE will seek feedback and guidance from leaders of local faith-based and community organizations to assist in improving the overall responsiveness of the One-Stop system.

The Local Area will also encourage faith-based and community organizations to apply for inclusion on the statewide list of eligible training providers.

## **E. Description of Adult and Dislocated Worker Services**

### **1. Describe the adult and dislocated worker employment and training activities available in the local area.**

The Area I Local Board, with approval of the CEO will provide staff to deliver Adult and Dislocated Worker Core and Intensive services throughout Local Area I. The provision of Training Services is described in Section D., 'One Stop Coordinator Duties' items 11 – 14, above.

Each Workforce Center certified by the Area I Local Board and CEO Board has described services available to all customers (including adults and dislocated workers) in the Memorandum of Understanding.

Core Services Available (including, but not limited to)

1. Provide determinations of whether the customers are eligible to receive assistance under subtitle B of title I of WIA
2. Outreach, intake and orientation to the information and other services available
3. Initial assessment of skill levels, aptitudes, abilities and supportive service needs
4. Job search and placement assistance, and where appropriate, career counseling
5. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - (i) Job vacancy listings in such labor market areas
  - (ii) Information on job skills necessary to obtain the jobs described above
  - (iii) Information relating to local occupations in demand and the earnings and skill requirements for such occupations
6. Provision of performance information and program cost information on eligible providers of training services
7. Provision of information regarding how the local area is performing on local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area
8. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate.
9. Provision of information regarding filing claims for unemployment compensation
10. Assistance in establishing eligibility for welfare-to-work activities available in the local area.

11. Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under subtitle B of title I of WIA who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate.

Intensive Services Available (including, but not limited to)

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
  - (i) Diagnostic testing and use of other assessment tools
  - (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
3. Group counseling
4. Individual counseling and career planning
5. Case management for participant seeking training services
6. Work Experience
7. Relocation Assistance
8. Out of Area Job Search Assistance
9. Short-term prevocational services, including development of learning skills, literacy activities related to basic workforce readiness, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training

Training Services Available (including, but not limited to)

1. Occupational skills training;
2. On-the-Job training
3. Workplace training and cooperative education programs;
4. Private sector training programs;
5. Skill upgrading and retraining;
6. Entrepreneurial training;
7. Job readiness training;
8. Adult education and literacy activities in combination with training;
9. Customized training

**2. Describe methods used to coordinate rapid response activities within the local area, including coordination with Commerce.**

WorkforceONE through its agreement with KDOC will provide Rapid Response services throughout the local area in the following manor:

- Designate a Regional WorkforceONE Rapid Response coordinator. This person will interact with the State Rapid Response coordinator as the official operational link between KDOC and the LAI WIB.
- Maintain LAI WIB's portion of the state rapid response database.
- Develop materials, both printed and electronic, to supplement the state standard rapid response packets, identifying services of the individual One-Stops.
- Facilitate all rapid response events In the Local Area
- The LAI WIB shall coordinate with State and local economic development agencies to determine potential for averting plant closing or layoff. The results of such meetings shall be made available to the State Rapid Response Coordinator.
- Conduct follow-up calls for all Rapid Response attendees to ensure they have received the services they require to assist them in their transition to new employment.
- Conduct Rapid Response outreach within each One-Stop area. Design of pamphlets and presentations will be completed and utilized when conducting outreach. The LAI WIB website will include information regarding Rapid Response activity.
- Organize and facilitate one job fair in each One-Stop area affected by mass or multiple layoffs.

**3. Describe the Local Board policy and procedures for determining priority of services to persons most in need (WIA Section 134(d)(4)(g)(iv)(IV)).**

Based on projected funding levels, the Area I Local Board and CEO Board have determined funds allocated to WorkforceONE for adult employment and training activities are limited. Individuals will be given priority for receiving WIA Adult intensive and training services in the following order:

1. An individual meeting both the veterans' and one or more of the mandatory priorities groups shall obtain the highest preference for the program.
2. Non-veterans within the mandatory priority group shall receive a preference over eligible veterans outside the mandatory priority group.

3. Similarly, eligible veterans outside the mandatory priority group shall receive priority over non-veterans outside the mandatory priority group.

#### Additional Priority Groups

- Individual, or member of a family, that receives, cash payments under a Federal, State or local income based public assistance program.
- Individual, or member of a family, that received a total family income for the six month period prior to application for the program involved (income exclusive of unemployment compensation, child support payments, public assistance payments, and old age and survivors insurance benefits received under section 202 of the Social Security Act) that in relation to family size does not exceed the higher of the following:
  - At or below the poverty level for an equivalent period; or 70 percent of the lower living standard income level for an equivalent period.
  - Member of a household receiving food stamps. (This includes members of households determined eligible to receive food stamps within the six month period prior to application, even if food stamps were not received.)
  - Homeless individual per Section 103 (a) and (c) of the McKinney Act.
  - Individual with a disability whose own income is at or below poverty level or 70 percent of the lower living standard or receives cash payments under a public assistance program, but who is a member of a family whose income does not meet such requirements.
  - Unemployed and in need of additional services to obtain and/or retain self-sufficient employment.
  - Individuals age 55 or older

**4. Describe the Local Board policy and procedures for providing priority of services for veterans and other covered persons who apply for services through any WIA Title I-B funded program.**

Priority of service to veterans will be provided within the context of existing policies, operational management, and related work processes.

Consistent with this principle, the Jobs for Veterans Act does not change the requirement that participants must qualify as eligible under the WIA, nor does it change WorkforceONE ability to budget funds among core, intensive, training and supportive serves. WorkforceONE programs are not required to change their allocations among services to reserve funds for veterans, but are required to ensure eligible veteran workers are given priority over non-veterans for all available services.

The Local Veterans' Employment Representative (LVER) is available to assist local program staff in determining and documenting the eligibility of veterans (and some spouses). In addition, the LVER monitors the participation of veterans in federally funded employment and training programs, monitors federal agency listings of vacant positions with the Job Service/One-Stop Workforce Center reports any information regarding suspected failure to list openings and/or provide required priority or other special consideration to the State Veterans Service Coordinator (SVSC).

The veterans' priority will be applied as follows:

1. An individual meeting both the veterans' and the mandatory priorities or spending requirement or limitation shall obtain the highest preference for the program.
2. Non-veterans within the program's mandatory priority shall receive a preference over eligible veterans outside the program-specific mandatory priority or spending requirement or limitation.
3. Eligible veterans outside the program-specific mandatory priority or spending requirement or limitation shall receive priority over non-veterans outside the priority or spending requirement or limitation (once the spending requirement or limitation is met).

#### Prioritization of Special Populations of Veterans

When services within the population of veterans are limited, the following order of priority shall be applied:

1. Special disabled veterans;
2. Other disabled veterans;
3. Other eligible veterans in accordance with priorities determined by the U.S. Department of Labor; and
4. Certain spouses and other eligible persons.

## **F. Description of Youth Services**

- 1. Describe the youth program services provided in the local area and a description of the methods used to provide the ten program elements required by WIA within those services (WIA Section 664.410).**

The design of the WorkforceONE Youth Program is under the guidance of the WorkforceONE Youth Council. The Youth Council recommends selection of youth service providers and advises the Area I Local Board and CEO Board in determination of awards of competitive grants and/or contracts, when applicable. The Youth Council also recommends policies and processes to improve the delivery of services to youth in Local Area I. Another key responsibility of the Youth Council is to advocate, promote collaboration and assemble stake holders on behalf of the youth in Local Area I. The WorkforceONE Youth design framework, including intake objective assessment and development of individual service strategies will be provided by the LEO as the Grant Recipient utilizing WorkforceONE Board Staff.

1. The WorkforceONE Youth Program framework includes the following elements:
  - a. Provides an objective assessment of each youth participant to include a review of the academic skill levels, occupational skill levels, and service needs
  - b. Develops an individual service strategy for each youth participant to include identifying a career goal with the assessment and interest survey results taken into consideration
  - c. Provides preparation for postsecondary educational opportunities, provides linkages between academic and occupational learning, provides preparation for employment and provides effective connections to intermediary organizations to provide strong links to the job market and employers
2. The WorkforceONE Youth Program will make the following program activities available to youth participants by providers of youth services selected through the competitive award of a grant or contract, as described in Section 2, below:
  - a. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies
  - b. Alternative secondary school offerings

- c. Summer employment opportunities directly linked to academic and occupational learning
- d. Paid and unpaid work experiences, including internships and job shadowing
- e. Occupational skill training
- f. Leadership development opportunities, which may include such activities as positive social behavior and soft skills, decision making, team work, and other activities
- g. Supportive services
- h. Adult mentoring for a duration of at least twelve (12) months that may occur both during and after program participation.
- i. Follow-up services
- j. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate

The WorkforceONE Youth Program staff has the discretion to determine specific provision of services to a youth participant, based on each participant's objective assessment and individual service strategy.

**2. Describe methods used by the Local Board to identify successful providers of youth services, including corrective action when providers do not perform.**

The Area I Local Board and CEO Board will identify eligible providers of youth activities based on the recommendations of the WorkforceONE Youth Council. Recommendations will be based on competitive procurement procedures employed by the Board. Contracts written with providers spell required performance and administrative compliance along with possible corrective action measures, including termination.

The activities and services outlined in the Plan will be made available as options for youth participants. WorkforceONE staff regularly monitors the performance of each of its Service Providers to ensure compliance to all Federal, State and Local Policies and Processes. As a part of the monitoring, youth participants are interviewed to ensure the services being provided exceed their expectations and meet their needs. Monitoring guides may be found on the WorkforceONE website – [www.la1lwib.org](http://www.la1lwib.org) / [www.kansasworkforceone.org](http://www.kansasworkforceone.org). Monitoring reports are reviewed by the Youth Council prior to being submitted to the Youth Providers. The Youth Council and WorkforceONE Staff determine if corrective action is necessary. If a corrective action plan is in deed necessary, the provider is informed and direction given to develop the plan. Once the plan is developed by the provider, the plan is approved by the Youth Council and staff. The plan is then monitored and progress reported to the Youth

Council. If improvement is not seen the Youth Council may make a recommendation to the WorkforceONE to terminate the contract.

The Local Area will utilize the MOU or Invitation to Bid process to solicit providers of the required Youth Program Elements.

**3. Provide the local definition of "faces serious barrier to employment" as it pertains to the five percent exception to serving youth who are not low-income individuals (WIA Section 664.220).**

The WorkforceONE Youth Program will comply with WIA Federal Regulation Section 664.220 allows for five percent of youth to be served that do not meet the income criteria. They must fall within one or more of the following categories:

- a. School dropout
- b. Basic skills deficient
- c. One or more grade levels below the grade level appropriate for the individual's age
- d. Pregnant or parenting
- e. Individual with a disability (including learning disabilities)
- f. Homeless and runaway
- g. Offender
- h. Individual enrolled in alternative school (as defined by Area I Local Board and CEO Board)
- i. Individual receiving treatment for drug or alcohol dependency (as defined by Area I Local Board and CEO Board)

**4. Provide the local definition of "requires assistance to complete an educational program or to secure and hold employment" as it pertains to the sixth youth eligibility criterion (WIA Section 101(13)(C)(vi)).**

The Area I Local Workforce Investment Board (Local Board) and CEO Board defines "requires additional assistance to secure and hold employment" as a youth who meets one or more of the following criteria:

- Has no vocational / employment goal
- Has a poor work history (including no work history)
- Has been fired from a job in the last six calendar months

WorkforceONE defines an individual who requires additional assistance to complete an educational program as a youth who meets one or more of the following criteria:

- Previously dropped out of an educational program

- Has poor attendance patterns in an educational program during the last twelve (12) calendar months
- Has below average grades

## G. Description of Wagner-Peyser Services

1. **Describe the Local Board policies and procedures to assure labor exchange services are not duplicated within the local One-Stop delivery system and to assure job seekers and businesses are able to find the services they need in the One-Stop delivery system and frequently under one roof in easy-to-find locations.**

Non-duplication of services is addressed in the local MOUs for those career centers certified by the Area I Local Board and CEO Board. These agreements provide a blueprint for collaboration and the daily operations of the career centers. They assure there is no duplication of services and maximum use is made of all resources.

2. **Describe the Wagner-Peyser employment related labor exchange services provided in the local area, including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants. Include other job seeker services that may be available such as assessment of skill levels, abilities and aptitudes, career guidance, job search workshops, and referral to training. Detail methods of services delivery including self-service, facilitated self-help services, and staff assisted service delivery approaches.**

Workforce services provided by **KansasWorks** staff are described in the local MOUs for those career centers certified by the Area I Local Board and CEO Board.

In the balance of Local Area I, the Kansas Department of Commerce “Commerce” provide the following workforce services:

1. Basic Labor Exchange Function

Applications are accepted from any job candidate legally authorized to work. Occupationally significant information necessary to determine the customer's qualifications for employment are obtained. **KansasWorks** staff review, analyze and complete the information provided by the job candidate to ensure all qualifications for employment are documented and to determine any need for employment counseling or selective placement. Customers are also presented with additional information to increase the opportunity for placement. **KansasWorks** staff evaluates the occupationally significant facts about the customer

and classifies the customer by assigning the proper code according to O-Net.

Job orders are received from employers and categorized by occupational skill needs according to O-Net. An automated search can be initiated for the job candidate seeking work or the employer seeking workers. If there are no suitable job openings available, staff may attempt to develop a job opening for a specific customer by contacting employers.

## 2. Job Order Clearance

Job openings are cleared (shared) between the Local Areas and between states with the permission of the employer through the use of Kansasjoblink or other appropriate Job Banks approved by the State. Employers designate the geographical locations in Kansas or in other states where their job openings will be transmitted. The order-holding office controls the number of referrals to the employer's opening.

## 3. Worker Profiling and Reemployment Services

The primary objective of the Worker Profiling Reemployment System is to identify early, in the new claims process, unemployment insurance recipients who are most likely to exhaust their benefits, and provide them with reemployment services so their period of unemployment is reduced. The program is designed to provide seamless customer service, with the goal of providing an ongoing linkage of service by various entities in a timely, streamline, efficient and economical manner. Procedures described in State Policy #4-02-02 are followed to provide appropriate services to unemployment insurance recipients.

## 4. Assessment and Testing

Assessment and testing services are available to customers to assist them in making occupational choices, changes or adjustment. Customers who have difficulty in selecting an appropriate occupation, adjusting to the work environment, or are interested in changing occupations are referred to **KansasWorks** staff for testing through appropriate instruments, including proficiency tests designed to help customers assess their job skills for the labor market.

## 5. Job Search Workshops

Job search techniques are taught to customers through the facilitation of Job Search Workshops. These workshops were developed and implemented to assist customers with job choices, changes and/or adjustment problems. Emphasis is placed on helping customers develop skills needed to complete job applications, interview with employers and explore potential job opening sources. Customers are encouraged to utilize the skills they learn to search for, secure and retain employment.

## 6. Federal Bonding Program

Fidelity bonding is a form of insurance used to indemnify employers for loss of money or property sustained through the dishonest acts of their employees. Job Service staff certifies eligibility for individuals not eligible for commercial bonding, if bonding is a requirement for employment.

## 7. Referral to Training

Referral of customers to other agencies, institutions, programs or community groups that provide training such as GED, ESL, military, institutional or other formal training programs is a function of **KansasWorks** staff.

## 8. Referral to Supportive Services

**KansasWorks** staff refers customers to a wide variety of services not available under Wagner-Peyser funding. These services include those provided by other divisions of Commerce; the Department of Social and Rehabilitation Services; the American Red Cross; local educational institutions; the Veterans' Administration; and local community-based organizations.

## 9. Targeted Groups

The WorkforceONE targets several groups for services:

### a. Veterans

A full range of employment and training program services will be offered and provided to the following targeted groups of veterans and others eligible for veteran's services:

Veterans who have service connected disabilities; Veterans who served on active duty in the armed forces during a war or in a campaign or expedition for which a campaign badge has been authorized; Recently separated veterans; and Veterans with significant barriers to employment.

b. Migrant and Seasonal Farmworkers

A full range of employment services is offered to all migrant and seasonal farm workers. These services include counseling, job referral and placement services, referral to job training programs and referral to social service and community-based organizations.

c. Unemployment Insurance Claimants

Emphasis is placed on assisting unemployment insurance claimants in obtaining suitable employment in a minimal amount of time. During unemployment insurance intake, each claimant is instructed to register with the employment services provider. During registration, each unemployment insurance claimant is provided services to enhance the job search activities and increase chances of a rapid return to employment

- 3. Describe services offered to employers in the local area in addition to referral of job seekers to available job openings (i.e. assistance in developing job order requirements; assessment to match job seeker experience with job requirements, skills, and other attributes; assisting with special recruitment needs, arranging Job Fairs, analyzing hard-to-fill job orders, assisting with job restructuring, helping employers respond to layoffs).**

Delivery of employer services is described in the local MOUs for those career centers certified by the Area I Local Board and CEO Board.

In the balance of Local Area I, **KansasWorks** staff provides the following employer services:

1. Job development
2. Applicant screening (including customized screening)
3. Applicant testing
4. Applicant referral
5. Referral to other agencies providing employer services
6. Access to direct entry of opening through Kansasjoblink or other appropriate Job Banks approved by the State

7. Access to job candidate resumes for employment opportunities
8. Employer seminars and institutes

**4. Describe efforts made to reach out to employers who receive Kansas Industrial Training (KIT) grants who have not previously used Wagner-Peyser services.**

Information on KIT grants is available at all comprehensive One-Stop Centers and Job Service offices. Staff is trained to provide information on these services in the form of core services. Referrals can be made from the One-Stop directly to those program operators.

**5. Describe methods used to disseminate information about the availability of the Work Opportunity Tax Credit (WOTC), the Federal Bonding program, and Registered Apprenticeship opportunities.**

Information on WOTC, the Federal Bonding Program and the Registered Apprenticeship programs are available at all comprehensive One-Stop Centers and Job Service offices. Staff is trained to provide information on these services in the form of core services. Referrals can be made from the One-Stop directly to those program operators.

**6. Describe Local Board policies and procedures to assure job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance.**

In the balance of Local Area I, veterans and other eligible individuals receive mediated services and non-mediated services. Each Workforce Center provides non-mediated assessment, career counseling, labor exchange and resume development assistance using local computer-based software and Internet tools, including Kansasjoblink and other appropriate job banks. Each Workforce Center also provides mediated services to veterans and other eligible individuals, including job development, counseling, development of an employability plan, career assessment, referral to other providers of veterans services and referrals to training services.

**KansasWorks** staff will provide services to veterans and other eligible individuals on a priority basis with priority given to: Special disabled veterans; Other disabled veterans; Other eligible veterans in accordance with priorities determined by the Secretary; and certain spouses and other eligible persons.

Veterans and other eligible individuals will be strongly encouraged to register for labor exchange services during their first visit. Once intake and

registration have occurred, Workforce Center staff will perform an initial assessment of the veteran's needs and initiate case management services if necessary. If barriers to employment are determined, the veteran may be referred to the DVOP or other appropriate staff for additional services.

Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program (DVOP) staff, who have received specialized training, are available to provide case management services to veterans. If LVER and DVOP staff is not available to provide the aforementioned services to veterans, these services will be provided by other staff members on a priority basis.

The Workforce Center will ensure the following services are provided to veterans as appropriate:

Referral to job orders - As soon as possible after the receipt of a job order, qualified veterans will be matched against the employer's expectations and referred to the employer. Veterans must be given a reasonable period of time to accept the referral before the job opening is released for non-veteran referral.

Job Development – Workforce Center staff will attempt to develop job openings for veterans whenever suitable job openings are not available.

Registration – Although veterans are welcome to use the self-service features of the Workforce Center they will be encouraged to register for work. Workforce Center staff will review the registration to ensure the veteran's qualifications for employment are adequately presented.

Assessment - Veterans will be assessed to determine the level of staff-assisted services needed.

Job Counseling - Qualified Workforce Center staff will discuss the veteran's qualifications for work, alternative vocational choices, and occupational requirements to assist them in formulating a plan to achieve their employment goal. When needed, veterans will be provided job counseling to assist them in overcoming barriers to obtaining or holding a job.

Testing – Workforce Center will administer objective aptitude and proficiency tests to veterans, as needed.

Referral to Supportive Services – Workforce Centers will refer veterans to supportive service organizations, as needed, to provide assistance for needs such as medical, legal, child care, transportation, training, and other assistance likely to enhance their opportunities for gainful employment.

Referral to Unemployment Insurance - Veterans will be given a toll free telephone number for an Unemployment Insurance Call Center to ascertain their qualifications for benefits.

Case Management – Workforce Center staff, particularly the DVOP specialist, will use the case management approach in client-centered service delivery. Case management will include job search skills, job development, networking, referral, and follow-up services for veterans identified for such services. Case management files will be entered into and maintained in the Kansas ServiceLink system.

Vocational Rehabilitation - If the veteran is no longer able to pursue their normal occupation they may be referred to either the U.S. Department of Veterans Affairs Vocational Rehabilitation and Employment Services or a state vocational rehabilitation program for possible assistance.

Each month, LVER and DVOP staff perform follow-up activities, contacting veterans and other eligible individuals actively seeking services to determine their current status. Those who have not obtained employment through initial services are actively encouraged to return for additional services.

LVER staff are responsible to ensure that veterans are provided the full range of labor exchange services needed to meet their employment and training needs. They coordinate with other workforce development providers to develop their capacity to recognize, and respond to these needs. Responsibilities may include the following activities:

- Train other staff and one-stop delivery system partners to enhance their knowledge of veterans employment and training issues;
- Train other staff in current methods for assisting veterans such as resume writing, interviewing, networking, and partnerships with employers; and
- Promote veterans as category of job seekers in the workforce development system who have highly marketable skills and experience.
  - Plan and participate in job fairs to promote services to veterans;
  - Work with unions, apprenticeships programs, and business community to promote employment and training opportunities for veterans; and
  - Promote credentialing and training opportunities for veterans with training providers and
  - credentialing bodies.
  - Develop employer relations contact plans for the service delivery point, to include identified federal contractors; and

- Coordinate with employer relations representatives in the Workforce Centers to facilitate and promote opportunities for veterans seeking jobs.
- Conduct job search assistance workshops;
- Provide job development and job referrals;
- Provide vocational guidance;
- Provide labor market information; and
- Provide referrals to training and supportive services.

DVOP specialists provide and facilitate a full range of employment and training services to veterans, with the primary focus of meeting the needs of those who are unable to obtain employment through core services. This may include activities such as the following:

- Develop jobs and job opportunities for veterans;
- Develop and promote apprenticeship and On-the-Job training positions;
- Assist local staff funded by Wagner-Peyser to provide services to veterans
- Train other Workforce Centers staff in current methods for assisting veterans including interviewing, networking, resume writing, and partnerships with employers;
- Coordinate linkages to promote employment opportunities for veterans;
- Promote job and career opportunities for veterans; and
- Provide vocational guidance or counseling.
- Provide career guidance;
- Coordinate supportive services;
- Provide job development contacts;
- Refer to jobs; and
- Refer to training.

**7. Describe methods used to provide case management services to veterans, to include the following:**

- a) Assigning and managing case management services;

The case management services provided to veterans are described in the local MOUs for those career centers certified by the Area I Local Board and CEO Board.

In the balance of Local Area I, case management services will be provided to veterans and other eligible individuals by Disabled Veterans Outreach Program (DVOP) staff.

- b) Maintaining case management records; and DVOP staff will maintain case management records for all veterans receiving services.
- c) Providing outreach to populations most in need. (i.e. recently separated, disabled, female and minority veterans).

LVER and DVOP staff will target special disabled veterans, disabled veterans, campaign badge veterans, and veterans with multiple barriers to employment for case management services.

**8. Describe linkages among the Department of Veterans Affairs, any Veteran Service Organizations (i.e. American Legion, Disabled American Veterans, Veterans of Foreign Wars), the Disabled Veterans Outreach Program, and the Local Veterans Employment Representative Program.**

In the balance of Local Area I, Local Veterans Employment Representatives (LVERs) and Disabled Veterans Outreach Program (DVOP) staff contact veterans' service organizations on a regular basis as part of their outreach programs. Information concerning veteran's programs and initiatives is shared routinely between veterans' service organizations such as the American Legion, Disabled American Veterans, Veterans of Foreign Wars and LVER and DVOP staff.

**9. Describe Local Board policies and procedures to assure Wagner-Peyser funded activities provide specialized attention and service to individuals with disabilities, ex-offenders, youth, minorities, and older workers.**

WorkforceONE promotes cross training of One-Stop partners to enhance referrals to specialized needs of customers.

**10. Describe methods used in the local One-Stop delivery system to provide Wagner-Peyser to the agricultural community -- specifically, outreach, assessment, and other services to migrant and seasonal farmworkers and services to agricultural employers. Describe the Local Board policies and procedures to assure equitable services are provided to migrant and seasonal farmworkers. (Note: One-Stop Centers designated as Migrant Seasonal Farmworker Outreach Offices will be required by the State Monitor Advocate to submit an additional comprehensive outreach plan separate from the local plan.)**

The services provided to the agricultural community (both agricultural employers and migrant and seasonal farm workers) are described in

the local MOUs for those career centers certified by the Area I Local Board and CEO Board.

In the balance of Local Area I, Works staff provides the following services:

- Outreach

Efforts to reach or obtain information about migrant and seasonal farm workers will be accomplished through contact with agencies or community-based organizations known to farm workers. Contact will be made by written correspondence, personal visits or telephone calls. Outreach will be conducted during the months of April through October of each program year.

- Assessment

Migrant and seasonal farm workers have access to the same assessment tools available to all customers, including personal interviews and assessment tools (both computer-based and pencil-and-paper assessments).

- Other Migrant and Seasonal Farm Worker Services

Migrant and seasonal farm workers have access to the same services available to all customers, including counseling, job referral and placement services, referral to job training programs and referral to social service and community-based organizations.

- Services to Agricultural Employers

**Kansas**Works staff will contact agricultural employers and explain the services offered by the Job Service. Agricultural employers have access to the same services available to all Job Service employer customers, including job postings and labor exchange.

## **H. Description of Performance Goals and Levels (Negotiated Local Performance Levels)**

- 1. Describe the process used to develop goals for measuring the performance of the WorkforceONE Staff, service providers, and the local One-Stop delivery system. Include any numerical standards established.**

The Area I Local Board and the CEO Board consider the following when assessing performance of its staff:

- WIA Title IB Annual Performance Report
- Federal and State Monitoring Reports.
- Leveraging of other funding resources.
- Results of A-133 Audit
- Other performance standards are set according to each position.

The Area I Local Board and the CEO Board consider the following when assessing performance of its contracted service providers:

- WIA Title IB Annual Performance Report
- Compliance with WorkforceONE Policies and Processes
- Local Monitoring Reports
- Customer Satisfaction Results

The Area I Local Board and the CEO Board, its staff, contracted service providers and the one-stop partners will develop and set goals for the WorkforceONE Workforce delivery system.

Historical data, labor market trends and other local information will be used in accordance with the following performance measures as indicated in WIA:

1. Core indicators of performance negotiated by the State
  2. Customer satisfaction indicators of performance as set by the State Plan
  3. Any additional indicators of performance the State may have incorporated in the State Plan.
  4. The Local Boards have established the following One-Stop Standards:
    - One-Stop Registrations
    - One-Stop Partner Referrals
    - One-Stop Services Provided
- 2. Describe the process used to determine local standards for each performance indicator identified in WIA Section 666.300. (Provide as Attachment C the local standards negotiated by the Local Board and CEOs for core indicators of performance and the customer satisfaction indicators).**

The Area I Local Board has negotiated performance levels with the Kansas Department of Commerce. These performance levels are attached to this Plan. (ATTACHMENT I – WorkforceONE Performance Levels)

- 3. Describe the LWIA's transition to Common Measures and the projected impact on Local Area performance outcomes. Additionally, describe specific plans to ensure success under the Revised Incentive and Sanction Policy as directed in TEGl No. 9-07.**

WorkforceONE has fully transitioned to the Common Measures and does not foresee the transition negatively impacting its ability to meet the negotiated performance levels. WorkforceONE has established a local area incentive policy and sanction policy for all of its contracted providers.

## **Section II - Operational Policies and Procedures**

### **A. Training Activities and Supportive Services Policies**

- 1. Describe the Local Board policies and procedures for WIA training activities and supportive services, including any time and/or expenditure limits established by the Local Board.**

Training Services: The WIA Title IB Adult and Dislocated Worker training program requires registrants to progress through a tiered service delivery system in order to determine services necessary prior to training. Not every individual that utilizes the one-stop delivery system will be able to resolve their employment needs through core or intensive services. If an individual has been seeking employment through the workforce system and has not yet been determined eligible for WIA Title IB Adult or Dislocated Worker services, documentation of eligibility criteria begins at this point. There must be evidence the individual has received core and intensive services through any of the one-stop partners and has been unable to obtain and/or retain employment.

WorkforceONE policy provides WIA funds may be used for training services for adults or dislocated workers if it is determined the individuals are in need of these services and have:

1. Undergone a comprehensive assessment, including testing and interviewing
2. Completed an employment plan in conjunction with a case manager.
3. Documentation substantiating they were unable to obtain and/or retain employment after receiving Intensive services.
4. Been determined by the case manager to be in need of and suitable for training services (have the basic skill and qualifications to successfully participate in the selected training program)
5. Selected a program of training directly linked to the employment opportunity either in the local area or in another area to which the individual is willing to relocate
6. In the case of vocational training delivered in a classroom setting, been unable to obtain grant assistance from other sources to pay the cost of such training (including Federal Pell Grants), or requires WIA assistance in addition to other sources of grant assistance (Note: Training services may be provided to an individual who otherwise meets the requirements while an application for a Federal Pell Grant is pending. However, if the individual is awarded a Federal Pell Grant or any other type of assistance this is factored into the funds available to that individual through WIA)

Supportive services may be provided to adults, dislocated workers and youth who are participating in WIA services and are unable to obtain supportive services through other programs.

Supportive services include the following:

- Transportation assistance
- Child care
- Needs-related payments
- Emergency support payments

WIA regulations encourage the use of supportive services to enable participants to successfully complete individual service plans. In the absence of alternative resources, supportive service payment may be made to address the financial needs of a participant.

The Local Board assesses the individual's ability to meet personal economic needs while participating in a WIA training program during the initial assessment process and during the development of the individual employment plan. The following method will be used to determine the need for supportive service payments:

- Determine if the individual will receive a Pell Grant or other scholarships. If part of the Pell Grant or scholarship is being directly returned to the individual, supportive service payments will not be authorized unless documented evidence is provided that the amount returned to the individual will not allow continuation in the program. Approval to pay supportive services to those individuals receiving Pell Grants, scholarships or other non-WIA financial aid support must be approved by the administrative entity.
- Adults who fall below the LAI Self-Sufficiency Guidelines (200% of the Poverty Guidelines) will be eligible for childcare and basic allowance. The participant's entire family income will be considered. However, they may be eligible for emergency payment and transportation which, if not addressed would prevent the participant from successfully completing the WIA service plan. Financial assessments may also be used to determine level of supportive services.
- All exceptions to LAI spending limits must be submitted to the WorkforceONE Administrative Office for approval prior to the start of the service being requested. The designee must provide ample documentation and justification for the exception.
- Timesheets will be used to track the attendance of each client. If the time sheet indicates that the participant is not attending school

regularly all supportive services will be suspended and the case manager (partner) will be notified. The case managers are then required to follow-up with the participant and submit a report to the WorkforceONE Administrative Office. Once attendance has improved and verified supportive services may resume. If the participant is struggling the case manager will be required to intervene and provide additional services to assist the client.

- Dislocated workers are eligible to receive supportive services after UI benefits have been exhausted. The amount dislocated workers receive in basic allowance can not exceed their UI benefit amount. Family income and financial status will not be evaluated due to the income loss from the lay-off. In order to be eligible to receive basic allowance the Dislocated Worker must be enrolled in the WIA Title IB program within 13 weeks of the lay-off date.
- Supportive services are paid bi-weekly.
- When requesting supportive services, an ITA must be submitted to verify enrollment and financial aid.
- Once approved, a Client Services Approval Form signed by the participant and case manager must be submitted to the WORKFORCEONE Administrative Office prior to the first payment of supportive services.
- Classroom Training Breaks – Childcare and Needs Related Payments will not stop during a regularly scheduled school break, if client is attending regularly otherwise. Breaks include but are not limited to, Thanksgiving, Christmas, and Spring Break regardless of length of time. These allowances will cease if the break is more than 30 days.

### **WorkforceONE Supportive Service Levels**

- Transportation - A weekly mileage reimbursement of \$48.50 (Federal Rate will be reviewed every 6 months) for every 100 miles traveled. The case manager (partner) must document the amount of miles that the participant will be traveling to participate in training services. (Maximum 300 Miles)
- Childcare - A weekly child care allowance of \$40.00 per child per week with a maximum of \$120.00 per week.
  - Childcare Eligibility Requirements
    - Must attend school on a regular basis
    - 200% of the poverty guidelines (income test sheets must be supplied if not included with enrollment)

- The following documents and/or information must be provided for approval:
      - number of members in household
      - number of children requiring care
      - the children's ages
      - the children's names
      - the childcare provider's name and address
      - the hours per day the children are in need of care
      - the name of the customer's training/service provider
      - class schedule
    - WorkforceONE will not reimburse family members for childcare.
    - Once approved childcare has been approved the Approved Client Service Level form is completed and forwarded to the WORKFORCEONE Administrative Office.
    - Bi-monthly timesheets must be submitted in order to receive payment of childcare allowance.
- Needs Related Payments/Basic Allowance - Clients will receive payments not to exceed \$100.00 per week (NOTE – If dislocated worker receives a benefit less than \$100 per week, the basic allowance amount must be adapted). Participant is not eligible for needs-related payments if currently receiving cash assistance through SRS.
  - Dislocated workers will receive payments, only after UI benefits have been exhausted. The monthly amount of basic allowance received by the client can not exceed the amount of UI benefits that they were receiving. To be eligible to receive basic allowance dislocated workers must enroll within 13 weeks of their lay-off date.
  - The participant must attend school on a regular basis and maintain full-time status. If the client attends classes 10 hours or more on an irregular basis do to the nature of the training course schedule, the client may be eligible to receive supportive services. The client will be required to submit a timesheet for the weeks that they attend 10 hours or more. Class schedule is required.
- Emergency Support Payments - Emergency support payments (not to exceed \$500.00) may be paid to a participant to cover a specific extraordinary situation or need.
  - WorkforceONE Staff will continue to approval all ER Payments.
  - Clients who are participating intensive and training services may be eligible for Emergency Support payments; however, an employment plan must be in place. LAI will not enroll someone only to provide the ER support.
    - Every effort must be exhausted to find alternative sources to address the situation or need prior to submitting requests for emergency support payments.

- LAI will not reimburse the client unless ample justification can be provided; all payments will go directly to the vendor.
- If the client is requesting payment of a regularly scheduled bill (i.e. rent), they must demonstrate their ability to pay the expense the following month and beyond.
- The case manager and participant must submit a formal written request to receive an emergency support payment along with a bill or estimate along with a budget.
- To access funds for car repairs, tires, clothing, etc. at least two estimates must be submitted with request. Emergency support payments may include:
  - Car repairs
  - Tires
  - Car Insurance
  - Health Care Costs
  - Clothing
  - Utilities
  - Shelter/rent
  - Drug abuse counseling

**2. Describe the Local Board policies and procedures for On-the-Job Training (OJT) and Customized Training.**

**a) Procedures used to determine the reimbursement rate for OJT contracts**

- WorkforceONE OJT reimbursement rate may not exceed 50% of the wages paid by the employer for business with 51 or more employers.
- WorkforceONE OJT reimbursement rate may not exceed 75% of the wages paid by the employer for Small Business (1 to 50 employees). Consideration must be given to the type of employee the small business is willing to hire and train. If the small business is willing to hire and training “hard to serve” populations it would be appropriate to negotiate the 75% reimbursement rate. Implementation of USDOL Waiver.#12.
- The minimum entry wage for an OJT enrollment will be no less than \$7.50 per hour or an amount that will, according to the size of the participant family, provide wages that meet or exceed the self-sufficiency level in Local Area I. Maximum ending wage upon successful completion of the OJT is \$8.75 per hour.
- Participants are entitled to the same benefits of other employees of the company. All usual and customary wage increases will also be covered by the OJT contract. An OJT contract can only be written with employers that agree to retain the participant at the end of the

training period provided the participant achieved satisfactory or better job performance evaluations during the training period.

- Employers must notify Service Providers and request a list of possible referrals from an applicant pool prior to making a hiring decision. The case manager will review eligible customer's skills, abilities, aptitudes and interests. They will then make appropriate referrals. Referrals from employers may be accepted for OJT only if the customer's assessment and employment plan documents an OJT would be an appropriate training activity.
- OJT proposals involving participants who possess significant previous work experience in the same or similar occupation will be highly scrutinized. Participants will not be enrolled unless there are substantial differences between previous work experience and the OJT proposal.
- Jobs that pay a commission, incentive or a piece-rate will not be contracted.

**b) Procedure used to determine the appropriate length of OJT contracts**

- WorkforceONE determines the duration of an OJT by use of the Department of Labor's Specific Vocational Preparation (SVP) estimates for occupations in the Dictionary of Occupational Titles. The SVP numbers, based on the complexity of a job, range from one (1) through nine (9) and indicate a time span normally required to learn a job through education on-the-job training or a combination of both. Case Managers (partners) will collaborate with the employer to negotiate the duration of training within the parameters of the SVP code. Consideration is also given to the skills a person may already possess and how this should impact the length of training. Case managers are required to match customer skills, aptitudes, and interests with appropriate OJT site.

<b>Specific Vocational Preparation Estimates</b>	
<b>Level</b>	<b>Duration</b>
1 & 2	Not to be contracted
3	1 month up to and including 3 months
4	Over 3 months and including 6 months
5	Over 6 months up to and including 1 year
6	Over 1 year up to and including 2 years
7	Over 2 years up to and including 4 years
8	Over 4 years up to and including 10 years
9	Over 10 years

- OJT contracts (40) hours per week. Disabled persons, a person with specific needs to work fewer hours or older workers may be

exempt from the general rule, upon approval of the WORKFORCEONE Administrative Office.

**c) Procedures used by the One-Stop Centers to collect and disseminate eligible OJT and Customized Training service provider information;**

Employers must notify One-Stop Operators and request a list of possible referrals from an applicant pool prior to making a hiring decision. The case manager will review eligible customer's skills, abilities, aptitudes and interests. They will then make appropriate referrals. Referrals from employers may be accepted for OJT only if the customer's assessment and employment plan documents an OJT or customized training would be an appropriate training activity.

**d) Local definition of "pattern of failure". Describe methods used to monitor this and how the information is shared with prospective clients and case managers;**

- WorkforceONE Pattern of Failure: The granting of further agreements to existing OJT employers will be based on the performance of that employer as it relates to previous OJT contracts and to current laws and policies. The WorkforceONE Administrative Office has the ultimate authority to deny OJT contracts to an employer who has not demonstrated acceptable performance standards OJT agreements generally will not be written with employers who have exhibited a pattern of failing to provide OJT participants with continued, long-term employment or employers who have:
  - Terminated two (2) or more participants within thirty (30) days of the end of their OJT contract period for reasons other than those which apply to regular employees
  - Had two (2) or more participants who failed to complete contracts due to discharge by the employer, or by the participant quitting, because of conflicts between the employer and the participant
  - The work-site has been determined to be unsuitable for WIA participants due to adverse employer/employee relations or working conditions
  - There is participant retention level below 80%

**e) Describe the Business Eligibility Criteria**

- An existing Kansas Business will be eligible to participate in training if the business:
  - Is current on all federal, state and local obligations

- Is compliant with existing employment, health and safety laws and regulations
- Demonstrates a commitment to retaining operations and employees in Kansas; and
- Is willing to support and build the local workforce investment system through continued use of programs and services under the oversight of the Local Board.
- A company who has filed, or is in the process of filing, for bankruptcy protection under U.S. Code is not eligible for LAI funds.
- The employer has a grievance procedure and agrees to follow such procedures in matters related to the OJT participant (if the employer does not have a procedure, the employer must agree to follow the procedure developed by Local Area I)
- A company who has experienced lay-off or reduction in force of any size over the last twelve months is not eligible to receive LAI OJT funds. Exceptions to this policy are seasonal lay-offs or projects which will prevent/divert further lay-offs.
- The company must commit to retaining employees once the individual has successfully completed the training. The training must result in obtaining or retaining full-time employment.
- No current employee(s) have been displaced, experienced a reduction in hours or denied promotional opportunities as a result of entering into this On-the-Job Training contract.
- Funds provided will not be used to directly or indirectly assist, promote or deter union organizing and is in accordance with any collective bargaining agreements that may apply.
- The company has operated in its current location for 120 calendar days; and that the
- Participant is not a member of the employer or its representative's immediate family.

**f) Describe the Business' Scope of Service**

- Provide benefits, wage increases and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same work;
- Provide the training as specified in the attached OJT Training Outline
- Be responsible for keeping accurate time sheets and attendance of each participant under your supervision and timely transmittal of time sheets to the WIA Case Manager. Un-worked hours or recreational activities are not to be reported for payment to the participant (includes vacation, personal leave and/or sick leave). Overtime is not reimbursed.

- Retain the participant at the end of the training period provided the participant achieved satisfactory or better job performance evaluations during the training period. Successful completion is to be documented with final training evaluation;
- Provide worker's compensation coverage and contribute to unemployment insurance for the participant;
- Communicate to the WIA representative any issues surrounding the performance of the participant in order to allow for intervention and additional training if necessary to ensure successful completion; and
- Comply with all applicable laws, ordinances, codes of State, Federal, and local government as well as any special provisions pertaining to the WIA regulations; to be monitored by State, Federal, and Local Area Representatives.

**g) Local definition of "self-sufficient wage". Describe methods used to determine if employed workers are eligible for On-the-Job contracts (WIA Section 663.705) and Customized Training (WIA Section 663.720).**

- WorkforceONE defines "self-sufficiency" as 200% of the Poverty Guidelines, these guidelines are used to determine employed worker eligibility.

**h) Describe the WorkforceONE Policy regarding Work Experience as it relates to On-the-Job training for adults and dislocated workers.**

- Work Experience –
  - Definition - Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. It may be in the private for profit sector, the non-profit sector or the public sector. Work experience should be designed to reinforce good work habits and basic work skills; it may be considered as a "work test".
- Policy
  - Eligible Client – Meets Poor/No Work History or has substantial barriers to employment. An individual is deemed to have a poor work history if they haven't worked but sporadically in the last few years, has a significant lapse in employment, or if they have been fired from their last 2 or more jobs, have a history of quitting jobs with less than a couple of years at any of them or has no work history
  - Wage is \$7.50 per hour for 240 hours (40 hours per week for days. Wage during OJT period must comply with the OJT policy.
  - Maximum length of time is 30 days

- Must be combined with an On-the-Job Training (OJT) contract, 30 day “work test” would be deducted from the maximum OJT timeframe.
- High risk occupations would not be considered for the work experience as the WORKFORCEONE is responsible for maintaining Worker’s Compensation. Find those occupations listed at [www.doleta.gov](http://www.doleta.gov). Examples include:
  - Mining
  - Oil and Gas Distribution
  - Structural Iron and Steel Workers
  - Refuse and Recyclable Collectors
  - Drivers
  - Farming
  - Electrical Power Line installers and repairers

### **3. WorkforceONE Incumbent Worker Policies**

- Incumbent Worker Policy
  - WorkforceONE will set aside 10% of its PY2006 and PY2007 adult and dislocated worker funding for incumbent worker training upon approval of an Incumbent Worker project. Due to the limited amount of funds available for incumbent worker projects, the WorkforceONE staff must be involved in the process from the beginning in order to plan budget and prioritize projects. If local funds are limited the WorkforceONE will request State-Set-Aside funds.
  - Participant Eligibility Requirements: An incumbent worker may be eligible for training services if he/she:
    - Chooses to voluntarily upgrade his/her skills; or
    - Is identified by his/her employer to be in need of skills upgrade to retain employment; and
    - Will receive an income of no less than 100% of the current wage upon successful completion of training.
  - Business Eligibility Requirements: An existing Kansas Business will be eligible to participate in training if the business:
    - Has been in operation in Kansas for at least three (3) years prior to application date;
    - Is current on all federal, state and local obligations
    - Is compliant with existing employment, health and safety laws and regulations
    - Provides a 50% matching cash contribution to the project (50 percent cash match must be from the business’ resources. The match cannot come from federal, state, other public or private funding, or in-kind contributions); Match may include those extraordinary costs associated with the costs of employing and training the incumbent worker (i.e., wages, instruction,

equipment/materials required for training) but does not include normal fixed costs of operation (i.e. overhead, workplace facilities, utilities, equipment/materials used to produce goods for sale).

- Demonstrates a commitment to retaining operations and employees in Kansas; and
- Is willing to support and build the local workforce investment system through continued use of programs and services under the oversight of the Local Board.
- A company who has filed, or is in the process of filing, for bankruptcy protection under U.S. Code is not eligible for LAI Incumbent Worker Funds.
- A company who has experienced lay-off or reduction in force of any size over the last twelve months is not eligible to receive LAI Incumbent Worker funds (See also OJT Policies and Processes). Exceptions to this policy are seasonal lay-offs or projects which will prevent/divert further lay-offs.
- The company must commit to retaining employees once the individual has successfully completed the Incumbent Worker training. The training must result in obtaining or retaining full-time employment.
- If a company is located in Kansas but also has locations in other states, WorkforceONE funds will not be used to train employees from outside of the State of Kansas.
- Incumbent worker training initiatives will only be conducted in demand occupations identified in Local Area I.
- Priority will be given to businesses that:
  - Are attempting to avoid a significant layoff; or
  - Identifies a model which may prove to make Kansas' current and future workforce more competitive; or
  - Require significant upgrade of skills for employees to maintain their position; or
  - Demonstrate a strong commitment to partnering with the WorkforceONE Board; or
  - Identifies a current or future shortage in a qualified workforce; or
  - Have experience a significant technological and/or procedural change which requires employee training.
- Allowable Types of Training: Training must be industry or company specific, providing technical and skills upgrading. Allowable training includes:
  - Customized occupational training designed to meet the special requirements of an employer (including a group of employers) conducted with a commitment by the employer to continue to employ an individual upon successful completion of the training.
  - Customized on-the-job training relating to the introduction of new technologies, introduction to new production or service

procedures, or upgrading to new jobs requiring additional skills. Refer to On the Job Training and Customized Training program policies and processes for those policies applicable to Incumbent Worker training.

- Any combination of on-the-job training and classroom instruction necessary to provide the worker the necessary skills to perform the job or upgrade their skills.
- Project Delivery
  - Training can be conducted at the applicant's facility, at a public or private training provider site, or at a combination of sites best meeting the needs of the organization. On-line training courses are permissible.
  - Instructors can be full or part time educators, subject matter experts, WIA eligible training providers, or professional trainers.
- WorkforceONE will utilize the same method of monitoring successful projects as identified in the On-the-Job Training Policies.
- An Incumbent Worker Training Project and On-the-Job Training contract may be entered into with the same company simultaneously as long as the Incumbent Worker project does not duplicate the training provided through the OJT project.
- Costs Allowable for Program Matching Funding – allowable, reasonable and necessary costs may include the following:
  - Tuition and registration fees;
  - Instructors'/trainers' salaries;
  - Curriculum Development;
  - Textbooks, manuals, materials and supplies;
  - On-the-job training as described above in 4. Allowable types of Training;
  - Training certifications, licenses, credentials;
  - Training software, and information technology
- The training provider and/or employer will be responsible for identifying the matching funds on each invoice submitted to LAI for reimbursement.
- Costs not Eligible for Matching Funds – costs not eligible for funding include the following:
  - Costs incurred prior to the approval of the contract by the Local Board;
  - Construction or purchase of facilities or buildings;
  - Positions which dislocate or infringe on recall rights of previously dislocated workers
  - Positions which infringe on the promotional opportunities of current employees
  - Business relocation expenses; and
  - Employment or training in sectarian activities.
  - Bonuses to an individual once he/she receives a certification.
- Other Conditions which must be met:

- A business subject to a collective bargaining agreement must include a letter from the authorized bargaining unit indicating involvement in the planning and/or support of the proposed training project.
- The training plan shall not exceed a 12- month period. A contract for a project must have a definite beginning and end date and must include specific timeframes for training to be conducted.
- Relevant Administrative Provisions found at 20CFR Part 667.
  - All Federal and State policies will be strictly adhered to.
- WorkforceONE will implement the USDOL Waiver #10 – Minimizing Documentation for Incumbent Worker Training Programs. The following questions do not need to be answered by the employee on the physical /electronic eligibility assessment:
  - Single Parent
  - Unemployment Insurance Claimant
  - Low Income
  - TANF
  - Other Public Assistance
  - Homeless/Runaway
  - Offender
  - Substance Abuse

## B. Monitoring

- The WorkforceONE has monitoring policies in place that coincide with those monitoring policies developed by the Kansas Department of Commerce Workforce Compliance and Oversight Unit.
- It is intended that the information compiled as a result of said monitoring activities will serve as a functional management tool for maintaining the quality of programs for which the use of Workforce Investment Act funds are directed. The monitors will strive to identify opportunities for improvement as well as best practices.
- To maintain oversight of the performance and the operations of its various programs under the Workforce Investment Act, LAI has assigned the monitoring responsibilities to its Administrative Entity. In addition, LAI WorkforceONE committees will conduct One-Stop and Fiscal monitoring reviews.
- In performing the internal monitoring duties, staff and WorkforceONE committees maintain complete objectivity and independence in completing the monitoring tasks.
- WorkforceONE staff is ultimately responsible for the following:
  - Organizing each quarterly monitoring meeting
  - Explain subject matter to be monitored
  - Coordinate monitoring reports into one Final Report
  - Distribute report to Program Service Managers and Boards
- WorkforceONE expect each contractor to conduct their own monitoring on a regular basis to ensure staff is adhering to the LAI standards and is in compliance.
- During all on-site program (adult, dislocated worker, and youth) monitoring reviews, the WorkforceONE and Staff will conduct interviews with current participants to gain input from the customers. The information gained from these interviews will be incorporated into the final monitoring report.
- Each program year, the following activities of the WIA Program will be monitored on a quarterly basis:
  - **First Quarter (July – September)**
    - Board Compliance
    - Service Provider Contracts
    - Eligibility Determination/Verification/File Review
  - **Second Quarter (Oct. – Dec.)**
    - Worksite/Other Site Review
    - Youth Service Providers Program Review
    - Adult/Dislocated Program Review
    - Customized Training Projects
    - Rapid Response
  - **Third Quarter (Jan. – March)**
    - One-Stop Delivery (One-Stop Committee)
    - Fiscal/Procurement/Program Costs
    - Grievance/EO

Eligibility Determination/Verification/File Review  
Management Information System (Service Link)

- **Fourth Quarter April – June**
  - ITA System/Procedures
  - Fiscal/Procurement/Program Costs
  - Performance Standards
- Upon the completion of the monitoring activities, the WorkforceONE Staff summarizes the monitoring material and submits a final report to the corresponding WorkforceONE committee. Once the committee has reviewed and commented on the Quarterly Monitoring Report that individual will approve/disapprove and return the report to the Administrative Office for distribution to the service provider. After receiving the Monitoring Report the Administrative Entity will take the appropriate action as specified in the report concerning recommendations and/or corrective action.
- The Administrative Staff will address all issues in writing with staff, service providers and anyone else that may be involved in a monitoring resolution. A complete explanation as to any findings that need to be changed or corrected will be explicitly addressed.
- The Monitoring reports are presented to the corresponding WorkforceONE/CEO Committee at each quarterly scheduled meeting.
- Resolution of Findings/Corrective Action

Each quarterly monitoring report will indicate if any corrective action is necessary. If so, the WorkforceONE staff is responsible for ensuring all corrective action issues are completed per recommendations and a stated time frame by the service provider or WIA staff. Service Providers will be notified in writing of all problems and appropriate corrective action.

The time frames for completing the necessary corrective action are relative to the seriousness of the issue needing correction. The maximum time allowed for the resolution of a problem is 90 days. At that time, WorkforceONE Staff will follow-up to see if the problem has been resolved and will prepare a written report on the resolution of problems.

Consultation with the staff and the WorkforceONE Committee will determine how much additional time will be allotted to complete the corrective action, depending on the seriousness of the corrective action.

The time frame for corrective action for file review is two weeks. If additional time is needed, as verified by the staff, additional time will be given.

All program operations that have been reported to have problem areas and need corrective action have the right to appeal the validity of said

report. The appeal shall be in writing to the Program Director at which time every effort to come to an equitable decision.

### **Monitoring Guides/Checklists**

Monitoring guides/checklists have been developed and are consistent with the information provided by the State Workforce Compliance and Oversight Unit.

## C. Fiscal Controls

- **Processing Data and Reports for Federal and State (Attachment K – Fiscal Process Flow Charts)**

The WorkforceONE's staff is responsible to reconcile any data discrepancies among the Paymaster, Service Link, Commerce Fiscal Management unit and the WorkforceONE. The currently used accounting system has the capacity to adjust to all foreseeable contingencies. This system is capable of responding to any changes and/or additional requirements that may be imposed. Costs and program participation can be tracked by any necessary criteria. The automated system to gather and maintain client participation information and the automated system to process and maintain the fiscal records for all programs are both supported by Service Link and operated within the same database. The WorkforceONE staff reviews and verifies expenditure reports from the Paymaster and Commerce Fiscal Management on a monthly basis to ensure that LA I is in compliance with governing directives.

- **Tracking Expenditures to Assure 30% Funds Spent on Out-of-School Youth**

WorkforceONE staff monitors expenditures by means of a monthly report generated from Service Link and the paymaster. The report tabulates expended and obligated funds by funding source showing the amounts budgeted for each category by program year. WorkforceONE staff reviews and verifies expenditure reports from the Paymaster and Commerce Fiscal Management on a monthly basis to ensure that LA I expenditures are consistent with the requirements of the Act.

By means of the automated information system, comparisons of planned to actual expenditures are made each month to maintain program expenditures within budgeted amounts. Based on these reports, staff initiates any corrective action required to correct any deviation from the training plan. A Financial Report is generated for the Workforce Investment Board to review at each of their full Board meetings.

- **Procurement of Goods and Services**

Local Area I's accepts the Kansas Department of Commerce Procurement Policy which complies with all applicable OMB Circulars and Federal Regulations. WorkforceONE staff is responsible for all aspects of administering procurement in accordance with federal requirements and applicable state and local laws, rules and regulations.

- **Obligation and De-obligation of Funds**

Program fund obligations are made for each individual participant by means of an Individual Training Account Vouchers or an Individual Agreement for Activities and Services and internal budget form for all expenses anticipated for training purposes. When the participant completes training or is terminated from the program, any unspent funds must be de-obligated.

WorkforceONE staff will track through a separate mechanism the obligation of funds procurement of property and contract obligation not covered by an Individual Training Account Voucher or an Individual Agreement for Activities and Services.

- **Billing and Payments**

Payments made to participants are derived directly from timesheet computation for the specific pay period. Service providers are paid directly from invoices received from their respective institutions. Voucher requests require a signature from the Program Director or Executive Director. Frequency and period of payment depend on the program components.

- **Processing Data and Reports for Federal and State**

WorkforceONE staff will monitor all characteristics and fiscal data reports and other items in accordance with the monitoring procedures outlined in the plan. Through review of the activities, administrative staff will make recommendations to ensure changes are effectively and efficiently made. By means of the automated information system, comparisons of planned to actual expenditures are made each month to maintain program expenditures within budgeted amounts. Based on these reports, staff initiates any corrective action required to correct any deviation from the training plan and budget. A Financial Report is generated for the Workforce Investment Board to review at each of their full Board meetings.

## **D. Complaint and Grievance Processes**

**Describe Local Board policies and procedures relating to discrimination complaints, criminal complaints, non-criminal complaints, and grievances, to include the following (as appropriate):**

- **Scope of Complaint/grievance Procedure**

### **Discrimination Complaints**

Any person who believes he/she has been or is being subjected to discrimination prohibited under the Workforce Investment Act (WIA) on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief, will be given the option to file a written complaint/grievance.

Complaints/grievances alleging a violation of the nondiscrimination provisions of WIA Section 188, 29 U.S.C. Section 2938, may be filed directly with the following:

Civil Rights Center (CRC)  
U.S. Department of Labor, Room N-4123  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

All discrimination complaints must be filed within 180 days of the alleged discrimination.

The individual alleging a violation and wishing to file a discrimination complaint can also file with WorkforceONE who has the set policy that any participant or other interested party affected by the WIA programs may file a complaint/grievance by submitting a written statement to:

Robert Dalke  
WorkforceONE  
1922 Main  
Great Bend, KS 67530

### **Non-Criminal Complaints**

The non-criminal complaint/grievance procedure can be used by WIA applicants, participants or any other individual regarding operation of the WIA program or activities. This complaint procedure shall not be used regarding complaints of discrimination.

This procedure may be used for resolution of any complaints/grievances of any kind or nature (other than those alleging discrimination) including complaints alleging a violation of the Act, Federal regulations or WorkforceONE Plan.

Complaints/grievance may be filed by an organization or individual that believes they have been denied rights afforded by the Act, rules and regulations, grants or other agreements entered into pursuant thereto.

Upon application, all applicants shall receive written information summarizing the WIA complain/grievance procedure, how to file a complaint/grievance and their rights pursuant to that procedure.

All non-criminal complaints/grievances filed under this procedure must be filed within one year of the date of the alleged occurrence. This does not include allegations of fraud or misuse.

Sub-recipients of WorkforceONE WIA funds must establish and maintain a complaint/grievance procedure relating to the terms and conditions of employment and such complaint/grievance procedure must include due process provisions. Such employers may operate their own grievance procedure or use this procedure. Employers shall inform participants of the complaint/grievance procedure they are to follow and of their right to have the employer's decision reviewed by WorkforceONE.

### **Criminal Complaints**

The administrative entity has established policies and procedures to be used specifically for reporting known or suspected fraud, program abuse or criminal conduct by all staff and officials of, as well as staff officials the administrative entity and program participants of recipients, sub-recipients and contractors.

### **Grievances**

It should be noted for all intents and purposes, the Local Board views the terms "complaint" and "grievance" as the same.

### **Local definitions relating to complaint/grievance procedures**

#### **Discrimination Complaint:**

In addition to an issue, a discrimination complaint includes a basis. A basis is the complainant's reason for his/her treatment. A complaint is a discrimination complaint if it includes, as a reason for the mistreatment,

one of the prohibited factors listed in WIA Section 188 (e.g., race, color, sex, etc.)

**Criminal Complaint:**

A complaint alleging fraud, malfeasance, misapplication of funds, gross mismanagement, or other criminal activities in ETA-funded programs.

**WIA General Complaint:**

WIA general complaints fall into one of two categories:

1. Complaints involving local WIA programs, agreements, or Local Workforce Investment Board (Local Board) policies and activities;  
or
2. Complaints involving State WIA policies, programs, activities or agreements.

Grievance: WorkforceONE considers a grievance to be defined as a WIA General Complaint

- **Procedures from initial filing through the appeal process**
  - Process for Filing Complaints/Grievances - An individual may file a complaint/grievance of discrimination by submitting a written statement. The written statement must contain the following information and must be signed and dated by the party submitting the complaint/grievance:
    - The full name, address and telephone number of the person making the complaint/grievance
    - The full name and address of the person against whom the complaint/grievance is made
    - A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation
    - The provisions of the law, regulation, grant or other agreement, etc., believed to have been violated

The Equal Opportunity Officer may review the complaint/grievance to assure completeness and may assist the complainant with filing procedures. A copy of the complaint/grievance will be forwarded to the KDOC EO Director.

Every effort will be made to resolve all complaints locally, but if all efforts fail and the complainant chooses to file with the Civil Rights Center, the information required must be provided by completing the Civil Rights Center Complaint Information Form and accompanying the Privacy Act Consent Form.

The Equal Opportunity Officer will make every effort to resolve the complaint/grievance and shall offer a resolution of the complaint/grievance to the complainant and the respondent in writing within 60 days after the complaint/grievance is filed. If the resolution offered is satisfactory, the complainant and respondent shall be asked to sign a copy of the written proposal indicating acceptance of the proposed resolution. A copy of the signed agreement will be forwarded to the KDOC EO Director.

The individual filing a complaint/grievance can expect the WorkforceONE to adhere to the following stipulations:

- Provide for an informal resolution and a hearing to be completed within 60 days of the filing of the complaint/grievance
- An opportunity for a local level appeal to a State entity when no decision is reached within 60 days and/or either party is dissatisfied with the local hearing decision

- Appeal Process

If a complaint/grievance is filed at the administrative entity and no decision is issued within the 60 days, or either party is dissatisfied with the local hearing decision, either party to the complaint/grievance may file a written appeal to the Kansas Department of Commerce. The appeal must be made within ten (10) days of the adverse decision or ten (10) days from the date the decision should have been issued. The written appeal must be signed and dated by the party submitting the appeal and must contain the following information:

- The full name, address and telephone number of the person submitting the appeal
- The date and location where the complaint/grievance was filed
- The date the hearing was held
- If a decision was issued, the reason why it should be reviewed or if a decision was not issued within sixth (60) days of the filing of the complaint/grievance, a statement of the date the decision should have been issued and no decision was issued by that date
- A copy of the original and any amended complaint/grievance, a copy of any response(s) thereto and a copy of any decision entered at the WORKFORCEONE Staff.

During the first ten (10) days after a complaint/grievance is filed with the Kansas Department of Commerce, an attempt will be made to informally resolve the matter. If no resolution is achieved, a hearing will be scheduled. The hearing will be conducted within 30 days of the date the

complaint/grievance is received by the Kansas Department of Commerce. The decision by the Kansas Department of Commerce is a final decision.

Parties to the complaint/grievance will receive notice of the date, time and location of the hearing. If appropriate, the hearing may be conducted by telephone. A decision will be issued in writing within 60 days of the date the complaint/grievance was received by the Kansas Department of Commerce.

At any time during the resolution process, any party may choose to be represented by an attorney or other representative. At the hearing, parties may bring witnesses and documentary evidence. Prior to the hearing, the parties may request the hearing officer issue subpoenas to compel attendance of witnesses and/or the production of relevant documentary evidence.

Complaints/grievances may be withdrawn, if either of the parties may request the hearing be rescheduled, by notifying the official that sent the hearing notice. Requests for rescheduling of the hearing will be granted only for good cause.

No person may be discharged or in any way discriminated against because such person files a complaint/grievance, testifies at a hearing, provides information, or intends to testify at a hearing or provide information pursuant to this process.

Nothing precludes a complainant from pursuing a remedy authorized under any other federal, state, or local law.

#### o **Non-Criminal Complaints**

- Process for Filing Non-Criminal Complaints - Any party wishing to file a complaint/grievance may do so by either of the following means:
  - Contacting the WORKFORCEONE Staff and completing a WIA General Complaint Form.
  - Submitting a written statement to the administrative entity containing the following information:
    - o Complainants full name, address and telephone number
    - o Full name and address of the person and/or employer against whom the complaint is made
    - o A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation
    - o The provisions of the Act, regulations, grant or other agreements under the Act believed to have been violated
  - Statement must be signed and dated.

- The WorkforceONE Staff will review the complaint to ensure its completeness and give assistance to the complainant in correctly filing the complaint. The administrative entity will log the complaint in the Complaint/Grievance Logbook. The WorkforceONE Staff will forward a copy of the complaint to the Kansas Department of Commerce (KDOC).
- The WorkforceONE Staff will make every effort to informally resolve all non-criminal complaints/grievances at the local level within the first ten (10) days after the complaint is filed. The complainant and respondent will be provided a written notification of the outcome of this informal resolution within fifteen (15) days after the complaint has been filed. A copy of the notification will also be sent to KDOC. The outcome of the informal resolution will be noted in the Complaint/Grievance Logbook.
- If the informal resolution process is not satisfactory to the complainant, the Office of Appeals will schedule a formal hearing within 30 days after the filing of the complaint. In the interim, if an informal resolution is reached, the complaint is to be withdrawn and the hearing canceled. Written notice shall be provided to the complainant of the time, date and location of the hearing. The date of the hearing will be noted in the Complaint/Grievance Logbook and a copy of the notice sent to KDOC.
- Hearing decisions will be in written format and all decisions will be made within 60 days from date of filing the complaint/grievance. Copies shall be sent to the complainant, respondent and the administrative entity. The date and decision will be noted in the Complaint/Grievance Logbook and a copy of the decision sent to KDOC.
- All complainants will be allowed the opportunity to present evidence in support of their complaint/grievance. The complainant and the respondent may be represented at the hearing by an attorney or appointed representative, and shall be afforded the opportunity to present witnesses and evidence.
- **Appeal Process** - If the party is not satisfied with the decision issued, or within 60 days of the date the complaint/grievance was filed he/she does not receive a decision resolving the complaint/grievance, that party may request, in writing, that the complaint/grievance be reviewed by the Governor. This request must be made within ten (10) days of the adverse decision or ten (10) days from the date the decision should have been issued.
  - The request for appeal should be sent to the following:

Kansas Department of Commerce  
Workforce Compliance and Oversight  
1000 S.W. Jackson Street, Suite 100  
Topeka, KS 66612-1354

The request should contain the following information:

- Full name, address and telephone number of the person requesting the appeal
  - Date and location where the complaint/grievance was filed
  - Date when the formal hearing was held
  - Information regarding the decision (was the decision issued; reason why the decision is incorrect and should be reviewed; if a decision was not issued within sixty (60) days of filing the complaint/grievance, a statement of the date the decision should have been issued and that no decision was issued by that date). The complaint will be reviewed and the complainant will be issued a written decision from the State within 30 days of receipt of complaint/grievance. The State decision is the final decision.
- **Federal Review** - In the event the Governor does not issue a decision within 30 days, all complainants will be afforded the right to submit a request for the Secretary of Labor to make a determination where the Act and/or regulations have been violated. The complaint/grievance must be filed within ten (10) days from which a decision should have been received from the State.

The request must contain the following information:

- Complainants full name, address and telephone number
- Full name, address and telephone number of the respondent against whom the complaint is made
- A clear and concise statement of facts, including pertinent date, constituting the alleged violation
- A statement disclosing whether proceedings involving the subject of the request have been commenced or concluded before a Federal, State or local authority. If so, the date of such commencement or conclusion, the name and address of the authority and the style of the case must be provided.
- A statement of the date the complaint/grievance was filed with the Governor, the date on which the Governor should have

issued a decision, and an attestation that no decision was issued.

- The request should be sent to:

Secretary of Labor  
U.S. Department of Labor  
200 Constitution Ave  
Washington D.C. 20210

- **Criminal Complaints**

Managers, supervisors, employees and officials of the Kansas Department of Commerce, Local Area I, recipients, sub-recipients, contractors and participants are to promptly report in writing or by telephone to their manager, supervisor, the administrative entity, case manager or KDOC information believe to indicate actual, potential or suspected criminal wrongdoing.

The Incident Report form, will be the vehicle for reporting all known or suspected cases of fraud, malfeasance, misapplication of funds, gross mismanagement, or other criminal activities in ETA-funded programs.

If the report is made to a manager, supervisor or case manager, that person shall ensure that the Incident Report form is completed in its entirety and shall forward the original report form to:

Kansas Department of Commerce  
WCO Unit  
1000 SW Jackson Street, Suite 100  
Topeka, KS 66612-1354

If it is determined by the manager, supervisor, or case manager that the report requires immediate attention, a telephone report will be made to the Internal Security Advisor to relate the necessary information, and the written report will be sent immediately thereafter.

If the reporting party considers that his/her position will be compromised by submitting information they believe indicated wrongdoing through the manager, supervisor, or case manager, he/she may send the report directly to the Internal Security Advisor.

The individual's identity will not be disclosed except where the employee consents or it is determined that disclosure will be unavoidable during the course of an investigation.

No action of any kind shall be taken against any party filing a report of alleged wrongdoing pursuant to this procedure or for assisting in the investigation or prosecution of the complainant, by the manager, supervisor, case manager or the Internal Security Advisor.

The Internal Security Advisor shall notify the Regional Administrator. The Internal Security Advisor shall be responsible for any investigation undertaken in response to the incident report, and shall prepare a quarterly status report on incident reports, and a final report on each incident, for submission to the U.S. Department of Labor. In addition, when deemed appropriate, the Secretary of the Kansas Department of Commerce may initiate a special review to be conducted by the KDOC Workforce Compliance and Oversight Unit. It is not the intent of the Incident Report to elicit reports after a determination has been made that the act or omission is legally prosecutable. This decision is within the jurisdiction of the affected U.S. Attorney, Chief Counsel of the Kansas Department of Commerce or the individual designated by the administrative entity to process Incident Reports. Any act which raises questions concerning possible illegal expenditures or other unlawful activity should be immediately reported according to the established procedures.

- **Criteria and selection process for choosing an impartial hearing officer when needed**

WorkforceONE has secured the services of an independent/neutral party with professional credentials to hear, review and render a decision in cases where a hearing officer is necessary. Mr. Lee Parker, Attorney at Law, has been named the WorkforceONE Hearing Officer.

The following criteria was used to provide guidelines for choosing the hearing officer:

- The individual should have had previous work experience in the employment and training and or administration of federal grants;
- Be knowledgeable of the Workforce Investment Act;
- Not be a current employee or associated with Local Area One-Stop partners;
- Not have any personal or financial interest that would be in conflict with the applicant/or customer's objectivity

## E. Equal Opportunity and Affirmative Action

- **Describe the Local Board Equal Opportunity and Affirmative Action policies (include a copy of the administrative entity's Equal Opportunity and Affirmative Action statement as Attachment L).**
  - No person shall be denied program eligibility or participation, employment, excluded from benefits, or suffer discrimination under this Agreement because of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Furthermore, WorkforceONE One-Stop marketing initiatives must include targeted outreach to all protected classes.
  - The WorkforceONE requires that all participants be given a copy of the Complaint Procedure form at time of enrollment. The WorkforceONE also requires that a signed copy of the Complaint Form be submitted with each enrollment.
  - All One-Stop centers are required as part of the certification/recertification process to describe:
    - Policies and/or procedures addressing ADA accessibility requirements.
    - Policies, procedures and/or plans addressing diversity (for example, diversity relating to languages, learning styles, cultures)
    - Nondiscrimination policy.
  - The AAO will translate the following vital documents for all prevalent languages in Local Area I:
    - Information Disclosure
    - Complaint and Grievance Form
  - All One-Stop Centers who have a significant number of LEP persons in their One-Stop area will provide the following resources:
    - Oral Translation
    - Translation of documents
    - Telephone translation
    - Marketing to LEP Persons
    - Website Translation
  - If a One-Stop Center does not have the above resources available and the LEP populations warrants these resources a plan must be developed and submitted to achieve compliance.
  - All One-Stop Centers are required to provide evidence of compliance with Basic Access Policies. If the One-Stop Center does not meet Basic Access Standards (Architectural and Program) a plan is to be submitted which includes a timeline for full-compliance.
  - All One-Stop Centers are required to develop and provide all partners with a list of resources available in the One-Stop communities which address Communication Access. If all components of the Communication Access policy are not available in the One-Stop community a plan to establish full Communication Access will be

required. This will be a component of the One-Stop Business Plan and recertification process.

- As part of the One-Stop On-site Monitoring and Annual Recertification Process; WorkforceONE and/or the recertification team will monitor to ensure all required notifications are posted.
- All required original participant documentation is maintained at the WorkforceONE location.
- All partners/case managers who are provided with access to participant information whether physical or electronic must sign a confidentiality agreement with WorkforceONE.
- All partners who have access to the One-Stop database which contains participant information must use a user name and password in order to gain access.
- All MOU's will contain a provision for all partners to adhere to all EO and Discrimination Policies and Processes.

- **Describe procedures relating to Local Board policies described in Item 1, to include the following:**

The Area I Local Board has designated Robert Dalke, Executive Director, as the EO Representative for Local Area I. The contact information is as follows:

Robert Dalke  
Kansas WorkforceONE  
1922 Main  
Great Bend, KS 67530  
Phone: (620)792-7032  
Fax: (620)792-5132  
Cell: (620)617-7106  
Email: [bob@la1WorkforceONE.org](mailto:bob@la1WorkforceONE.org) / [bob@kansasworkforceone.org](mailto:bob@kansasworkforceone.org)

- **Description of the methods used to make information about WIA available to individuals with hearing and/or visual impairments**

The WorkforceONE Staff will strive to ensure compliance with all requirements of the Americans with Disabilities Act of 1990. Persons with disabilities are a priority population in Local Area I.

Accommodations or special arrangements for persons with a disability or those with limited English speaking capabilities will be made available at all area one-stop centers. Such accommodations or arrangements may include, but are not limited to:

- TTY/TDD access
- Sign language interpretation

- English translation
- Computer technology
- Other one-on-one customer assistance

The WorkforceONE and One-Stop coordinators continuously works with the social service agencies located in the sixty-two counties of WorkforceONE that provide services to persons with disabilities. These agencies include, but are not limited to the Kansas Department of Social and Rehabilitation Services, Vocational Rehabilitation, and community-based organizations.

- **Description of methods used to make information about WIA available to individuals with limited English speaking abilities**

Accommodations or special arrangements for those with limited English speaking capabilities will be made available at all area One-Stop Centers. Such accommodations or arrangements may include, but are not limited to:

- TTY/TDD access
- Sign language interpretation
- English translation
- Computer technology
- Other one-on-one customer assistance

WorkforceONE will use all available resources in order to provide situational-specific assistance where necessary.

Kansas Rehabilitation Services (KRS) is now a One-Stop partner and access to KRS will be available through the One-Stop Centers. WorkforceONE Employer Outreach staff works closely with KRS counselors in the development of OJT contracts with area employers for persons with disabilities.

- **Description of methods used to disseminate notice and communication of the Local Board non-discrimination policy.**

WorkforceONE staff, one-stop centers and service providers are required to display the nondiscrimination poster, Equal Opportunity is the Law, where registrants, applicants, eligible applicants/registrants, applicants for employment, employees, and interested members of the public can readily see it.

Other methods that the WorkforceONE Staff, one stops and service providers may use to establish and maintain a notification and communication system may include, but are not limited to, the following:

- Post notices prominently and in sufficient numbers to be available to the public and staff;
- Post notices on the Internet;
- Post notices in newspapers and magazines;
- Post notices in internal memoranda or other written or electronic communication; and
- Provide notices to participants and make these a part of the participant's file.

As part of the One-Stop On-site Monitoring and Annual Recertification Process; the WORKFORCEONE Staff and/or the recertification team will monitor to ensure all required notifications are posted.

All MOU's will contain a provision for all partners to adhere to all EO and Discrimination Policies and Processes.

## F. Information Systems

- **Describe Local Board policies and procedures for tracking and documenting the progress of WIA participants through various services (core, intensive, and training) and activities (eligibility, assessment, enrollment, attendance, termination, etc.).**

All adults and dislocated workers entering activities funded under Title IB of the Workforce Investment Act (WIA) through the one-stop system will initially be registered for service delivery and tracking. A full registration will be entered to include a complete work history and an eligibility determination. Case managers will ensure all activities and referrals to one-stop partners and supportive services are scheduled and tracked.

The initial assessment process is used to determine if the individual appears to be appropriate to receive WIA services. A determination of which individual can benefit and is suitable for WIA services is made after information is collected from the applicant by the case manager. The initial assessment process indicates the following:

- What services will be required for the applicant to be ready to achieve vocational goals
- What level of services will be required to provide desired skills
- Indication of the individual's ability to utilize the services available from WIA or other service providers in accomplishing the desired goals.

Individuals will be referred to other service providers to obtain prerequisite work readiness skills before participation in WIA training if these skills are lacking. Suitability will also be determined based on planned needs for hard-to-serve categories and the availability of WIA services.

The following are elements used in the initial assessment process, which are made a part of every eligible applicant file:

- Name of eligible applicant
- Date of initial assessment
- A determination indicating that the applicant appears to be suitable or unsuitable for WIA services
- An entry on the applicant record of referral(s) to other services
- Indication of case manager who performed the initial assessment

An eligible applicant may be considered unsuitable for enrollment in WIA if one or more of the following conditions exist:

- Applicant clearly does not need employment and training services

- Applicant clearly lacks necessary prerequisites to receive reasonable training
- Applicant cannot benefit from the services that are available
- Applicant does not meet prioritization requirements
- WIA services are not available

The Employment Plan is used as a means to examine the capabilities, needs and vocational potential of a participant when developing a plan for successful long-term outcomes. The case manager completes the employment plan with the participant. The employment plan is a client-centered and diagnostic evaluation of a participant's strengths and barriers, taking into account information from the participant such as:

- Family situation
- Work history
- Educational background
- Occupational skills history
- Work and training interests
- Work attitudes
- Behavioral patterns and motivation regarding work
- Employment barriers
- Financial situation
- Supportive service needs

In order to measure the skills, abilities and interests of a participant a combination of the following methods may be used:

- Structured interviews
- Paper and pencil tests
- Performance tests
- Behavioral observations
- Interest and attitude inventories
- Career guidance instruments
- Aptitude tests
- Basic skills tests

A basic skills assessment may be used during the initial assessment. Applicants who are assessed as having low reading and/or math skills will be referred to remediation to upgrade their functional basic skills. Remediation services may be provided through WIA-funded or non-WIA-funded entities.

The employment plan is an ongoing process, which contains periodic written updates and counseling notes that document the participant's changing needs and service strategies. The plan acts as the road map of activities and services that will be provided to the participant and is tried to

the particular need and interests of each participant. The plan may contain the following:

- Occupational proficiencies and deficiencies
- Educational proficiencies and deficiencies
- Occupational goals
- Educational goals
- Barriers to occupational and/or educational goals
- Supportive service needs
- Plan to overcome barriers and meet needs
- Determination of appropriate WIA activities and supportive services to overcome barriers and meet needs
- Justification for:
  - Participant's requirement for training
  - Participant's job skills/work history are not adequate for job placement in the current labor market
  - Participant's current educational skills are not adequate for job placement in the current labor market
  - Training activities offered by WIA are not a duplication of skills already acquired
  - The training site chosen over alternate sites
  - Support services are necessary and reasonable for completing the training activity
  - Referrals to other agencies/programs for services to overcome barriers and meet needs
  - Plan to transition into unsubsidized employment
  - Progress notes throughout enrollment
  - Identification of post-program follow-up service needs and outcomes

While the participant is in a training program, continuous counseling is provided by the case manager, employment plan updates are completed by the case manager to document the participant's progress towards meeting the occupational and educational goals. The case manager also reviews barriers and needs to evaluate any changes that would require new service strategies to be developed.

The WorkforceONE and its contracted providers will comply with federal equal opportunity regulations in selecting program participants. Applicant records will include at a minimum, information on race/ethnic background, sex, age, and disability. Application status will be maintained and monitored to determine whether outreach efforts or intake procedures have a disparate impact on any group based on race, sex or age.

The following procedures are implemented to ensure complete records will be maintained on each participant's enrollment to demonstrate compliance with appropriate regulations:

- Participant data will be entered into Kansas Service Link System to enable efficient monitoring and review of eligibility criteria. The data will consist of pertinent intake information used to determine eligibility and other information required by federal policy.
- A hard copy file will be maintained on all transactions during the course of a participant's enrollment in the WorkforceONE administrative office.

The following are the instruments used in tracking participants throughout their WIA activities:

- Enrollment, Activity and Budget Sheet
- Employment Plan
- Contracts
- Time Sheets (Work Experience, OJT)
- ITA
- Exit Form
- Follow-up Questionnaire

Length of training is established in the participant budget and reflected in the ITA. The contracted provider designees review and approve the budget and ITA as well as any modifications to ensure that policies on limitations for training are being met. Upon submittal of a voucher, WorkforceONE staff checks against the participant budget and previous expenditures to ensure that overpayments do not occur and that other limitations are maintained.

Original time sheet will be kept on file at the administrative entity office. For the OJT component, monthly time sheets will be used. Work experience participants will use biweekly time sheets. Payments will not be made for the participant's OJT or Work Experience without a current time sheet.

Reviewing reports provided by training providers will monitor attendance and performance for classroom training. Case managers will be in contact with training providers from the beginning of training until end of training. Training providers will identify a contact person for case managers to contact at minimum on a monthly basis regarding attendance and performance. If case manager identifies additional barriers during training the case manager, training provider and participant will work together to update the plan to eliminate the barrier.

If the case manager determines that no additional services are necessary, they complete an exit form and close services in Kansas Service Link in order to allow the client to exit.

After placement into unsubsidized employment, appropriate follow-up services are required to be made available to all WIA Title IB Adults and Dislocated Workers. A minimum of three follow-up contacts at specific time intervals will be required. Additional follow-up may be necessary and are predicated by the following conditions:

- Participants who entered Title IB services with multiple barriers and limited work histories may be in need to significant follow-up services to ensure long-term success in the labor market.
- The case manager may choose to continue periodic contact with customers in order to ensure that an individual's long-term employment goals are met.
- The case manager may not be meeting performance standards and therefore required to provide follow-up at specific time intervals in addition to the minimum required follow-ups.
- Additional follow-ups may be made to gather one-stop performance information.

Upon placing a registered participant into unsubsidized employment, the case manager will submit supplemental placement documentation to the administrative entity who will enter information into the One-Stop Tracking System. Documentation may consist of:

- Paycheck stub
- Letter of confirmation from employer on letterhead
- Identification badge supplied by employer

Placement will be verified through cross match with Wage Files when data is available.

All follow-ups conducted by the Case Manager should be entered into the Kansas Service Link System.

- **Youth Programs**

All youth entering activities funded under Title IB of the Workforce Investment Act (WIA) through the one-stop system will initially be registered for service delivery and tracking. A full registration will be entered to include occupational and academic skill levels and an eligibility determination. Case managers will ensure all activities and referrals to one-stop partners and supportive services are scheduled and tracked.

The initial assessment process is used to determine if the individual appears to be appropriate to receive WIA services. A determination of

which individual can benefit and is suitable for WIA services is made after information is collected from the applicant by the case manager. The initial assessment process indicates the following:

- What services will be required for the applicant to be ready to achieve academic/vocational goals
- What level of services will be required to provide desired skills
- Indication of the individual's ability to utilize the services available from WIA or other service providers in accomplishing the desired goals.

Individuals will be referred to other service providers to obtain prerequisite work readiness skills before participation in WIA training if these skills are lacking. Suitability will also be determined based on planned needs for hard-to-serve categories and the availability of WIA services.

The following are elements used in the initial assessment process, which are made a part of every eligible applicant file:

- Name of eligible applicant
- Date of initial assessment
- A determination indicating that the applicant appears to be suitable or unsuitable for WIA services
- An entry on the applicant record of referral(s) to other services
- Indication of case manager who performed the initial assessment

An eligible applicant may be considered unsuitable for enrollment in WIA if one or more of the following conditions exist:

- Applicant clearly does not need services offered by the Youth Program.
- Applicant clearly lacks necessary prerequisites to receive reasonable training
- Applicant cannot benefit from the services that are available
- Applicant does not meet prioritization requirements
- WIA services are not available

The Individual Service Strategy/Objective Assessment is used as a means to examine the capabilities, needs and vocational potential of a participant when developing a plan for successful long-term outcomes. The case manager completes the Individual Service Strategy with the participant. The Individual Service Strategy is a client-centered and diagnostic evaluation of a participant's strengths and barriers, taking into account information from the participant such as:

- Family situation
- Work history

- Educational background
- Occupational skills history
- Work and training interests
- Work attitudes
- Behavioral patterns and motivation regarding work
- Employment barriers
- Financial situation
- Supportive service needs

In order to measure the skills, abilities and interests of a participant a combination of the following methods may be used:

- Structured interviews
- Paper and pencil tests
- Performance tests
- Behavioral observations
- Interest and attitude inventories
- Career guidance instruments
- Aptitude tests
- Basic skills tests

The CASAS appraisal and diagnostic assessments will be used during the initial assessment. Applicants who are assessed as having low reading and/or math skills will be referred to remediation to upgrade their functional basic skills. Remediation services may be provided through WIA-funded or non-WIA-funded entities.

The Individual Service Strategy is an ongoing process, which contains periodic written updates and counseling notes that document the participant's changing needs and service strategies. The plan acts as the road map of activities and services that will be provided to the participant and is tied to the particular need and interests of each participant. The plan may contain the following:

- Occupational proficiencies and deficiencies
- Educational proficiencies and deficiencies
- Occupational goals
- Educational goals
- Barriers to occupational and/or educational goals
- Supportive service needs
- Plan to overcome barriers and meet needs
- Determination of appropriate WIA activities and supportive services to overcome barriers and meet needs
- Justification for:
  - Participant's requirement for training

- Participant's job skills/work history are not adequate for job placement in the current labor market
  - Participant's current educational skills are not adequate for job placement in the current labor market
- Training activities offered by WIA are not a duplication of skills already acquired
- The training site chosen over alternate sites
- Support services are necessary and reasonable for completing the training activity
- Referrals to other agencies/programs for services to overcome barriers and meet needs
- Plan to transition into unsubsidized employment
- Progress notes throughout enrollment
- Identification of post-program follow-up service needs and outcomes

While the participant is in a training program, continuous counseling is provided by the case manager, Individual Service Strategy updates are completed by the case manager to document the participant's progress towards meeting the occupational and educational goals. The case manager also reviews barriers and needs to evaluate any changes that would require new service strategies to be developed.

WorkforceONE staff and its contracted providers will comply with federal equal opportunity regulations in selecting program participants. Applicant records will include at a minimum, information on race/ethnic background, sex, age, and disability. Application status will be maintained and monitored to determine whether outreach efforts or intake procedures have a disparate impact on any group based on race, sex or age.

The following procedures are implemented to ensure complete records will be maintained on each participant's enrollment to demonstrate compliance with appropriate regulations:

- Participant data will be entered into One-Stop Tracking System to enable efficient monitoring and review of eligibility criteria. The data will consist of pertinent intake information used to determine eligibility and other information required by federal policy.
- A hard copy file will be maintained on all transactions during the course of a participant's enrollment in the WorkforceONE administrative office.

The following are the instruments used in tracking participants throughout their WIA activities:

- Enrollment, Activity and Budget Sheet
- Individual Service Strategy/Employment Plan

- Contracts
- Time Sheets (Work Experience, OJT)
- ITA
- Exit Form
- Follow-up Questionnaire

Length of training is established in the participant budget and reflected in the ITA. The contracted provider designee reviews and approves the budget and training agreement as well as any modifications to ensure that policies on limitations for training are being met. Upon submittal of a voucher, WorkforceONE staff checks against the participant budget and previous expenditures to ensure that overpayments do not occur and that other limitations are maintained.

Original time sheet will be kept on file at the administrative office. For the OJT component, monthly time sheets will be used. Work experience participants will use biweekly time sheets. Payments will not be made for the participant's OJT or Work Experience without a current time sheet.

Reviewing reports provided by training providers will monitor attendance and performance for classroom training. Case managers will be in contact with training providers from the beginning of training until end of training. Training providers will identify a contact person for case managers to contact at minimum on a monthly basis regarding attendance and performance. If case manager identifies additional barriers during training the case manager, training provider and participant will work together to update the plan to eliminate the barrier.

If the case manager determines that no additional services are necessary, an exit form is completed and submitted to the WorkforceONE administrative office. Services are then closed in the Kansas Service Link in order to allow the client to exit.

All youth participants will receive follow-up services for a minimum of 12 months. The types of services provided and the duration of services will be determined by the case manager and the participant based on the need of the individual. A minimum of three (3) follow-up contacts at specific time intervals will be required. Additional follow-up may be necessary and are predicated for the following conditions:

- Participants who entered Title IB services with multiple barriers may be in need of significant follow-up services to ensure long-term success
- The case manager may choose to continue periodic contact in order to ensure long-term goals are met
- The case manager may not be meeting performance standards and are required to provide additional follow-up

Additional follow-ups may be made to gather one-stop performance information

All follow-ups conducted by the case manager will be entered into the One-Stop Tracking System.

For youth 18 to 21 the following applies:

Upon placing a registered participant into unsubsidized employment, the case manager will submit supplemental placement documentation to the administrative entity, who will enter information into the One-Stop Tracking System. Documentation may consist of:

- Paycheck stub
- Letter of confirmation from employer on letterhead
- Identification badge supplied by employer

Placement will be verified through cross match with Wage Files when data is available.

All follow-ups conducted by the case manager should be entered into the Kansas Service Link Tracking System.

- **Describe Local Board policies and procedures for developing, validating, and submitting quarterly and annual reports for performance outcomes, annual characteristics to validate equal opportunity, and submission of the annual WIASRD (Workforce Investment Act Standard Reporting Document).**

The Local Area utilizes the Kansas Service Link database which includes all data elements required by the Federal WIASRD reporting system. Data elements specific to each participant registered for WIA IB activity are entered into an individual participant record. The relational database structure allows for the creation and maintenance of tables pertaining to every facet of a participant's enrollment period from initial eligibility determination through subsequent services and activities provided, along with individual budgetary and payment records, to exit, follow-up and participant satisfaction survey results.

Values entered into the Kansas Service Link database data fields for participant's records are validated on a monthly basis by comparison with completed forms and supporting documentation, as required, in original participant files maintained in the WorkforceONE administrative office.

Validation of data consistency in accordance with Federal WIASRD data requirements is conducted on an ongoing basis.

Quarterly and Annual reports for the core performance measures are produced in accordance with the Federal and State reporting schedule. The reports are created utilizing existing Local computerized applications that perform the calculations required for each of the core measures and the customer satisfaction survey results.

Quarterly and Annual EO reports revealing services provided to participants by participant characteristics are created in accordance with the Federal and State reporting schedule. Data for these reports is contained in relevant One Stop Tracking Database tables.

Data for the Annual WIASRD participant record report is entered into and maintained in the One Stop Tracking Database. Prior to submission to the State, the WIASRD data file is run through data element edit checking software provided by Federal Government vendors. If any errors are discovered in the data, the records containing such errors are isolated and the values in the data elements are checked against the existing paper files for the participant. Upon completion of the edit checks, another WIASRD file is created and submitted to the State for further edit checks and eventual inclusion in the States WIASRD submission to the United States Department of Labor.

**LOCAL AREA I**  
**LOCAL WORKFORCE DEVELOPMENT PLAN**  
**FOR TITLE I OF THE**  
**WORKFORCE INVESTMENT ACT OF 1998**  
**AND THE**  
**WAGNER-PEYSER ACT**  
  
**FOR THE PERIOD**  
**JULY 2, 2005 THROUGH JUNE 30, 2007**

**ASSURANCES AND DISCLOSURES**

This Plan represents a contract between the undersigned Local Workforce Investment Board and the Kansas Department of Commerce. The Plan will maximize resources available under Title I of the Workforce Investment Act of 1998, and the Wagner-Peyser Act and to coordinate these resources with other State and local programs within the Local Board's designated geographical local area. This contract is effective for the period July 1, 2007, through June 30, 2009, in accordance with the provisions of the Workforce Investment Act and the Wagner-Peyser Act. We the undersigned hereby certify we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Local Plan and any other applicable federal regulations, State laws, regulations, policies, and technical assistance requirements.

**Acknowledgment Regarding Fiscal, Administrative and Audit Requirements, and Allowable Cost Principles**

By signing this document, the WIA Title I grant recipient or subrecipient acknowledges that it is bound by, and agrees to follow, the uniform fiscal and administrative requirements, the audit requirements, and the applicable allowable costs/cost principles found at 20 CFR 667.200(a)(b)(c).

**Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions**

By signing this document, the WIA Title I grant recipient or subrecipient certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this

transaction by any Federal department or agency, according to applicable principles found at 20 CFR 667.200(d).

The WIA Title I grant recipient or subrecipient agrees that it shall not knowingly enter into any lower tier covered transaction with a person or entity that is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this transaction, unless authorized by the United States Department of Labor.

The WIA Title I grant recipient or subrecipient further agrees that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

### **Certification Regarding Drug-Free Workplace**

By signing this document, the WIA Title I grant recipient or subrecipient certifies that it will provide a drug-free workplace by taking the following steps, according to applicable principles found at 20 CFR 667.200(d):

- Publish and give a policy statement to all covered employees informing them that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace and specifying the actions that will be taken against any employee who violates the policy;
- Establish a drug-free awareness program to make employees aware of the following: a) the dangers of drug abuse in the workplace; b) the policy of maintaining a drug-free workplace; c) any available drug counseling, rehabilitation, and employee assistance programs; and d) the penalties that may be imposed upon any employee for a drug abuse violation;
- Notify employees that as a condition of employment on a Federal contract or grant, the employee must abide by the terms of the drug-free workplace policy statement; and notify the employer, within five calendar days, if he or she is convicted of a criminal drug violation in the workplace;
- Notify the contracting agency within 10 days after receiving notice that a covered employee has been convicted of a criminal drug violation in the workplace;
- Impose a penalty on -- or require satisfactory participation in a drug abuse assistance or rehabilitation program -- any employee convicted of a drug violation in the workplace; and

- Make an ongoing, good faith effort to maintain a drug-free workplace by meeting the requirements of the Workforce Investment Act.

### **Certification Regarding Lobbying**

By signing this document, the WIA Title I grant recipient or subrecipient certifies that no federal funds received pursuant to this Act will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement, according to applicable principles found at 20 CFR 667.200(e).

If any funds other than federal funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, a officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

Nondiscrimination

By signing this document, the WIA Title I grant recipient or subrecipient assures that, as a condition of receiving federal funds, it will comply fully with the nondiscrimination and equal opportunity provisions of the following law, according to applicable principles found at 20 CFR 667.200(f):

- Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I--financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination in educational programs on the basis of gender.

The WIA Title I recipient or subrecipient also assures that it will comply with 29 CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the WIA Title I recipient or subrecipient's operation of the WIA Title I program or activity, and to all agreements the WIA Title I recipient or subrecipient makes to carry out the WIA Title I program or activity. The WIA Title I recipient or subrecipient understands that the United States Department of Labor has the right to seek judicial enforcement of this assurance.

### **Nepotism**

By signing this document, the WIA Title I grant recipient or subrecipient understands and agrees that no individual may be placed in a WIA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual, according to applicable principles found at 20 CFR 667.200(g). To the extent that an applicable state or local legal requirement regarding nepotism is more restrictive than this provision, such State or local requirement must be followed.

**Assurances and Disclosures**

**Signature Page**

**Local Workforce Development Board Chair**

**Local Elected Official Board Chair**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**David Moody**  
Name (printed or typed)

\_\_\_\_\_  
**Larry Sharp**  
Name (printed or typed)

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

**Local Area Executive Director**

**Kansas Department of Commerce**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Robert L. Dalke**  
Name (printed or typed)

\_\_\_\_\_  
**Name (printed or typed)**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

## **Attachments**

- A. Employer Forum Report Summary;
- B. Workforce Intermediary Meeting Review;
- C. Plan Comments;
- D. Remote Access Grid;
- E. 2005 Workforce Planning Guide and Wage Survey;
- F. Local Area I Organizational Chart;
- I. Local Area I Negotiated Performance Levels;
- J. Self-Sufficiency Guidelines;
- K. Fiscal Process Flowcharts;
- L. Equal Opportunity and Affirmative Action Policy Statement;
- M. Complaint and Grievance Forms
- N. PY2007 WIA Title IB Budget;
- O. Wagner-Peyser Budget;
- P. Chief Elected Official Agreement;
- Q. Chief Elected Official Board Directory;
- R. Local Workforce Investment Board Directory;
- S. Youth Council Directory;
- T. Memorandum of Understanding (MOU)

**Attachment A – Employer Forum Report Summary**

**Kansas Local Area I  
Central and Western Kansas**

**Employer Forums  
“Workforce Issues and Concerns”  
Report Summary**

Prepared by:

Robert L. Dalke  
Executive Director

**Kansas WorkforceONE Workforce Investment Board**  
Administrative Office  
1922 Main Street, Great Bend KS 67530

**February 2007  
Employer Forums  
“Workforce Issues and Concerns”**

Having an adequate supply of qualified workers is essential to the present and future economic success and vitality of communities in the 62 counties of Central and Western Kansas. Labor Force issues and concerns are not just driven by globalization and technological advances. Current demographic trends; an aging labor force followed by an emergent labor force with a somewhat different view of the “world of work”; and questions on how best to enhance workforce skill development bring forth many challenges.

WorkforceONE Investment Board hosted regional employer forums in twelve communities throughout Central and Western Kansas during the fall of 2006. The goal of these forums was to solicit information from employers regarding their current and future labor force needs. Information was gathered through a survey containing questions primarily designed to stimulate thought and discussion on workforce issues and concerns.

The results of these surveys and accompanying comments are not presented as representing a scientifically valid sampling. Representatives of Business and Industry who responded did so in response to a broad invitation and because of their immediate interest in the subject matter.

### **Survey findings**

Finding “Qualified” workers: The number of current job vacancies and projected vacancies (replacement workers and growth) illustrate the need for organizations representing the “supply” side (education, workforce development programs and community based organizations) to communicate and work closely with the “demand” side (employers and economic development organizations) to better understand and respond to their labor force needs.

A recent research report - *“Issues and Trends Identification in Kansas”* (December, 2006), prepared for Kansas Inc. by the Center for Economic Development and Business Research, Wichita State University, identified three ways the worker shortfall could be addressed:

- Increase labor force participation rates
- Increase the skill levels of workers
- Increase net migration into our state

Results gathered through the Kansas WorkforceONE survey and employer forum discussions reveal that the three suggested avenues for addressing the worker shortfall are important strategies, already a topic of discussion in communities throughout the area and supported by Business and Industry. The next step is to bring all entities involved in workforce development together to implement these and other potential solutions to increasing the pool of qualified workers.

Work Habits and expectations: 62% of employers responding to the survey defined “Qualified” applicants as individuals who could demonstrate that they possessed certain “Soft Skills” or positive “Work Habits”. The traits listed

included, but were not limited to: dependability, responsibility, willingness to listen, learn, follow instructions, work with others and be adaptable to change. Employers reflected on the fact that there seem to be fewer individuals available in the labor pool that possess all of these traits.

The workforce system will need to use this information and look for ways to identify existing shortfalls and provide solutions to help alleviate this concern.

A significant increase in the entry of non-traditional labor force participants poses a challenge to employers. The workforce system must make information available and be able to assist employers understand all available options. In addition, as “baby boomer” labor force participation dwindles, employers will most likely need some assistance understanding what is motivational to the emergent labor force.

Enhance connectivity between K-12 education and careers: A common thread through all of the employer forums was concern that there has been a demise of career exploration and vocational educational opportunities for the younger generation. While acknowledging many individuals in the workforce will need credentials beyond secondary education, employers also feel that attention to occupational opportunities requiring less than a four year degree has been largely ignored.

Comments made during the forums indicate that employers are willing to be a part of viable solutions that address the issue of career exploration.

Workforce Enhancement through Skills Training: Over 90% of responding employers have invested in workforce training over the past twelve months, the majority delivered through on-the-job training. Approximately 20% of the training was delivered through Community Colleges and Vocational Educational Institutions.

In order to increase the skill level of the workforce, educational institutions and the rest of the workforce development system must encourage labor force participants to seek skill enhancement training through innovative models that are designed to meet the needs of employers, incumbent workers and job seekers.

A lesson learned through operation of existing workforce training programs is that many dislocated workers turn down funding opportunities to enter traditional post secondary education to enhance their skills and obtain credentials because of the length of time involved. Educational strategies for adult learners should offer more entry and exit points in recognition that many students will need to earn and learn simultaneously. The approach to both their education and career may need to be done incrementally rather than on one continuous path to a specific degree.

Awareness of workforce preparation services: Approximately 50% of the respondents indicated that they were aware of available workforce services. The workforce system must do a better job of making this information available to

Business and Industry throughout the local area. Workforce services are not exclusively delivered through the public system. There are many non-profit community based organizations which deal with individuals and families that could be a significant factor in meeting labor force needs if they were brought into the labor pool with the right set of skills. In addition, there are for-profits and other organizations that can be considered “Workforce Intermediaries” because of their work with human resources and the labor force.

Many of the issues and concerns revealed by these forums and surveys can and will be directly addressed by the Workforce System. Other issues will need to be brought to the attention of Federal, State and Local Government, community leaders and economic development organizations. Many of the communities represented at the forums are already engaged in addressing some of the issues, but may need assistance in others. Examples of concerns and work in progress or yet to be done:

- Small employers need to identify ways to provide affordable benefit packages
- Communities have to address housing issues
- Concern from some in the Healthcare field about being able to compete with Industry bonuses
- Communities in Western Kansas have to find a way to get the word out about opportunities available
- Need action on a comprehensive Immigration Reform package as soon as possible

The Workforce System must continue its dialogue with Business and Industry, listen to what is needed and be able to respond in a timely and effective manner. The forum discussions and survey responses were the first step. The next step is for the system to respond.

## Attachment B – Workforce Intermediary Meeting Review

### Workforce Intermediary Meeting Review February 20 and 21, 2007

#### Intermediaries Present:

Name	Partner	E-Mail Addresses
Wanda Esping	SRS – TANF – West Region	<a href="mailto:WEE@srs.ks.gov">WEE@srs.ks.gov</a>
Jim Chastain	Kansas Dept. of Corrections	<a href="mailto:JimC@kdoc.dc.state.ks.us">JimC@kdoc.dc.state.ks.us</a>
Clark Jacobs	Hutchinson Community College	<a href="mailto:JacobsC@hutchcc.edu">JacobsC@hutchcc.edu</a>
Andy Solter	Kansas Career Pipeline	<a href="mailto:asolter@sbcglobal.net">asolter@sbcglobal.net</a>
Tom Seltmann	Larned Juvenile Correctional	<a href="mailto:TSeltmann@ljcf.ksja.org">TSeltmann@ljcf.ksja.org</a>
Kathy Petz	ABE – Hutchinson Community College	<a href="mailto:petzk@hutchcc.edu">petzk@hutchcc.edu</a>
Lucy Kollhoff	K-State of Salina	<a href="mailto:lkollhoff@ksu.edu">lkollhoff@ksu.edu</a>
Heather Wagoner	K-State of Salina	<a href="mailto:hwagoner@ksu.edu">hwagoner@ksu.edu</a>
Phyllis LaShell	Kansas Dept. of Commerce	<a href="mailto:plashell@kansascommerce.com">plashell@kansascommerce.com</a>
Linda Koci	Kansas Dept. of Commerce	<a href="mailto:lkoci@kansascommerce.com">lkoci@kansascommerce.com</a>
Julie Kramp	Barton County Community College	<a href="mailto:krampj@bartonccc.edu">krampj@bartonccc.edu</a>
Vicki Lumpkins	SER Corp.	<a href="mailto:serhaysvicki@eaglecom.net">serhaysvicki@eaglecom.net</a>
Diana Vasquez	25 <sup>th</sup> Juvenile District	<a href="mailto:ythsr18@finneycounty.org">ythsr18@finneycounty.org</a>
Deb Parker	Garden City Community College	<a href="mailto:deb.parker@gcccks.edu">deb.parker@gcccks.edu</a>
Matt Hoisington	Kansas Dept. of Commerce	<a href="mailto:mhoisington@kansascommerce.com">mhoisington@kansascommerce.com</a>
Maureen Toll	Salina Area Chamber of Commerce	<a href="mailto:mtoll@salinakansas.org">mtoll@salinakansas.org</a>
Mindy Fuller	Job Corps	<a href="mailto:Fuller.mindy@jobcorps.org">Fuller.mindy@jobcorps.org</a>
Cindy Villarreal	SER Corp	<a href="mailto:serhayscindy@eaglecom.net">serhayscindy@eaglecom.net</a>
Jennifer Ankerholz	Barton County Community College	<a href="mailto:ankerholzj@bartonccc.edu">ankerholzj@bartonccc.edu</a>
Susie Burt	C. Ks Educational Opportunity Center	<a href="mailto:burts@bartonccc.edu">burts@bartonccc.edu</a>
Pam Diet	Pratt Community College	<a href="mailto:pdiet@prattcc.edu">pdiet@prattcc.edu</a>
Marjorie Young	Kansas Dept. of Commerce	<a href="mailto:myoung@kansascommerce.com">myoung@kansascommerce.com</a>
Steve Gieber	OCCK	<a href="mailto:sgieber@occk.com">sgieber@occk.com</a>
Amanda Brack	Kansas Legal Services	<a href="mailto:bracka@klsinc.org">bracka@klsinc.org</a>
Amy Schaffer	Kansas Legal Services	<a href="mailto:schaffera@klsinc.org">schaffera@klsinc.org</a>
Vicky Scheve	Kansas Dept. of Commerce	<a href="mailto:vscheve@kansascommerce.com">vscheve@kansascommerce.com</a>
Aneta Willson	Kansas Dept. of Commerce	<a href="mailto:awillson@kansascommerce.com">awillson@kansascommerce.com</a>
Lynn Ballinger	Finny County Economic Development	<a href="mailto:lynn.ballinger@gcccks.edu">lynn.ballinger@gcccks.edu</a>
Karen Guliford	The Center	<a href="mailto:kareng@thecentergb.org">kareng@thecentergb.org</a>
Carla Wilson	Dodge City Community College	<a href="mailto:cwilson@dc3.edu">cwilson@dc3.edu</a>
Cindy Harlan	Smoky Hill Education Center	<a href="mailto:charlan@smokyhill.org">charlan@smokyhill.org</a>
Estalin Valentia	SER Corp	<a href="mailto:estalinvalentin@yahoo.com">estalinvalentin@yahoo.com</a>
Mary Dino	Barton County Community	<a href="mailto:dinom@bartoncc.edu">dinom@bartoncc.edu</a>

	College	
Martha Mendoza	Senator Pat Roberts Staff	
Deb Scheibler	LAI WORKFORCEONE	<a href="mailto:deb@la1WorkforceONE.org">deb@la1WorkforceONE.org</a>
Bob Dalke	LAI WORKFORCEONE	<a href="mailto:bob@la1WorkforceONE.org">bob@la1WorkforceONE.org</a>

### Job Seeker Customers being Served by the System

Approximate number of job seekers the system is currently assisting to find gainful employment. It is understood that the partners who attended mission is workforce development.

INTERMEDIARIES	JOB SEEKERS
Hutchinson Community College	8,000
Dept. of Corrections	5,500
WIA Title IB Youth	300
WIA Title IB Adult/DW	500
TANF	600
Barton County Community College	6,500
SER Corp. Seasonal Farmworker Program	300
Kansas Career Pipeline - Secondary Education	100,000
K-State of Salina	900
Larned Juvenile Correctional Facility	115
Adult Basic Education	1,500
Wagner-Peyser	6,107
Salina Area Chamber of Commerce	1,600
Garden City Community College	4,000
Job Corps	220
The Center for Counseling	100
Dodge City Community College	1,200
OCCK Inc.	1,000
Smoky Hill Education Service Center	250
Pratt Community College	1,000
SER - Older Workers	120
WORKS - Farmer	50
<b>TOTAL</b>	<b>139,862</b>

## Workforce System SWOT Analysis

<b>I N T E R N A L</b>	<b>STRENGTHS</b>	<b>WEAKNESSES</b>
	<p>Internal positive aspects that are under control of the system and on which the system may capitalize.</p> <ul style="list-style-type: none"> <li>- Large number of customers looking for work</li> <li>- Lots of resources</li> <li>- Variety of educational programs/services</li> <li>- Virtual connections</li> <li>- Good client connections</li> <li>- Spirit of Cooperation</li> <li>- Good job assessing needs of clients</li> <li>- Multiple tools to assess clients</li> <li>- Captive audiences</li> <li>- Networking</li> <li>- Knowledge</li> <li>- Overlapping opportunities</li> </ul>	<p>Internal negative aspects that are under the control of the system that could be improved.</p> <ul style="list-style-type: none"> <li>- Lots of resources not being leveraged</li> <li>- “In the Box” training structure that is not demand oriented.</li> <li>- Stigma and History</li> <li>- Lack of Coordinated Business Services</li> <li>- Credibility of the Workforce System with Businesses</li> <li>- Silo mentality / agencies worried about who gets credit</li> <li>- K-12 not at the table</li> <li>- Advocacy</li> <li>- Economic Development not fully engaged</li> <li>- Not a system for “every” employer and job seeker</li> <li>- Confusing system for all</li> <li>- Connectivity of the system to: <ul style="list-style-type: none"> <li>• each other as partners in the system</li> <li>• job seekers</li> <li>• employers</li> </ul> </li> <li>- Networking with all partners</li> <li>- Not matching employer demand with the potential labor supply we are ALL working with.</li> <li>- Boundaries</li> <li>- Lacking opportunities for a “Earn and Learn” vocational training system</li> <li>- Lack of “system” flexibility</li> <li>- Limited Hours of Operation</li> <li>- Kansas Job Link from Employers viewpoint</li> <li>- Geographic Region</li> </ul>
<b>E X T E R N A L</b>	<b>OPPORTUNITIES</b>	<b>THREATS</b>
	<p>External positive aspects that are under control of the system and upon which the system may be capitalized.</p> <ul style="list-style-type: none"> <li>- Collaborative grants</li> <li>- Return of Military to Fort Riley Area</li> <li>- Technology</li> <li>- Aggressive employers seeking solutions</li> <li>- Lay-offs</li> <li>- Draw people from metro to rural area.</li> <li>- Changing demographics</li> <li>- Emerging industries</li> </ul>	<p>External negative aspects that are under the control of the system and that need to improve on.</p> <ul style="list-style-type: none"> <li>- Lack of Affordable Childcare</li> <li>- Lack of transportation options</li> <li>- Affordable housing</li> <li>- Shrinking resources</li> <li>- Missing strong leadership at the State Level</li> <li>- Regulation changes</li> <li>- Liability Insurance Regulations</li> <li>- Employer’s job restrictions either real or perceived.</li> <li>- Outcomes based on processes not results</li> </ul>

## Initiatives and Improvement Strategies

Listed below are current initiatives and/or new ideas that the group thought of. In addition you will find a list of people who will participate in e-mail discussions regarding how we can implement and/or expand these ideas or initiatives. If the groups could send a brief report of the correspondence to us prior to March 28<sup>th</sup> we would greatly appreciate it as we would like to submit this report at the next WorkforceONE meeting.

### **Current Initiatives**

1. Kansas Career Pipeline for more information see [www.careerpipeline.org](http://www.careerpipeline.org) and/or [www.la1WorkforceONE.org](http://www.la1WorkforceONE.org); Once this up and running it will be important for the system to help recruit employers to participate in the program.
2. Remote Access System – Matt Hoisington, Bob Dalke and Deb Scheibler will explore opportunities to expand and staff this new technology. Always open to ideas from the system on how this technology can be utilized to improve services within the system.
3. Career Readiness Certificate – ACT – Need to explore soft skills certification as per employer forum data.

### **Possible Initiatives**

1. Using juvenile justice correctional facility to outsource production of a small business to the facility; if you have thoughts or ideas on this please contact Tom Seltmann.

### **Improvement Strategies**

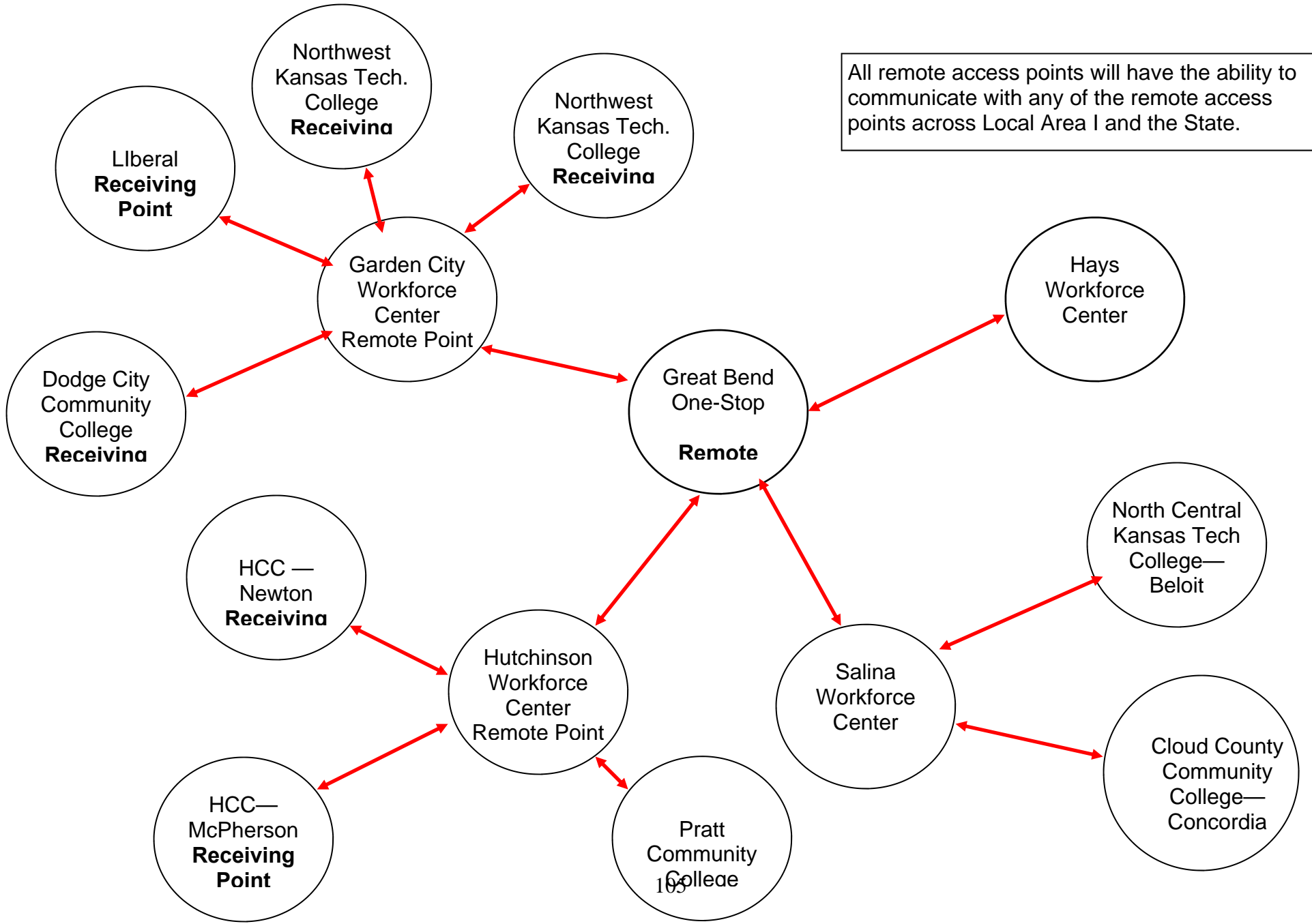
1. **Virtual Link to Partners who provide Workforce Services throughout the area to improve how we as a system respond to the needs of businesses and job seekers.** Steve Gieber and Deb Scheibler will work on finding this information and creating a location on the WorkforceONE's website to gather that information. In addition, WorkforceONE will gather information on adding employer and system partner blogs on its website.
2. **System-wide success stories to assist in building up the workforce system to businesses and communities.** Cindy Villarreal, Amy Schaffer and Estalin Valentin will discuss methods to share these stories with the public as a system instead of individual programs.
3. **Improving connections to employers with the whole system.** Lynn Ballinger, Susan Nickerson, Lucy Kollhoff, Julie Kramp, Allison Stewart,
4. **Improving and expanding the connections to all workforce intermediaries to improve the services we have to offer businesses and job seekers.** Amanda Brack, Andy Solter,

- 5. Improving connections to all job seekers to increase the opportunities the system has to meet the demand.** Jennifer Ankerholz, Cindy Villerreal, Jim Chastain,
- 6. Improvements to Kansas Job Link.** Vicki Scheve is working on a team of advisors to the AJLA staff, she will speak to AJLA staff to determine if employers have been surveyed about the usefulness and ease of the system. Amy Schaffer will also work Vicki to discuss possible ways to improve the One-Stop and Case management sections of KSL.

**Additional Workforce Intermediaries to invite to the table.**

- Employer Organizations
- United Way
- Housing Authorities
- Chambers of Commerce
- Secondary Education counselors and/or principles
- Ministerial Alliance
- Janet Crave
- Howard Partington
- Area Agencies on Aging
- Entities working with the disabled
- Sedgwick County Technical Education and Training Authority
- Community Corrections (Ken Moore is one in LAI)
- Kansas Rehabilitation Services
- Community Mental Health
- Kansas Housing Resource Council
- Kansas Community Action Programs
- Staffing Agencies
- Deb Jarmer – USD 457 Career/ Technical Education
- Dale Reed – Seward County B&I
- Linda Holmquist – GCCC – Career Learning Coordinator
- Danny Gillam – Dodge Clty Community College
- Ed Poley – Southwest Kansas Technical School

# LOCAL AREA I REMOTE ACCESS PLAN



All remote access points will have the ability to communicate with any of the remote access points across Local Area I and the State.

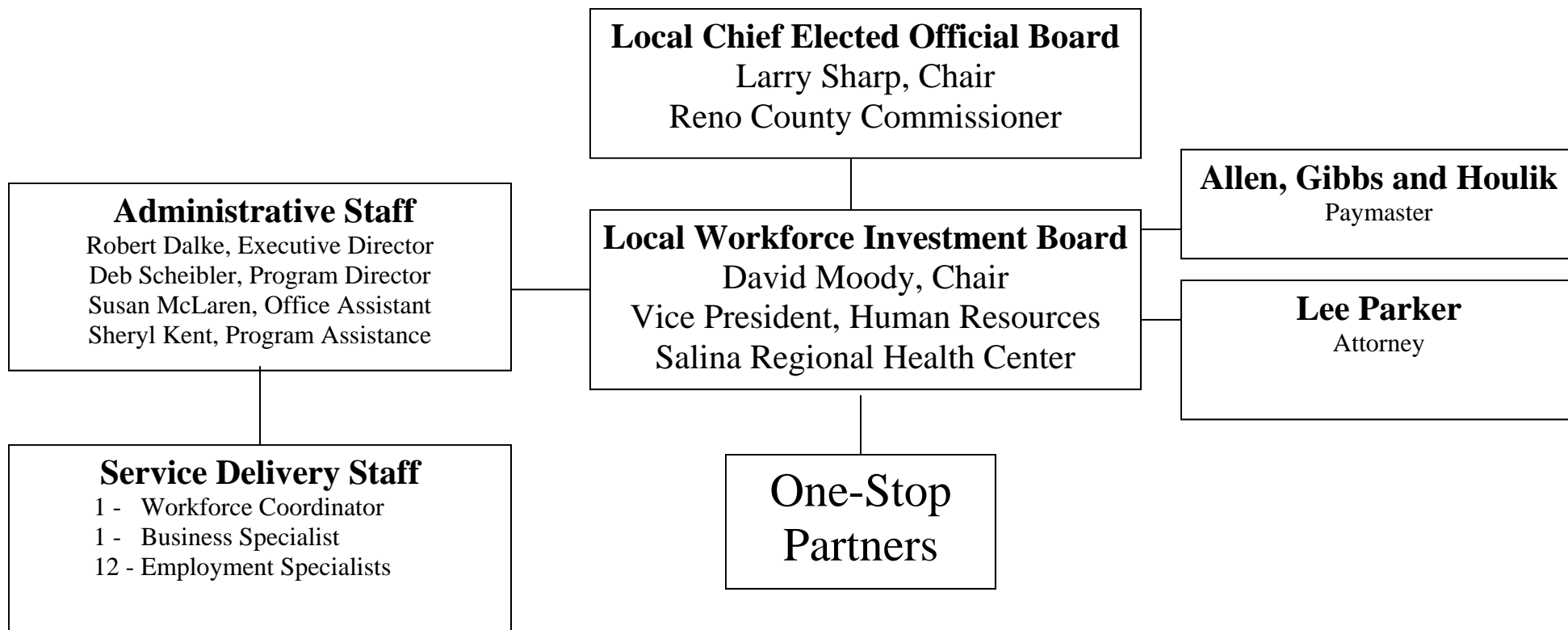
## **Attachment D – Workforce Planning Guide and Wage Survey**

To view the 2005 Workforce Planning Guide and Wage Survey Click on link below:

<http://www.dol.ks.gov/LMIS/archive/wpg/wpg2005/LAIWPG2005.pdf>

**Attachment E – WorkforceONE Organizational Chart**

**WORKFORCE INVESTMENT BOARD—LOCAL AREA I**



## Attachment F – Local Area I Performance Standards

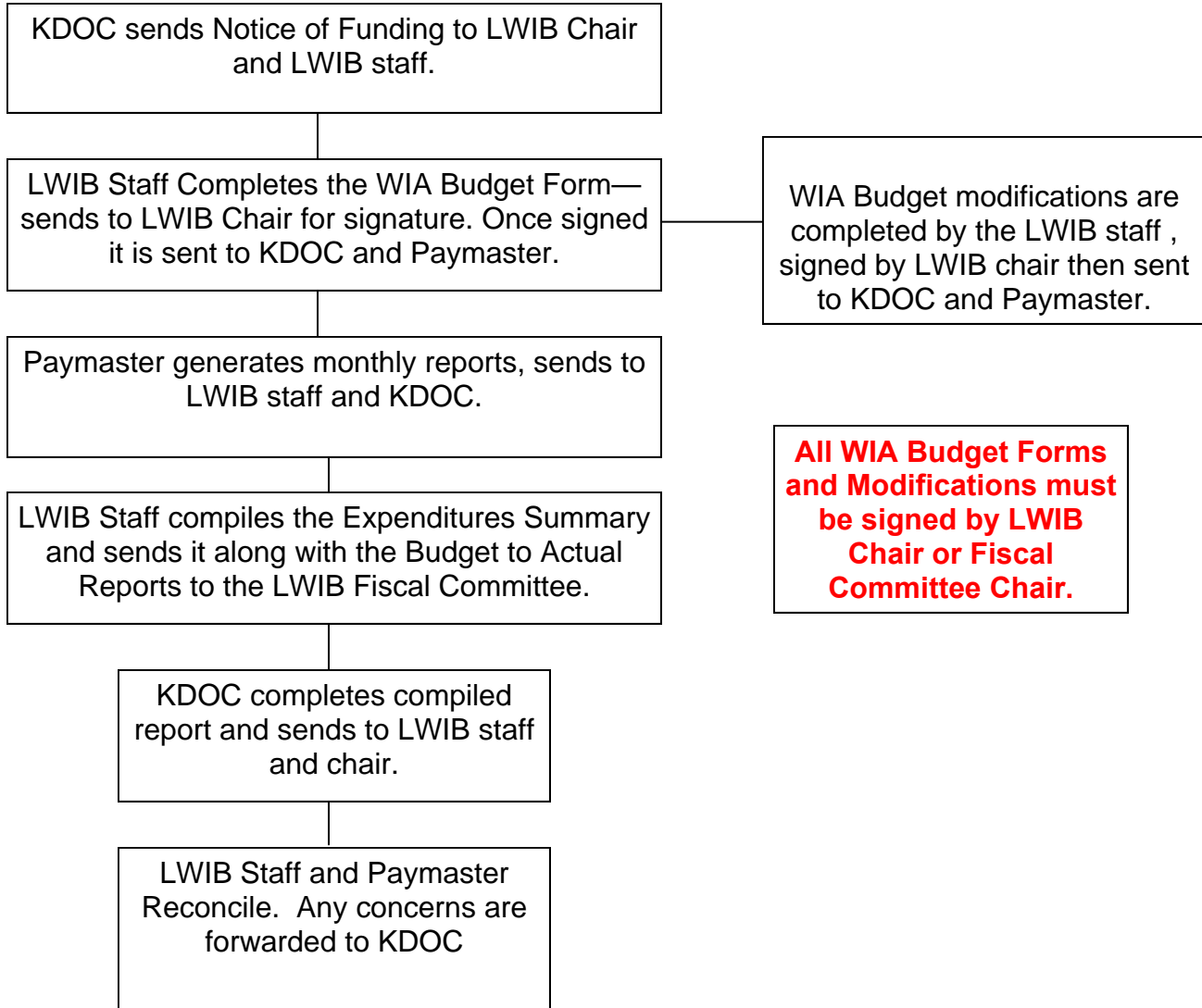
<i>State of Kansas WIA Performance Standards</i>	<i>PY2005 Actual</i>	<i>PY 2006 Negotiated</i>	<i>PY2006 Actual (12/31/06)</i>	<i>PY2006 Actual (03/31/07)</i>	<i>PY 2007 Negotiated</i>	<i>PY2007 Local Area Proposal</i>	<i>PY 2008 Negotiated</i>	<i>PY2007 Local Area Proposal</i>
<b><i>Adult</i></b>								
Entered Employment Rate	78.1%	76%	82.7%	83.5%	<b>81%</b>	<b>81%</b>	83%	<b>83%</b>
Employment Retention Rate	85.1%	87%	88.5%	89.7%	<b>88.5%</b>	<b>88.5%</b>	<b>89.5%</b>	<b>89.5%</b>
Average Earnings	\$11,287	\$11,281	\$12,688	\$12,933	<b>\$12,000 (\$11.53/hr)</b>	<b>\$11,500</b>	<b>\$12,500 (\$12.02/hr)</b>	<b>\$12,000</b>
<b><i>Dislocated Worker</i></b>								
Entered Employment Rate	85.4%	83%	90%	90.5%	<b>88%</b>	<b>88%</b>	<b>90%</b>	<b>90%</b>
Employment Retention Rate	90.4%	93%	92.6%	92.5%	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>92%</b>
Average Earnings	\$15,285	\$13,624	\$15,861	\$15,608	<b>\$15,500 (\$14.90/hr)</b>	<b>\$14,000</b>	<b>\$16,000 (\$15.38/hr)</b>	<b>\$14,500</b>
<b><i>Youth</i></b>								
Placement in Employment/Education	52.8%	60%	63.8%	68.1%	<b>67%</b>	<b>67%</b>	<b>68%</b>	<b>68%</b>
Attainment of a Degree or Certificate	37.9%	50%	50.1%	53.6%	<b>51%</b>	<b>51%</b>	<b>52%</b>	<b>52%</b>
Literacy and Numeracy Gains	0%	35%	5.9%	6.3%	<b>35%</b>	<b>35%</b>	<b>37%</b>	<b>37%</b>
<b><i>Wagner-Peyser</i></b>								
Entered Employment Rate	68.6%	69%	69.7%	69.2%	<b>70%</b>		<b>71%</b>	
Employment Retention Rate	81.7%	83%	82.2%	82.1%	<b>83%</b>		<b>84%</b>	
Average Earnings	\$10,746	\$10,990	\$11,356	\$11,973	<b>\$11,400 (\$10.96/hr)</b>		<b>\$11,500 (\$11.06/hr)</b>	

## Attachment G – Local Area I Self-Sufficiency Guidelines

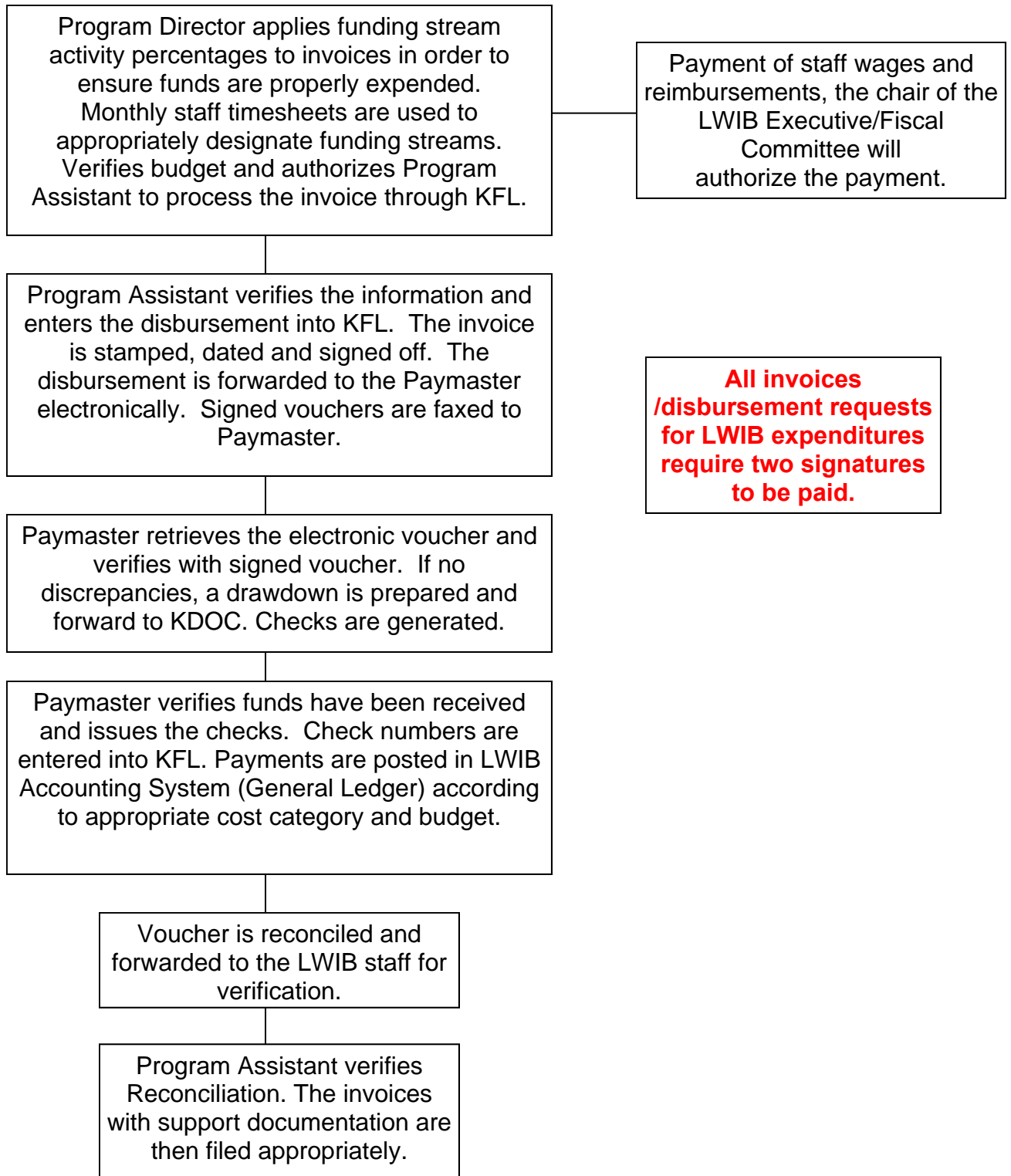
<b>Family Size</b>	<b>2006 Poverty Guidelines</b>	<b>F/T Hourly Wage Equivalent</b>	<b>Current Self-Sufficiency (125%)</b>	<b>Proposed Self-Sufficiency (200%)</b>
1	\$9,800	\$4.71	\$12,250	\$19,600
2	\$13,200	\$6.35	\$16,500	\$26,400
3	\$16,600	\$7.98	\$20,750	\$33,200
4	\$20,000	\$9.62	\$25,000	\$40,000
5	\$23,400	\$11.25	\$29,250	\$46,800
6	\$26,800	\$12.88	\$33,500	\$53,600
7	\$30,200	\$14.52	\$37,750	\$60,400
8	\$33,600	\$16.15	\$42,000	\$67,200

## Attachment H – Local Area I Fiscal Process Flowcharts

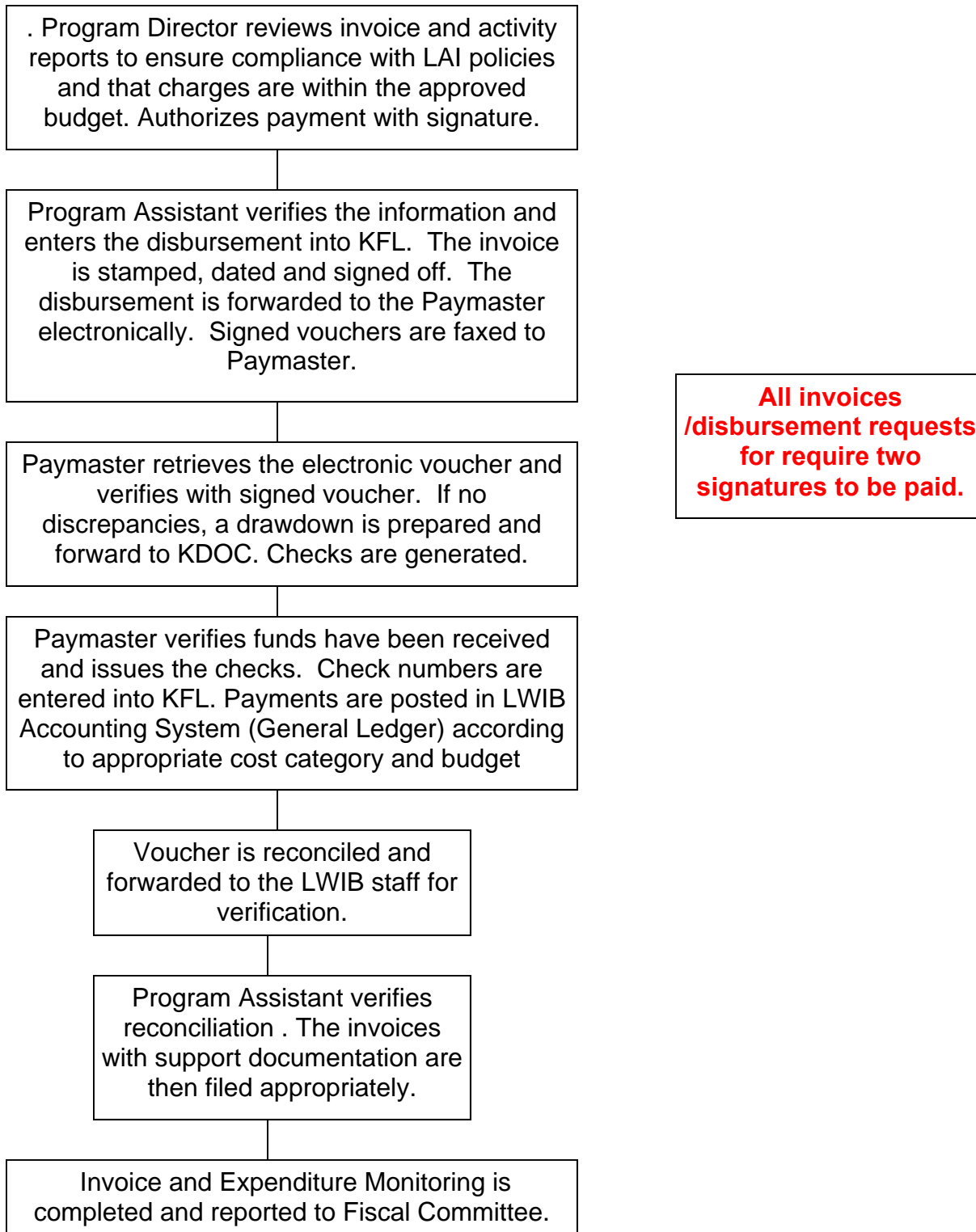
### Notice of Funding and Reporting Process



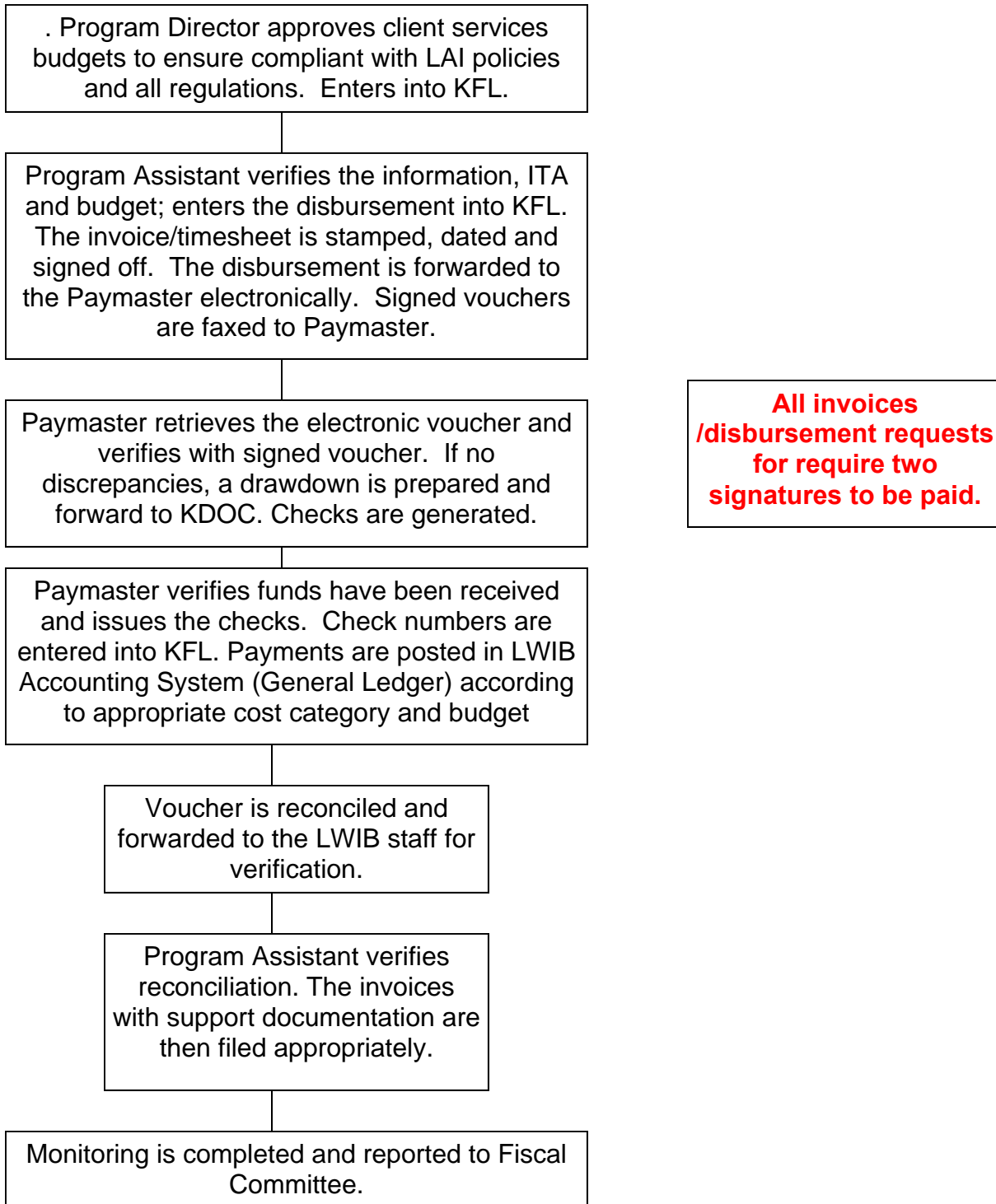
## Separation of Duties LWIB Expenditures



## Separation of Duties Service Provider Disbursements



## Separation of Duties Client Services/Vendor Disbursements



## Attachment I – Equal Opportunity and Affirmative Action Policy

### WorkforceONE Equal Opportunity and Affirmative Action Policy & Process

- No person shall be denied program eligibility or participation, employment, excluded from benefits, or suffers discrimination under this Agreement because of race, color, religion, sex, national origin, age, disability, political affiliation or belief. Furthermore, Local Area I One-Stop marketing initiatives must include targeted outreach to all protected classes. All denied cases must be sent to the LWIB Administrative Office with an attached memo describing why the client has been denied.
- Participants are verbally apprised of their rights and their Case Manager (partner) explains the complaint and grievance procedure to them when the eligibility assessment is completed. The complaint and grievance procedure appears in written format.
- Each participant file is reviewed upon eligibility determination to assure that required documentation is present. Proof of sex, race, citizenship, disability, social rehabilitation service status, and/or other targeted barriers defined in the Act are included in the file as appropriate.
- Any person who believes that he or she has been discriminated against in violation of the prohibition of discrimination as expressed herein is encouraged to seek just and proper redress by contracting the Equal Opportunity Officer or the KDOC Equal Opportunity Director. All management personnel shall actively recruit and provide career development programs to ensure equitable representation of minority, female and disabled persons in all job categories.
- All marketing/outreach materials including websites used to promote or disseminate information regarding the Local Area I Workforce System must have the following statement included: *"Equal Opportunity Program/Employer-Auxiliary aids and services are available upon request to persons with disabilities."*
- Local Area I LWIB has designated the LWI Executive Director as the EO Representative for Local Area I. His contact information is as follows:

Robert Dalke  
Local Area I Administrative Office  
1922 Main  
Great Bend, KS 67530  
Office Phone: 620-792-7032  
Alternate Phone: 620-617-7105  
Fax: 620-792-5132

- The board requires that all participants be given a copy of the Complaint Procedure form at time of enrollment. The board also requires that a signed copy of the Complaint Form be submitted with each enrollment.
- All One-Stop Centers are required as part of the certification/recertification process to describe:

- Policies and/or procedures addressing ADA accessibility requirements.
- Policies, procedures and/or plans addressing diversity (for example, diversity relating to languages, learning styles, cultures)
- Nondiscrimination policy.
- The board will translate the following vital documents for all prevalent languages in Local Area I:
  - Information Disclosure
  - Complaint and Grievance Form
- All One-Stop Centers who have a significant number of LEP persons in their region will provide the following resources:
  - Oral Translation
  - Translation of documents
  - Telephone translation
  - Marketing to LEP Persons
  - Website Translation
- All One-Stop Centers are required to provide evidence of compliance with Basic Access Policies.
- All One-Stop Centers are required to develop and provide all partners with a list of resources available in the region which address Communication Access.
- As part of the One-Stop Center On-site Monitoring and Annual Recertification Process; the board and/or board staff will monitor to ensure all required notifications are posted.
- All required original participant documentation is maintained at the board office.
- All partners/case managers who are provided with access to participant information whether physical or electronic must sign a confidentiality agreement with the board.
- All partners who have access to the One-Stop data base which contains participant information must use a user name and password in order to gain access.
- All MOU's will contain a provision for all partners to adhere to all EO and Discrimination Policies and Processes.

### **Equal Opportunity Access and Non-Discrimination Processes**

- The process for collecting and reporting EO information is as follows:
  - EO data is collected by the Title IB Case Manager and entered into KSL.
  - If ineligible, the participant's information is filed in the AAO's ineligible files.
  - Quarterly and Annual reports will be gathered and submitted for review and inclusion in Federal Reports.
  - EEO reports are monitored on a Quarterly Basis by LAI EEO Officer to ensure compliance.

- Any noted/potential EEO discrepancies in WIA IB will be investigated; reports prepared, and appropriate action taken.
- The process for filing a complaint at the Local Workforce Investment Recipient level is as follows:
  - The Complaint Information Form is completed; however, any complaint in writing will be accepted and handled in the same manner as if it were filed in the form.
  - The EEO representative/officer of the Local Workforce Investment Area reviews the complaint to assure completeness and may assist the complainant with complaint filing procedures.
  - A copy of the complaint is forwarded to the State EO Director Immediately.
  - A written statement of the issues that list the issues raised in the complaint and for each such issue, a statement whether or not the recipient will accept the issue for investigation or reject the issue, and the reason for the rejection is forwarded to complainant and respondent.
  - The EO Representative/Officer makes every effort to resolve the complaint and provides a written explanation of proposed resolution to the complainant and respondent within 90 days of the complaint. (Notice of Final Action – see above policies regarding the contents of the Notice of Final Action)
  - If the resolution is agreed upon by all parties, the complainant and respondent will be asked to sign a copy of the written agreement.
  - Agreement is then forwarded to the State EO Director.
  - If the complaint is not within the Local Area’s jurisdiction a written notice is forwarded to the complainant.
  - Record of the complaint and its resolution is documented according to policy.
- The process for filing a complaint with the Civil Rights Center is as follows:
  - The Director of CRC, will determine whether or not a complaint is to be accepted and will so inform the complainant and respondent in writing of the decision.
  - If, at the conclusion of an investigation, there is reasonable cause to believe discrimination has occurred, an Initial Determination will include specific findings of the investigation, proposed corrective action, if a written agreement is necessary, and the opportunity to engage in voluntary compliance negotiations.
  - Where a no-cause determination is made; the complainant and respondent will be notified in writing. Such determination represents final agency action.
  - If compliance cannot be secured through informal means, the Director of CRC, will proceed with other enforcement measures available.

## **Attachment M – Complaint and Grievance Forms**

WorkforceONE Workforce Centers and WIA Title IB Providers use the General Complaint and Grievance Procedures Brochure provided by the KDOC Monitoring and Oversight Unit. (7MK0201982 Rev 11/06)

- Each client receives the Brochure along with a copy of the following form.

## WIA General Complaint Form

### Complainant (person filing the complaint)

Name:			
Address:	City:	State:	Zip:
Telephone:		E-Mail:	

Complainants with disabilities will be accommodated during the complaint process. If an accommodation is required in communication or accessibility of location, please indicate the kind of accommodation required, e.g. accessible location, deaf interpreter (please indicate type of sign language), notification of results and/or hearing dates in alternative format such as Braille, large print or cassette.

### Respondent (person/entity complaint filed against)

Name:			
Address:	City:	State:	Zip:
Telephone:		E-Mail:	

*Instructions: Provide a clear and brief statement of the facts. Include relevant dates that will assist in the investigation and resolution of the complaint. If additional space is needed, use reverse side of this form or attach additional sheets.*

The above information is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

<b>FOR OFFICIAL USE ONLY</b>			
Person Receiving Complaint:		Title:	
Address:		City:	State:
Telephone:		E-Mail:	

**Attachment K – PY2007 WIA Budget**

**LAI Operating Funds as of July 1, 2007**

		<b>Dislocated</b>	<b>Out of School</b>	<b>In School</b>	<b>Rapid</b>	<b>Admin</b>	<b>Youth</b>	<b>Incentive</b>	<b>KIOGA</b>	<b>HSS</b>	<b>TAA</b>	<b>Local</b>	<b>NEG</b>
<b>Funding Stream</b>	<b>Adult</b>	<b>Worker</b>	<b>Youth (40%)</b>	<b>Youth (60%)</b>	<b>Response</b>		<b>Set-Aside</b>	<b>Award</b>	<b>Incumbent</b>	<b>Incumbent</b>		<b>Incumbent</b>	<b>Program</b>
State Set-Aside					60,000.00		85,303.45	44,749.86	43,157.13	57,095.62	1,167.38		116,709.31
PY2006	205,987.03	0.00	5,584.43	142,786.71		113,291.79						39,753.63	
FY2007	424,783.00	541,191.81	0.00	0.00		134,213.00						47,198.00	
PY2007	90,803.00	294,741.00	355,129.00	236,753.00	60,000.00	0.00						42,838.00	
FY2008	374,658.00	716,600.00	0.00	0.00		0.00						121,250.00	
<b>Total Operating Funds</b>	<b>1,096,231.03</b>	<b>1,552,532.81</b>	<b>360,713.43</b>	<b>379,539.71</b>	<b>60,000.00</b>	<b>247,504.79</b>	<b>85,303.45</b>	<b>44,749.86</b>	<b>43,157.13</b>	<b>57,095.62</b>	<b>1,167.38</b>	<b>251,039.63</b>	<b>116,709.31</b>
<b>LAI Contract Obligations</b>													
LWIB Budget *	90,665.71	87,832.41	22,666.43	36,832.94	36,454.22	115,032.85		9,066.56	0.00	0.00		0.00	116,709.31
One-Stop/WIA Title IB*	563,761.93	354,715.96	0.00	0.00	20,000.00	0.00		35,683.30	0.00	0.00		0.00	0
Training Contracts	0.00	0.00	0.00	0.00	0.00	0.00		0.00	43,157.13	57,095.62		0.00	0
Youth Provider*	0	0	186,761.58	229,263.38	0	0.00	25,303.45	0.00	0.00	0.00		0.00	0
<b>Total Contract Obligations</b>	<b>654,427.64</b>	<b>442,548.37</b>	<b>209,428.01</b>	<b>266,096.32</b>	<b>56,454.22</b>	<b>115,032.85</b>	<b>25,303.45</b>	<b>44,749.86</b>	<b>43,157.13</b>	<b>57,095.62</b>	<b>0.00</b>	<b>0.00</b>	<b>116,709.31</b>
<b>Funds Remaining</b>	<b>441,803.39</b>	<b>1,109,984.44</b>	<b>151,285.42</b>	<b>113,443.39</b>	<b>3,545.78</b>	<b>132,471.94</b>	<b>60,000.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1,167.38</b>	<b>251,039.63</b>	<b>0.00</b>

## Attachment L – Wagner-Peyser Budget

Area I Summary	Account Title Fund Budget Unit	WP FED FUND 7B 3275 3260 <b>FY08 BUDGET</b>	WP 7A 3275 3270 <b>FY08 BUDGET</b>
Object Code			
1000	<b>SALARIES AND WAGES</b>	36,522	608,614
2001	Communication	10,968	68,858
2101	Freight and Express	-	53
2201	Printing and Advertising	-	7,426
2301	Rents	6,828	88,625
2401	Repairing and Service	1,540	35,696
2501	In-State Travel-Subsistence	412	15,945
2502	Out-of-State Travel-Subsistence	-	1,094
2503	International Travel	-	-
2601	Fees – Other Services	1,831	12,316
2701	Fees – Professional Services	146	-
2801	Utilities	4,107	26,638
2901	Other Contractual Services	3,330	21,040
	<b>TOTAL CONTRACTUAL SERVICES</b>	<b>29,162</b>	<b>277,691</b>
3001	Clothing	-	-
3201	Food for Human Consumption	-	-
3401	Maint Construct Materials	40	3,740
3501	Motor Vehicle Parts	43	5,756
3601	Professional and Scientific	60	15
3701	Stationary	208	10,228
3901	Other Supplies	81	2,175
	<b>TOTAL COMMODITIES</b>	<b>432</b>	<b>21,914</b>
4001	Furniture	-	-
4101	Computers	16	11,244
4201	Building Improvements	-	-
4601	Telecommunications	-	1,979
	<b>TOTAL CAPITAL OUTLAY</b>	<b>16</b>	<b>13,223</b>
	<b>SUB TOTAL STATE OPERATIONS</b>	<b>66,132</b>	<b>921,442</b>
5001	Federal Aid Payments	-	-
5101	State Aid Payments	-	-
5501	State Special Grants	-	-
5701	Training Travel and Subsistence	-	-
5901	Other Grants	-	-
	<b>TOTAL GRANTS</b>	<b>-</b>	<b>-</b>
6001	Debt Payments	-	-
6101	Payment for Interest	-	-
	<b>TOTAL DEBT SERVICE</b>	<b>-</b>	<b>-</b>
7201	Advances	-	-
7301	Transfers	6,271	104,499
7501	Loans	-	-
7901	Other Non -Expense Items	-	-
	<b>TOTAL NON-EXPENSE</b>	<b>6,271</b>	<b>104,499</b>
	<b>GRAND TOTAL</b>	<b>72,403</b>	<b>1,025,941</b>

Area I Summary	Account Title Fund Budget Unit	WP FED FUND 7B 3275 3260	WP 7A 3275 3270
Object Code		FY09 BUDGET	FY09 BUDGET
1000	<b>SALARIES AND WAGES</b>	24,513	578,221
2001	Communication	11,322	71,046
2101	Freight and Express	-	45
2201	Printing and Advertising	-	7,726
2301	Rents	7,101	92,171
2401	Repairing and Service	1,601	36,030
2501	In-State Travel-Subsistence	429	16,516
2502	Out-of-State Travel-Subsistence	-	1,138
2503	International Travel	-	-
2601	Fees – Other Services	1,854	12,609
2701	Fees – Professional Services	151	-
2801	Utilities	4,158	26,833
2901	Other Contractual Services	3,460	21,881
	<b>TOTAL CONTRACTUAL SERVICES</b>	<b>30,076</b>	<b>285,995</b>
3001	Clothing	-	-
3201	Food for Human Consumption	-	-
3401	Maint Construct Materials	41	3,890
3501	Motor Vehicle Parts	44	5,923
3601	Professional and Scientific	62	16
3701	Stationary	220	10,609
3901	Other Supplies	85	2,259
	<b>TOTAL COMMODITIES</b>	<b>452</b>	<b>22,697</b>
4001	Furniture	-	-
4101	Computers	456	23,531
4201	Building Improvements	-	-
4601	Telecommunications	-	2,058
	<b>TOTAL CAPITAL OUTLAY</b>	<b>456</b>	<b>25,589</b>
	<b>SUB TOTAL STATE OPERATIONS</b>	<b>55,497</b>	<b>912,502</b>
5001	Federal Aid Payments	-	-
5101	State Aid Payments	-	-
5501	State Special Grants	-	-
5701	Training Travel and Subsistence	-	-
5901	Other Grants	-	-
	<b>TOTAL GRANTS</b>	<b>-</b>	<b>-</b>
6001	Debt Payments	-	-
6101	Payment for Interest	-	-
	<b>TOTAL DEBT SERVICE</b>	<b>-</b>	<b>-</b>
7201	Advances	-	-
7301	Transfers	4,140	97,662
7501	Loans	-	-
7901	Other Non -Expense Items	-	-
	<b>TOTAL NON-EXPENSE</b>	<b>4,140</b>	<b>97,662</b>
	<b>GRAND TOTAL</b>	<b>59,637</b>	<b>1,010,164</b>

## **Attachment M – LEO Agreement**

### **AGREEMENT BY AND BETWEEN THE KANSAS WORKFORCE INVESTMENT ACT AREA I LEO BOARD AND THE KANSAS LOCAL AREA I WORKFORCE INVESTMENT BOARD, INC.**

**THIS AGREEMENT** is by and between the Kansas Local Area I Workforce Investment Board , Inc. (LWIB) and the Kansas Workforce Investment Act Area I LEO Board (LEO) , as Chief Elected Official for the Kansas Workforce Investment Act Area I.

**WHEREAS**, pursuant to the provisions of the Workforce Investment Act of 1998 (Public Law 105-220) (WIA), the counties of Barber, Barton, Chase, Cheyenne, Clark, Cloud, Comanche, Decatur, Dickinson, Edwards, Ellis, Ellsworth, Finney, Ford, Gove, Graham, Grant, Gray, Greeley, Hamilton, Harvey, Haskell, Hodgeman, Jewell, Kearny, Kiowa, Lane, Lincoln, Logan, McPherson, Marion, Meade, Mitchell, Morris, Morton, Ness, Norton, Osborne, Ottawa, Pawnee, Phillips, Pratt, Rawlins, Reno, Republic, Rice, Rooks, Rush, Russell, Saline, Scott, Seward, Sheridan, Sherman, Smith, Stafford, Stanton, Stevens, Thomas, Trego, Wallace and Wichita have been designated as Workforce Investment Act Area I by the Governor of the State of Kansas and by agreements of member counties, the LEO has been designated as Chief Elected Official for the Kansas Workforce Investment Act Area I; and

**WHEREAS**, pursuant to the provisions of WIA, the LEO has designated the LWIB as the Workforce Investment Board for the Kansas Workforce Investment Act Area I; and

**WHEREAS**, the LEO and the LWIB desire to provide job training and employment opportunities which will lead to maximum employment opportunities and enhance the self-sufficiency of economically disadvantaged and other persons in the Kansas Workforce Investment Act Area I; and

**WHEREAS**, the purpose of this agreement is to provide a basis for cooperation and a partnership between the LEO and the LWIB, which will lead to a successful employment and training system within the Kansas Workforce Investment Act Area I.

**NOW THEREFORE**, in consideration of the promises and the mutual covenants and obligations contained herein, the LEO and the LWIB do hereby agree to the following provisions as the governing principles of the partnership between them for the effective planning, coordination and implementation of the employment and training system within the Kansas Workforce Investment Act Area I.

#### **Designations:**

The Governor of the State of Kansas has designated the LEO as the Grant Recipient for the Kansas Workforce Investment Act Area I, in accordance with the procedures set forth in WIA.

The LEO has designated the LWIB as the Workforce Investment Board for the Kansas Workforce Investment Act Area I and has appointed members to the LWIB in accordance with the procedures set forth in WIA.

## **Functions and Responsibilities:**

### **A.) Joint Responsibilities**

The LWIB and the LEO shall jointly develop the Five-year Local Workforce Investment Plan and any amendments thereto as specified in WIA, and jointly with the LEO submit the Plan and any amendments to the Governor of Kansas.

The LWIB and the LEO shall jointly negotiate with the State of Kansas WIA program performance standards for the Kansas Workforce Investment Act Area I.

The LWIB and the LEO shall jointly conduct oversight and evaluation activities for the WIA service delivery systems as a whole and of individual components thereof, to ensure continuous improvement of service quality and performance.

The LWIB shall establish such policies as are necessary for the oversight of the employment and training system within the Kansas Workforce Investment Act Area I, subject to the approval of the LEO.

Monitoring and evaluation of the success of programs funded under the various authorities of this agreement requires the sharing of information pursuant to the Act concerning the program performance, stability, and outcomes. The LEO and the LWIB agree that such information shall be exchanged through reports, meetings, and other media; and that analyses of performance and other data shall be equally shared.

The LWIB and the LEO shall jointly develop strategies to ensure the success of the employment and training system in meeting the goals stated in the Five Year Plan, and in the performance standards of various funded programs.

The LWIB and the LEO shall jointly procure and designate a Fiscal Agent or Paymaster to carry out responsibilities set forth in the WIA and cooperate with the LWIB in carrying out the LWIB's mission. Among other things, the Fiscal Agent or Paymaster shall disburse funds for workforce investment activities at the direction of the LWIB, pursuant to the requirements of WIA, if the direction does not violate a provision of WIA. The Fiscal Agent or Paymaster shall disburse the funds immediately on receiving such direction from the LWIB in accordance with the WIA.

The LWIB in partnership with the LEO, shall conduct oversight with respect to local employment and training activities authorized under Section 134, and the one stop delivery system in the local area.

### **B.) Functions and Responsibilities of the LWIB:**

Subject to the approval of the LEO, the LWIB shall annually develop a budget that provides funds for Board staff and supports the workforce priorities for the region as outlined in the Five Year Plan. Upon request of the LEO, the LWIB shall submit a detailed work plan explaining its budget.

Pursuant to WIA, the LWIB shall provide oversight of the employment and training system within the Kansas Workforce Investment Act Area I. For purposes of this agreement, Aoversight@ shall mean reviewing, evaluating and monitoring the employment and training system.

The LWIB will be responsible for coordinating the development of the Five Year Plan as required by WIA.

The LWIB may endeavor to obtain funds from additional sources for purposes consistent with its functions and responsibilities under this Agreement.

The LWIB may establish standards and objectives relating to training, employment, and employment-related educational programs.

The LWIB shall review and approve state, federal and other grants falling within the purview of the LWIB.

The LWIB shall promote working partnerships between local business, industry and service employers in the private sector, and training, employment program deliverers, educational deliverers and other agencies as may be appropriate.

The LWIB shall keep accurate records of LWIB member appointments, including the name and address of the appointee, the effective date of appointment, expiration date of appointment, and WIA category represented by the member.

The LWIB shall be responsible for maintaining letters of nomination submitted by local business organizations and business trade organizations; regional or local educational agencies, institutions, or organizations representing such local entities; local labor federations and other groups of organized labor; and other individuals and organizations.

The LWIB shall promptly notify the LEO and appropriate oversight agencies, in writing, of any LWIB member resignations or removals.

The LWIB shall advise the LEO, in writing, at least 60 days prior to the expiration of a LWIB member's term of office. For private sector members, members of labor organizations and other categories of appointment requiring nominations, the LWIB shall also notify the appropriate nominating agencies, in writing, of the pending vacancy. The LWIB shall request the nominating agencies to forward to the LEO nominations for each LWIB member whose term is expiring. Those nominations may include the LWIB member whose term is expiring.

The LWIB shall pay particular attention to the requirement that a majority of the LWIB be from the private sector and that organized labor, educational agencies, economic development agencies, and community based organizations be represented on the LWIB. The LWIB shall notify the LEO immediately whenever any of these requirements are not being met.

The LWIB shall identify local entities which fulfill the WIA definition of One Stop Partner, including any optional Partners, and enter into a Memoranda of Understanding (MOU) or other appropriate agreement with each for coordinated service delivery and support of the One Stop delivery system, subject to LEO approval.

The LWIB shall appoint a youth council or committee with LEO consent and, subject to recommendations of the youth council or committee, select youth service contractors, award service delivery contracts and oversee performance of contractors.

For adults and dislocated workers, the LWIB shall identify eligible providers of intensive services (if any are required in addition to the One Stop Operators), identify eligible providers of training services, enter into appropriate agreements with each, and oversee delivery of customer services by contractors.

To the extent that available funds do not permit service to all adult applicants, the LWIB shall develop a system for prioritizing delivery of intensive and training services to those having the highest level of need.

The LWIB shall develop a budget for the LWIB's operations, subject to LEO approval; and if the LWIB is not the WIA grant recipient and/or fiscal agent, direct the disbursement of WIA funds in accordance with WIA and contractual requirements.

The LWIB shall coordinate services with the economic development and employer communities, and conduct outreach to employers to foster utilization of the WIA service delivery systems in recruitment and training of their workforce.

The LWIB shall maintain a current set of bylaws.

The LWIB shall maintain a tax exempt, non-profit corporate status for the Kansas Local Area I Workforce Investment Board, Inc.

The LWIB shall act in accordance with the Kansas Open Meeting Act concerning all meetings of the LWIB as well as its committees and subcommittees. The LWIB shall make available to the public, on a regular basis through open records and open meetings, information regarding the activities of the LWIB, including information regarding the local plan, and regarding membership, the designation and certification of one-stop operators, and the award of grants and contracts to eligible providers of youth activities, and on request, minutes of formal meetings of the LWIB.

The LWIB shall procure goods and services in accordance with the requirements of the WIA, for all WIA funds.

The LWIB, LWIB staff and any organization that directly provides staff to the LWIB will not directly provide training services within the Kansas Workforce Investment Act Area I, without first seeking a waiver from the LEO and the Governor of the State of Kansas.

Through LWIB membership, staff and other means, the LWIB shall coordinate the workforce investment activities authorized under this subtitle and carried out in the local area with economic development strategies and develop other employer linkages with such activities.

The LWIB shall promote the participation of private sector employers in the statewide workforce investment system and ensure the effective provision, through the system, of connecting, brokering, and coaching activities, through intermediaries such as the one-stop operator in the local area or through other organizations, to assist such employers in meeting hiring needs.

#### C.) Functions and Responsibilities of the LEO:

The LEO shall serve as Grant Recipient for grant funds under Workforce Investment Act Title I Adult, Dislocated Worker and Youth Programs.

The Youth Council, in partnership with the LEO, shall conduct oversight with respect to local programs of youth activities authorized under Section 129.

The LAI Youth Design Framework component, including intake, objective assessment and development of individual service strategies will be provided by the LEO as the Grant Recipient utilizing LAI LWIB Staff.

The LEO shall define the duties of and designate the LWIB to act as One Stop Operator, and when appropriate terminate the duties of the One Stop Operator for cause.

The LEO shall appoint the members to the LWIB in accordance with WIA requirements.

The LEO may hold its regular meeting concurrently with the regular meetings of the LWIB and the LWIB shall issue its meeting notices to reflect the same.

D.) Financial Arrangement:

Funds will be provided from the Kansas Workforce Investment Act Area I's annual allocation under WIA and other appropriate Federal and State sources to support the functions of the LWIB as specified in the WIA and other pertinent regulations. Any services funded through this process shall be held to all requirements and performance standards, including standards of cost and price reasonableness, specified by the WIA and all other applicable federal and state laws and regulations.

E.) Modification or Termination of Agreement:

This Agreement may be modified from time to time by mutual written agreement of the LWIB and the LEO.

This Agreement shall remain in effect until terminated by either of the parties upon thirty (30) day written notice to the other party.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized officers, respectively, on this \_\_\_\_\_ day of June, 2008

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Chairman  
Kansas Local Area I Workforce  
Investment Board, Inc.

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Chairman  
Kansas Workforce Investment Act Area I  
LEO Board

## Attachment N – Chief Elected Official Board Directory

# CEO Directory

### Local Area 1

<b>Member</b> Robert Baker	<b>Telephone</b> (620)275-4232	<b>Appointment Begins</b>	1/1/2006
<b>Position/Title</b> Finney County Commissioner	<b>FAX</b> (620)272-3599	<b>Appointment Ends</b>	
<b>Address</b> 2307 Jones Garden City, KS 67846	<b>Email</b>		
<b>County/City Representing</b> Finney County			
<b>Comments:</b> Replaced Roman Halbur			

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<b>Member</b> Larry Sharp (Chair)	<b>Telephone</b> (620)694-2530	<b>Appointment Begins</b>	7/1/2000
<b>Position/Title</b> Reno County Commissioner	<b>FAX</b> (620)694-2928	<b>Appointment Ends</b>	
<b>Address</b> 206 West 1st Hutchinson, KS 67501	<b>Email</b> larry.sharp@renogov.com		
<b>County/City Representing</b> Reno County			
<b>Comments:</b>			

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<b>Member</b> Paul Steele	<b>Telephone</b> (785)462-2558	<b>Appointment Begins</b>	1/1/2005
<b>Position/Title</b> Thomas County Commissioner	<b>FAX</b>	<b>Appointment Ends</b>	
<b>Address</b> 965 Prairie View Colby, KS 67701	<b>Email</b> psteele@st-tel.net		
<b>County/City Representing</b> Thomas County			
<b>Comments:</b> Replaced Glen Kersenbrock			

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<b>Member</b> Terry Williams	<b>Telephone</b> (620)227-4550	<b>Appointment Begins</b>	9/7/2005
<b>Position/Title</b> Ford County Commissioner	<b>FAX</b> (620)227-4699	<b>Appointment Ends</b>	

**Address** 1807 Elbow Bend  
Dodge City, KS 67801

**Email**

**County/City Representing** Ford County

**Comments:** Seated to represent Ford County per CEO Agreement signature from Ford County CEO

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Thursday, November 15, 2007

Page 1 of 1

## Attachment O – Local Workforce Investment Board Directory

### LWIB Directory

#### Local Area 1

1 **Members Name** Ed Berger **Appointment Begins** 8/11/2004 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Hutchinson Community College

**Position/Title** President

**Address** 1300 N Plum

Hutchinson, KS 67501

**Telephone** (316)665-3505

**FAX** (316)665-3310

**Email** bergere@hutchcc.edu

**Category(ies) Represented:**

Local Education

---

2 **Members Name** Shari Campbell **Appointment Begins** 4/23/2003 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Garden City SRS

**Position/Title** Tier III Manager

**Address** 1710 Palace Drive

Garden City, KS 67846

**Telephone** (620)272-5992

**FAX** (620)272-5835

**Email** hslc@srskansas.org

**Category(ies) Represented:**

Vocational Rehabilitation

---

3 **Members Name** Ken Clouse **Appointment Begins** 8/11/2004 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Northwest Kansas Technical College

**Position/Title** President

**Address** 1209 Harrison

Goodland, KS 67501

**Telephone** (785)899-3641

**FAX** (785)899-5711

**Email** kclouse@mail.nwktc.org

**Category(ies) Represented:**

Post Secondary/Carl Perkins

---

# LWIB Directory

## Local Area 1

4 **Members Name** Jack Cooley **Appointment Begins** 1/17/2007 **Ends** 6/30/2009

**Filled New Position** Yes **Reappointed** No **Replaced Existing Position** No

**Business Organization** Myriad Machine

**Position/Title** President

**Address** PO Box 1056  
Liberal, KS 67905

**Telephone** (800)446-2962

**FAX**

**Email** myriad@sbcglobal.net

**Category(ies) Represented:**

Business

---

5 **Members Name** Eddie Estes **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Western Kansas Manufacturers Association

**Position/Title** President

**Address** 1700 E Wyatt Earp  
PO Box 337  
Dodge City, KS 67801

**Telephone** (620)227-8082

**FAX** (620)227-8090

**Email** fast@rurallink.net

**Category(ies) Represented:**

Business

---

6 **Members Name** Tony Fiedler **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** MCDS

**Position/Title** Director of Employment and Environmental Services

**Address** 2107 Industrial Drive  
McPherson, KS 67460

**Telephone** (620)241-6693

**FAX** (620)241-6699

**Email** tonyf@mcds-ks.org

**Category(ies) Represented:**

Business

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# LWIB Directory

## Local Area 1

7 **Members Name** Mickey Fornaro-Dean **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Harvey Co. Economic Development Council

**Position/Title** Executive Director

**Address** 500 Main Place, Suite 109  
Newton, KS 67144

**Telephone** (316)283-6033 **FAX** (316)283-8732 **Email** info@harveycoedc.org

**Category(ies) Represented:**

Economic Development

---

8 **Members Name** Jeff Fry **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Wal-Mart Supercenter

**Position/Title** Manager

**Address** 3503 10th Street  
Great Bend, KS 67530

**Telephone** (620)792-3632 **FAX** **Email** jfry8@cox.net

**Category(ies) Represented:**

Business

---

9 **Members Name** Gerry Fulwider **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Thomas County Economic Alliance

**Position/Title** Executive Director

**Address** 350 S. Range  
Colby, KS 67701

**Telephone** (785)460-4511 **FAX** (785)462-4509 **Email** gerry@thomascounty.com

**Category(ies) Represented:**

Economic Development

---

# LWIB Directory

## Local Area 1

10 **Members Name** Kenneth Gates **Appointment Begins** 11/8/2005 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Pratt Well Service, Inc

**Position/Title** President

**Address** PO Box 847  
Pratt, KS 67124

**Telephone** (620)672-2531 **FAX** (620)672-5902 **Email** kennyg@prattwell.com

**Category(ies) Represented:**

Business

---

11 **Members Name** Steve Gieber **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** OCCK Inc.

**Position/Title** Employment Services Director

**Address** PO Box 1160  
Salina, KS 67402

**Telephone** (785)827-9383 **FAX** (785)823-2015 **Email** sgieber@occk.com

**Category(ies) Represented:**

Community Based Organization

---

12 **Members Name** Karen Guliford **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** The Center for Counseling

**Position/Title** Vocational Case Manager

**Address** 5815 Broadway  
Great Bend, KS 67530

**Telephone** (620)792-6012 **FAX** (620)792-7052 **Email** kareng@thecentergb.org

**Category(ies) Represented:**

Community Based Organization

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# LWIB Directory

## Local Area 1

13 **Members Name** Dr. Carl Heilman **Appointment Begins** 9/15/2006 **Ends** 6/30/2006

**Filled New Position** Yes **Reappointed** No **Replaced Existing Position** No

**Business Organization** Barton County Community College

**Position/Title** President

**Address** 245 NE 30th Road  
Great Bend, KS 67530

**Telephone** (620)792-2701 **FAX** (620)786-1160 **Email** president@bartonccc.edu

**Category(ies) Represented:**

Local Education

---

14 **Members Name** Glen Kersenbrock **Appointment Begins** 3/9/2005 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Colby Fertilizer, Inc.

**Position/Title** Owner

**Address** 1580 K 25  
Colby, KS 67701

**Telephone** (785)462-6440 **FAX** (785)462-6406 **Email** cfkmg@st-tel.net

**Category(ies) Represented:**

Business

---

15 **Members Name** Diana Kohl **Appointment Begins** 8/11/2004 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Nex-Tech

**Position/Title** Senior Education Specialist

**Address** 2418 Vine Street  
Hays, KS 67601

**Telephone** (785)625-7070 **FAX** (785)625-4479 **Email** dkohl@nex-tech.com

**Category(ies) Represented:**

Business

---

# LWIB Directory

## Local Area 1

16 **Members Name** Earnie Lehman (Chair) **Appointment Begins** 7/23/2003 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Midwest Energy, Inc.

**Position/Title** President

**Address** 1330 Canterbury Road  
Hays, KS 67601

**Telephone** (785)625-1400

**FAX** (785)625-1494

**Email** elehman@mwenergy.com

**Category(ies) Represented:**

Business

---

17 **Members Name** Wayne Maichel **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Kansas Department of Labor

**Position/Title** Director of Employment Security

**Address** 401 SW Topeka Blvd.  
Topeka, KS 66603

**Telephone** (785)296-5486

**FAX** (785)296-4269

**Email** wayne.maichel@dol.ks.gov

**Category(ies) Represented:**

Unemployment Insurance

---

18 **Members Name** Bill Massingill **Appointment Begins** 5/31/2006 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** No **Replaced Existing Position** No

**Business Organization** IBEW Local 661

**Position/Title** Business Agent

**Address** 427 North Main  
Hutchinson, KS 67501

**Telephone** (620)663-3431

**FAX** (620)663-2878

**Email** bmassingill@swbell.net

**Category(ies) Represented:**

Organized Labor

---

# LWIB Directory

## Local Area 1

19 **Members Name** Dale Masters **Appointment Begins** 5/31/2006 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** Tyson Fresh Meats

**Position/Title** Human Resources Director

**Address** 3105 North IBP Road  
Holcomb, KS 67851

**Telephone** (620)227-4028

**FAX**

**Email** dale.masters@tyson.com

**Category(ies) Represented:**

Business

---

20 **Members Name** John McLoughlin **Appointment Begins** 7/25/2001 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** None

**Position/Title** Consultant

**Address** Box 11  
Cimarron, KS 67835

**Telephone** (620)855-3161

**FAX**

**Email** mcloughl@ucom.net

**Category(ies) Represented:**

Other

---

21 **Members Name** Mike Miller **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Miller Trucking LTD.

**Position/Title** Owner

**Address** P.O. Box 283  
LaCrosse, KS 67548

**Telephone** (785)222-3170

**FAX** (785)222-2799

**Email** mlmili@gbta.net

**Category(ies) Represented:**

Business

---

# LWIB Directory

## Local Area 1

22 **Members Name** David Moody **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Salina Regional Health Center

**Position/Title** Vice President Human Resources

**Address** 400 South Santa Fe Avenue  
Salina, KS 67401

**Telephone** (785)452-7839

**FAX** (785)452-6963

**Email** dmoody@srhc.com

**Category(ies) Represented:**

Business

---

23 **Members Name** Susan Nickerson **Appointment Begins** 1/20/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Kansas Department of Commerce

**Position/Title** Regional Director

**Address** 332 East 8th  
Hays, KS 67601

**Telephone** (785)625-5654

**FAX** (785)625-0092

**Email** snickerson@kansascommerce.com

**Category(ies) Represented:**

Trade Act

Employment Service/WP

Veterans

---

24 **Members Name** Vernon Nikkel **Appointment Begins** 7/1/2000 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Legg Company, Inc.

**Position/Title** Human Relations Manager

**Address** 230 S Weaver  
Hesston, KS 67062

**Telephone** (316)327-4538

**FAX** (316)327-2584

**Email** vernikkel@cox.net

**Category(ies) Represented:**

Business

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# LWIB Directory

## Local Area 1

25 **Members Name** Priscilla Orta-Wenner **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** SER Corporation

**Position/Title** Executive Officer/SCSEP

**Address** 1020 N. Main Suite B  
Wichita, KS 67203

**Telephone** (316)264-5372

**FAX** (866)462-5601

**Email** p.orta@sercorp.com

**Category(ies) Represented:**

Title V Older Americans

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26 **Members Name** Larry Pankratz **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** Exline Inc.

**Position/Title** Business Development Manager

**Address** 3256 East Country Club Road  
Salina, KS 67402

**Telephone** (800)255-0111

**FAX** (785)826-4425

**Email** l.pankratz@exline-inc.com

**Category(ies) Represented:**

Business

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27 **Members Name** Mick Payne **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** Flint Hills Job Corps

**Position/Title** OA/CTS Director

**Address** 4620 Eureka Drive  
Manhattan, KS 66503

**Telephone** (785)770-7300

**FAX**

**Email** payne.mick@jobcorps.org

**Category(ies) Represented:**

Job Corp

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# LWIB Directory

## Local Area 1

28 **Members Name** Kathy Petz **Appointment Begins** 7/24/2004 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Adult Learning Center

**Position/Title** Director

**Address** 518 N. Washington  
Hutchinson, KS 67504

**Telephone** (620)665-8004

**FAX** (620)669-0738

**Email** petzk@hutchcc.edu

**Category(ies) Represented:**

Adult Education/Literacy

---

29 **Members Name** Jeff Read **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** IBEW LU 271

**Position/Title** Business Manager

**Address** 1040 S. Broadway  
Wichita, KS 67211

**Telephone** (316)267-8255

**FAX** (316)267-1706

**Email** jeff1914@hotmail.com

**Category(ies) Represented:**

Organized Labor

---

30 **Members Name** Debbie Reynolds **Appointment Begins** 7/1/2000 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Mosaic

**Position/Title** Executive Director

**Address** 2708 N. 11th St.  
Garden City, KS 67846

**Telephone** (316)275-9189

**FAX** (316)275-2565

**Email** debbie.reynolds@mosaicinfo.org

**Category(ies) Represented:**

Business

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# LWIB Directory

## Local Area 1

31 **Members Name** Dana Rice **Appointment Begins** 9/15/2006 **Ends** 6/30/2009

**Filled New Position** Yes **Reappointed** No **Replaced Existing Position** No

**Business Organization** Good Samaritan Center

**Position/Title** Administrator

**Address** 815 N. Rothsay Ave.  
Minneapolis, KS 67467

**Telephone** (785)392-2162

**FAX**

**Email** drice@good-sam.com

**Category(ies) Represented:**

Business

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32 **Members Name** George Roldan **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** McDonalds

**Position/Title** Owner/Operator

**Address** 1800 N. Kansas Avenue  
Liberal, KS 67901

**Telephone** (620)826-7556

**FAX**

**Email** roldan13@msn.com

**Category(ies) Represented:**

Business

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33 **Members Name** Sheree Rueb **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** American Red Cross

**Position/Title** Senior Work Experience Project Director

**Address** 1900 East Douglas  
Wichita, KS 67114

**Telephone** (316)268-0858

**FAX** (316)265-5402

**Email** ruebs@usa.redcross.org

**Category(ies) Represented:**

Title V Older Americans

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# LWIB Directory

## Local Area 1

34 **Members Name** Andrew Rupp **Appointment Begins** 3/9/2005 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Insurance Planning, Inc.

**Position/Title** Vice President

**Address** 3006 Broadway  
Hays, KS 67601

**Telephone** (785)625-5605

**FAX** (785)625-0895

**Email** ruppan@insurance-planning.com

**Category(ies) Represented:**

Business

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35 **Members Name** Deb Scheibler **Appointment Begins** 1/27/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** LAI Workforce Investment Board

**Position/Title** WIA IB Program Director

**Address** 1922 Main  
Great Bend, KS 66530

**Telephone** (620)792-7032

**FAX** (620)792-5132

**Email** deb@la1lwib.org

**Category(ies) Represented:**

WIA Title IB

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36 **Members Name** Yvonne Turner **Appointment Begins** 9/7/2005 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Raytheon Aircraft

**Position/Title** HR Manager/ Salina

**Address** 2556 Scanlan  
Salina, KS 67401

**Telephone** (785)820-2213

**FAX** (785)820-2461

**Email** Yvonne\_turner@rac.ray.com

**Category(ies) Represented:**

Business

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# LWIB Directory

## Local Area 1

37 **Members Name** Estalin Valentin **Appointment Begins** 9/18/2007 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** SER Corporation

**Position/Title** Executive Officer/Migrant Seasonal Farmworker Prog

**Address** 1020 N. Main Suite B  
Wichita, KS 67203

**Telephone** (316)264-5372 **FAX** (866)462-5601 **Email** evalentin#sercorp.org

**Category(ies) Represented:**

Migrant Seasonal Farm Workers

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38 **Members Name** John Weber **Appointment Begins** 3/9/2005 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Manpower Professional

**Position/Title** Regional Director

**Address** 730 West Maple, Suite 250  
Wichita, KS 67209

**Telephone** (316)946-0093 **FAX** (316)946-0151 **Email** john.weber@na.manpower.com

**Category(ies) Represented:**

Business

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39 **Members Name** Daniel Welch **Appointment Begins** 1/17/2007 **Ends** 6/30/2008

**Filled New Position** No **Reappointed** No **Replaced Existing Position** Yes

**Business Organization** BRB Contractors

**Position/Title** HR Director and General Counsel

**Address** PO Box 750940  
Topeka, KS 66675

**Telephone** (785)232-1254 **FAX** (785)232-8045 **Email** danwelch@brbcontractors.com

**Category(ies) Represented:**

Business

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# LWIB Directory

## Local Area 1

40 **Members Name** Diana Wieland **Appointment Begins** 7/1/2000 **Ends** 6/30/2009

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** USD 315

**Position/Title** Curriculum Director

**Address** 15 Cadillac Drive  
Colby, KS 67701

**Telephone** (785)460-5005

**FAX** (785)460-5050

**Email** Diana@essdack.org

**Category(ies) Represented:**

Local Education

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41 **Members Name** Phil Wyssenbach **Appointment Begins** 9/15/2006 **Ends** 6/30/2010

**Filled New Position** No **Reappointed** Yes **Replaced Existing Position** No

**Business Organization** Hillsboro Industries

**Position/Title** President

**Address** 220 Industrial Road  
Hillsboro, KS 67063

**Telephone** (620)947-3127

**FAX** (620)947-3366

**Email** pwysenbach@hillsboroindustries.com

**Category(ies) Represented:**

Business

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## Attachment P – Youth Council Directory

# Youth Council Directory

### Local Area 1

**Member** Joyce Carter

**Telephone** (620)793-1521

**FAX**

**Business** Great Bend High School

**Position/Title** Principal

**Address** 2027 Morton Street

**Email** carterj@usd428.org

Great Bend, KS 67530

#### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

#### Comments

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**Member** Diane Caton

**Telephone** (620)665-4438

**FAX**

**Business** Youth Friends Reno County

**Position/Title** Director

**Address** 1520 N. Plum

**Email** catond@usd308.org

Hutchison, KS 67501

#### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

#### Comments

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### Local Area 1

**Member** Jack Cooley

**Telephone** (620)446-2962

**FAX**

**Business** Myriad Machine Company

**Position/Title** Owner

**Address** 5 South Country Estates Rd  
Liberal, KS 67905

**Email** myriad@sbcglobal.net

#### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

#### Comments

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**Member** Karen Guliford

**Telephone** (620)792-6012

**FAX** (620)792-7052

**Business** The Center for Counseling

**Position/Title** Vocational Case Manager

**Address** 5815 Broadway  
Great Bend, KS 67530

**Email** kareng@thecentergb.org

#### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

**Comments** Phone ext 262  
Parent of former participant

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## Local Area 1

**Member** Mick Payne

**Telephone** (785)587-4495

**FAX** (785)587-4413

**Business** Job Corps

**Position/Title** State Coordinator

**Address** 4620 Eureka Drive  
Manhattan, KS 66503

**Email** paynem@jobcorps.org

### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

### Comments

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**Member** Kathy Petz - Chair

**Telephone** (620)665-8004

**FAX** (620)669-0738

**Business** Adult Learning Center

**Position/Title** Director

**Address** 518 N. Washington  
Hutchinson, KS 67504

**Email** petz@hutchcc.edu

### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy
- Represents a service agency such as juvenile justice or local law enforcement
- Parent of eligible youth seeking WIA assistance
- Former participant and/or represents organization that has experience relating to youth activities
- Represents a local Public Housing Authority
- Represents Job Corps (if Job Corp Center is located in local area)
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

### Comments

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## Local Area 1

**Member** Vicki Richardson

**Telephone** (620)793-5232

**FAX**

**Business** Independent Living Consultant

**Position/Title** Consultant

**Address** 9025 4th Street  
Great Bend, KS 67530

**Email** vrichardson@sbcglobal.net

### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy**
- Represents a service agency such as juvenile justice or local law enforcement**
- Parent of eligible youth seeking WIA assistance**
- Former participant and/or represents organization that has experience relating to youth activities**
- Represents a local Public Housing Authority**
- Represents Job Corps (if Job Corp Center is located in local area)**
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)**

**Comments** Telephone Ext 15

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**Member** Elizabeth Scheuerman

**Telephone** (620)793-7761

**FAX**

**Business** Great Bend Housing Authority

**Position/Title** Executive Director

**Address** 1101 Kansas Avenue  
Great Bend, KS 67530

**Email** gbhighrise@sbcglobal.net

### Area(s) Represented by this Member

- LWIB Member who has special interest or expertise in youth policy**
- Represents a service agency such as juvenile justice or local law enforcement**
- Parent of eligible youth seeking WIA assistance**
- Former participant and/or represents organization that has experience relating to youth activities**
- Represents a local Public Housing Authority**
- Represents Job Corps (if Job Corp Center is located in local area)**
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)**

**Comments**

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**Local Area 1**

**Member** Tom Seltmann

**Telephone** (620)285-4873

**FAX** (620)285-4545

**Business** Larned Juvenile Correctional Facility-Youth Offend

**Position/Title**

**Address** Rt 3 Box 89

**Email** tseltmann@ljcf.ksjja.org

Larned, KS 67550

**Area(s) Represented by this Member**

- LWIB Member who has special interest or expertise in youth policy**
- Represents a service agency such as juvenile justice or local law enforcement**
- Parent of eligible youth seeking WIA assistance**
- Former participant and/or represents organization that has experience relating to youth activities**
- Represents a local Public Housing Authority**
- Represents Job Corps (if Job Corp Center is located in local area)**
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)**

**Comments**

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**Member** Kelin Valladeras-Villeda

**Telephone**

**FAX**

**Business**

**Position/Title** College Student

**Address**

**Email**

, KS

**Area(s) Represented by this Member**

- LWIB Member who has special interest or expertise in youth policy**
- Represents a service agency such as juvenile justice or local law enforcement**
- Parent of eligible youth seeking WIA assistance**
- Former participant and/or represents organization that has experience relating to youth activities**
- Represents a local Public Housing Authority**
- Represents Job Corps (if Job Corp Center is located in local area)**
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)**

**Comments**

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**Local Area 1**

**Member** Diana Wieland

**Telephone** (785)460-5005

**FAX** (785)460-5050

**Business** USD 315

**Position/Title** Curriculum Director

**Address** 15 Cadillac Drive  
Colby, KS 67701

**Email** diana@esscdack.org

**Area(s) Represented by this Member**

- LWIB Member who has special interest or expertise in youth policy**
- Represents a service agency such as juvenile justice or local law enforcement**
- Parent of eligible youth seeking WIA assistance**
- Former participant and/or represents organization that has experience relating to youth activities**
- Represents a local Public Housing Authority**
- Represents Job Corps (if Job Corp Center is located in local area)**
- Other (determined appropriate by the Local Board Chair in cooperation with the CEO)**

**Comments**

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## Attachment Q – Memorandums of Understanding

### MEMORANDUM OF UNDERSTANDING Kansas Local Area I Workforce Investment Board Inc.



#### Part I: INTRODUCTION

##### A. Parties to this Agreement

This document serves as a Memorandum of Understanding between the Kansas Local Area I Workforce Investment Board, Inc., herein after referred to as LAI LWIB, and Kansas Legal Services Corporation, herein after referred to as Partner. This Memorandum of Understanding outlines the responsibilities and commitments of each organization to serve the citizens of Local Area I, during the terms of this agreement. Agreement is made and entered into by and between the following:

##### Kansas Local Area I Workforce Investment Board, Inc., LAI LWIB

Authorized Signatories: Larry Sharp, CEO Chair  
Earnest Lehman, LWIB Chair  
Contact Person: Robert Dalke, Director, LAI Administrative Entity  
Address: 1922 Main, Great Bend, KS 67530  
Telephone Number: 620-792-7032  
Fax Number: 620-792-5132

##### WIA IB Adult and Dislocated Worker Provider

Authorized Signatory:  
Contact Person:  
Address:  
Telephone Number:  
Fax Number:

Representing the following program(s): WIA IB Adult and Dislocated Worker

##### B. Purpose of this Agreement

The parties hereto, severally and collectively, agree by execution of this Memorandum of Understanding to the obligations, performances and accomplishments of the tasks hereinafter described. Specifically, the parties hereto agree to coordinate resources to ensure the effective and efficient delivery of services as described in Part II of this Agreement.

##### A. Period of Agreement

This agreement is entered into this \_\_\_\_\_ Day of \_\_\_\_\_. This agreement will become effective as of the date of signing by the final signatory.

The parties understand that implementation of the MOU is dependent on everyone's good faith effort to work together to improve services to the community. The parties also agree that this is a project where different

ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to cease being a party to this MOU, that said party(ies) shall notify all other parties, in writing, ninety (90) days in advance of that intention. The other parties shall then determine how to replace or offset the loss of participation and resources to the Center. Termination by one or more of the parties to this MOU does not alter the terms or obligations of the other parties to this MOU.

## Part II: DESCRIPTION OF DUTIES AND RESPONSIBILITIES

### A. Joint Vision/Purpose

1. To establish a service delivery system for cross-program, cross-agency planning that will enable the local service agencies to integrate services, thus providing a seamless system of comprehensive education, social service, workforce development and employment services to the underemployed and unemployed LAI citizens.
2. The parties shall coordinate and perform activities and services described within the scope of this Memorandum of Understanding as may be required and permitted by Federal and State laws and policies governing the parties' individual programs, services and agencies.

### B. Joint Responsibilities

5. All parties will actively secure and share confidential participant information and records according to local, state and federal laws, rules, regulations, policies and waivers, including but not limited to:
  - a. Utilization of a service needs assessment;
  - b. Information and referral to needed services;
  - c. Joint case management;
  - d. Tracking performance based outcomes;
  - e. Active workgroup, advisory, and/or planning participation; and
  - f. Fulfill individual roles as identified in the Agreement.
6. All parties will comply with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, Title VII, Title IX of the Education Amendments of 1972, and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts. These provide in part that no person in the United States shall, on grounds of race, color, national origin, sex, age, disability, political beliefs, or religion be excluded from participation in, or denied, any aid, care, service, or other benefits provided by federal and/or state funding, or otherwise be subjected to discrimination.
7. All parties agree that universal access to WIA core services is a critical provision of the One-Stop system and will ensure access for all customers including those with special needs, such as a) literacy deficits; b) physical, mental or learning disabilities; c) limited English fluency; and d) economic or geographical barriers to service or employment.
8. All parties will utilize the Kansas Service Link system and/or Great Bend Workforce Center (One-Stop) referral form to track referrals made to partners within the One-Stop region. (ATTACHMENT C)

### C. Coordinated Activities

7. Coordinate with all applicable partners in scheduling orientation or group activities involving shared customers.
8. Actively participate in designated activities including providing frontline staff for cross-training.

9. Assist in the development of an integrated case management system for customers, and after such development, actively participate in joint case management activities if applicable.
10. Jointly develop and present information that ensures clear and effective communication of each agencies service to the public and shared customers.
11. Jointly identify areas of duplication within partnering agencies in order to identify opportunities for shared customers and improve the efficiency of the partnership.
12. Participate in the Employer Services Team in order to integrate services which benefit the employers in the Great Bend region. (ATTACHMENT D)

D. Individual Responsibilities:

1. Kansas Local Area I Workforce Investment Board, Inc. – Agrees to:
  - a. Provide workforce system administration including management, fiscal activities, oversight, evaluation, and overall coordination activities.
  - b. Support One-Stop continued development.
  - c. Assist in activities necessary for individual agency implementation, including, for example, coordination related to joint staff training and information sharing, and implementation of referral system.
  - d. Act as fiscal agent for shared partner costs identified in this agreement.
  - e. Provide information and referral services which encourage the effective and efficient exchange of information between training providers, businesses and job seekers.
  - f. Evaluate, monitor and report activities and services described in the Agreement.
  - g. Mediate concerns identified by partners and customers, which stand as barriers to providing customer-driven services service delivery opportunities.
  - h. Provide monitoring of One-Stop performance based on Local Area I LWIB One-Stop Monitoring Guide.
  - i. Assist in the negotiation of, and assist in monitoring compliance of Memorandums of Understanding.
  
2. WIA IB Adult and Dislocated Worker provider – Partner agrees to:
  - a. Directly deliver and/or provide a method for ensuring that the Core, Intensive and Training Services applicable to the WIA IB Adult and Dislocated Worker program are made available to any customer through the Great Bend Workforce Center. Methods for Core Service delivery aforementioned are found in Attachment A.
  
3. One-Stop Operator Agrees to:
  - a. Ensure, at a minimum, provision of core/universal services, availability of intensive services and access to training services;
  - b. Assure the integrated participation of the partner agencies;
  - c. Establish common systems and procedures at the Center and within the One-Stop system;
  - d. Assure cross-training and capacity building from all partners;
  - e. Assist with the development of One-Stop performance outcomes; including customer satisfaction outcomes for employers and job-seekers;
  - f. Oversee the provisions of partner MOUs;
  - g. Monitor the One-Stop system according to the provisions of each MOU;
  - h. Convene the partners regularly for One-Stop partner meetings;
  - i. Convene the Employer Services team;
  - j. Coordinate seamless service delivery;
  - k. Coordinate and oversee the referral network between all partners in the One Stop System. This process may begin with any effective system, but eventually will need to migrate to Kansas Service Link or other electronic system.
  - l. Report to the LWIB the following on a quarterly basis:

- i. One-Stop Activity (One-Stop meetings, Employer Service Team meetings, cross-training activities; etc.)
- ii. Number of employers served and number of services provided within the One-Stop system;
- iii. Number of referrals made within the system and results of those referrals;
- iv. Number of job-seekers served and number of services provided within the One-Stop system.
- v. All other reports identified in the LAI LWIB One-Stop monitoring guide and/or additional reports requested by the LWIB.

Signatures

In WITNESS THEREOF, the parties to this MOU execute this agreement.

Dated: \_\_\_\_\_, 2005

BY: \_\_\_\_\_  
Earnest A. Lehman, LAI LWIB Chair

Dated: \_\_\_\_\_, 2005

BY: \_\_\_\_\_  
Larry Sharp, LAI CEO Chair

Dated: \_\_\_\_\_, 2005

BY: \_\_\_\_\_  
Signature

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Agency or Organization

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

- Attachment A – Partner Core Services and Method of Delivery
- Attachment B – One-Stop Shared Resources Agreement
- Attachment C – Partner Referral Process
- Attachment D – Employer Services Team

### Partner Core Services

Partner may indicate with a check mark those core services for which they are responsible for delivering within the One-Stop System. Partner will then describe how those services will be accessed in the Great Bend Workforce Center.

√	<b>Core Services</b>	<b>Method for Delivery</b>
	Outreach, Intake and Orientation	
	Initial Assessment	
	Eligibility Determination	
	Job Search and Placement	
	Provision of Information regarding Unemployment Insurance	
	Provision of LAI performance information	
	Provision of information regarding supportive services (childcare, transportation, etc.)	
	Provision of Labor Market Information	
	Provision of performance information on area training and/or service providers	
	Follow up Services	
	Other, please list	Please explain
	Other, please list	Please explain
	Other, please list	Please explain

**LOCAL AREA I RESOURCE SHARING AGREEMENT**

Shared costs are defined as those costs of the One-Stop center or system that benefit multiple partners and are incurred in support of the services delivered through a One-Stop. The common cost objective recognized by the partners of the Great Bend Workforce Center (One-Stop) are those costs necessary to create a One-Stop system where all partner programs are represented in one location and throughout the system. Each partner will indicate the costs that will be incurred in order to further the common cost objective of the Great Bend Workforce Center (One-Stop).

<b>Cost Item</b>	<b>Yearly Cost</b>	<b>Details</b>
<b>Facility Costs</b>		
Rent		
Building Maintenance		
Communication Costs		
Shared Equipment		
- Copier		
- Fax		
<b>Resource Center</b>		
Brochures		
Assistive Technology		
Software		
Hardware		
Assessments		
Shared Resources (books, CD's, etc.)		
<b>Common Staff</b>		
One-Stop Coordinator		
Receptionist		
<b>Public Relations</b>		
Outreach		
Website		
Brochures		
<b>System Costs</b>		
Cross Training – participating & conducting		
Employer Services Team participation		
Electronic data sharing		
<b>Other (List each cost)</b>		
Participate in Rapid Response		
<b>Total costs contributed by partner</b>		

**Great Bend Workforce Center (One-Stop) Referral System/Process**

It is agreed that the partners of this signed MOU will conduct referral for services in one of the following manners.

- A. Complete a written referral form designed by the partners of the Great Bend Workforce Center (One-Stop) which will include the date, time, reason for and place of the appointment.
- B. Utilize the electronic referral system established in the Kansas Service Link system.

In addition, partners of this MOU agree to report the following to the One-Stop coordinator on a quarterly basis:

- A. Number of referrals made to partners within the system;
- B. Number of referrals received from partners within the system and the result of each referral.

## **EMPLOYER SERVICES TEAM**

The Workforce Investment Act established the need for Memorandum's of Understanding to be developed between partners engaged in delivering services through a 'One Stop' system.

All partners are involved to varying degrees in delivering services to employers. These services may include recruitment, screening, assessment, and training, along with various other types of service. In order to create a collaborative, responsive and accountable system of delivering employer services through the One Stop, partners in the Great Bend Workforce Center have agreed to form an 'Employer Services Team'. Employer Services Team will be responsible for monitoring Employer Services in their One Stop region, responding in a timely manner to questions, concerns and requests received, and working collaboratively to provide solutions to Employer's Workforce Issues. They will also identify and implement new service strategies, report results to the LAI Board and strive for continuous system wide improvement in providing those services.

The Employer Services Team will consist of a representative of each partner.

They will initially meet on a monthly basis to:

- Review employer services data which will be maintained in Kansas Service Link.
- Bring each partner's monthly employer activities for discussion.
- Collaborate on marketing efforts by coordinating with One Stop partners.
- Engage in resolution of any problems or issues identified during employer contacts.
- Report to LAI Board on a Quarterly basis.
- Address any employer issues brought by LAI Board members to Quarterly Board meetings.
- Identify potential add on services and ways to deliver those services.

They will also communicate through Ad Hoc meetings to:

- Tackle employer issues demanding immediate resolution when problems are identified by partner staff.
- Develop an action team made up of partners capable of providing possible solutions or concur on which partner could appropriately deal with the issues.

### **Employer Services**

The Great Bend Workforce Center provides a variety of Workforce related services for Business and Industry. These services can be customized and tailored to meet Employer needs. A 'One Stop' system exists providing a 'Gateway' for Employers to acquire answers to their questions and solutions for their Workforce issues in a timely and comprehensive manner.

### **Employer Services Team**

The Great Bend Workforce Center Employer Services Team has the capability to respond to your employment and human resource questions. Staff members work with employers in order to assess workforce needs, and provide ongoing support to assist employers in the recruitment and retention of their workforces. If a staff member cannot immediately respond to an issue or concern, the issue is presented to the Employer Services Team for a collaborative effort to produce a solution or offer a number of options to an Employer to choose from. We help you find answers or connect you with others who can provide assistance. The Employer Services Team is made up of representatives from over 12 different organizations, representing various Workforce Programs involved in Education, Training Development, Recruitment and other financial incentive sources.

Services

Employers seeking skilled workers, or interested in upgrading their workers' skills, can tap into many valuable programs and services of the Great Bend Workforce Center

Services Provided Include, but are not limited to:

- Targeted Recruitments (Industry Specific)
- Local and Statewide Job Bank listings
- Job Fairs and Other Employer Related Events
- Pre-Employment Assessment
- Employer Access to Resume Banks
- Apprenticeship Programs
- Tax Credit Vouchering
- On-The-Job Training programs
- Recruitment and Pre-screening Services
- Assistance for Laid-Off Employees
- Extensive Local, State and National Labor Market Data
- National Recruitment Efforts
- Link Employers to answers to Employment Standards Questions
- Information and assistance in achieving ADA compliance
- Information and assistance in creating adaptive workplace environments
- Pre-Employment Training for Potential Employees
- Retention and Advancement Services
- Assistance with Human Resources Related Functions
- Access to Skill Credentialed Job Seekers
- Assistance in Training Curriculum design
- Federal Bonding for potential employees
- Connections to KIT and KIR training possibilities
- Incumbent Worker Training
- Customized Training
- Access to Displaced Farm workers
- Link Employers to Answers to Alien Certification Questions
- Link Employers to required Workplace Posters

## **Financial Incentives**

The Great Bend Workforce Center can help you take advantage of the variety of [tax](#) credits and incentives offered to employers hiring people from targeted populations. We are instrumental in identifying the target populations that allow employers to qualify for these credits and incentives. These incentives can help offset the costs involved in hiring and training workers who do not have all of the necessary workplace skills.

## **Outplacement Assistance**

Downsizing has a traumatic effect on workers, employers and the community. The Great Bend Workforce Center can help your business manage a smooth lay-off, closure or reduction-in-force while recognizing the needs of your workers. We can help your employees adjust to the change by providing services to help them re-enter the workforce. The Rapid Response Assistance Coordination Team, provides specialized services which include:

- Guidance in obtaining funding assistance to avert layoffs
- Training funds for employees who would be laid off without a skill upgrade
- Facilitating employee meetings to provide information regarding services available to assist individuals with career change

- Conducting on-site unemployment insurance claims information sessions
- Holding customized workshops on coping with job loss, resume writing, and interview skills
- Assisting with special Job Fairs.

## Workforce Development / Training

The Great Bend Workforce Center can provide assistance to help solve your education and training related challenges. Often, special training programs can be coordinated by Workforce Center staff, and funded through the Workforce Center, to assist eligible individuals to prepare for entry or re-entry into the labor force.

- On-the-Job-Training - allows the employer to be reimbursed for up to 50 percent of participant's salary as compensation for the extraordinary costs associated with training participants and the costs associated with the lower productivity of the participants while they are completing their training. The training is provided by the employer while participant is engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of that job.
- Customized Training - Designed to meet the special requirements of an employer or group of employers, this training is conducted with a commitment by the employer(s) to employ the individuals who successfully complete the training. The employer pays not less than 50 percent of the training costs.

The Great Bend Workforce Center can also provide links to local educational institutions for training new or existing employees. Call for a complete list of available programs that can be customized to your specific needs. We can assist with promotion of employer/educational institutional relationships, customer training for an employer or group of employers, On-the-Job Training for targeted new hires, and local/state training grants.

As a partner with local Economic Development organizations the Great Bend Workforce Center is perfectly positioned to help you expand your workforce by providing assistance in obtaining training funds. Our partnerships can assist with financing or economic incentives. The Workforce Center provides business support through seminars, roundtables, and individual consultations on best methods to hire, train, retain and motivate your workforce.

## Recruitment

Recruiting new employees is one of the primary ways the Workforce Center assists employers. Workforce Centers offer a complete range of recruitment services that can provide access to personnel for a variety of positions. Recruitment can be conducted locally or expanded to include a national search by using the resources of Internet job posting.

- Job candidate referrals – Job seekers that visit the Great Bend Workforce Center can be referred to your open positions. There is no cost to post a job opening, which gets local and national exposure. The Great Bend Workforce Centers and affiliated sites located throughout Kansas, provide access to entry-level, skilled trade and professional personnel looking for a better job. Additional services such as **prescreening and assessments** are also available. Some assessments are at no cost, but other more detailed testing may incur a minimal cost.
- Recruiting Assistance – The Great Bend Workforce Center can assist businesses in need of just a few new hires or mass recruitments. Employers in need of qualified candidates can count on us to host Job Fairs, assist with intake of applications, screen for basic requirements and overall completeness of applications. **Recruiting Agreements** assist us in customizing our services to meet your specific needs.

## Labor Market Information

Great Bend Workforce Center Employer Services includes access to the latest wage and benefit information so your business can properly position themselves in relationship to other employers. We provide local, state, and national data, current unemployment rates, prevailing wage rates & benefits offered by occupation, and career & economic trend data.

### **Job Orders**

Job seekers who visit the Great Bend Workforce Center can be referred to your open positions by posting those jobs with us. There is no cost to post a job opening. Your positions get local, state and national exposure through the Workforce Centers networked system. Job Order template forms are available and once completed and submitted to the Great Bend Workforce Center, will be reviewed and posted On-Line. The employer may choose to open the Job Order for self referral from interested Job Seekers, or to suppress the order and require Workforce Staff to conduct pre-screening and assessment prior to referrals being made.

**Signed MOU on file at Local Area I Administrative Office for the following Great Bend Workforce Partners:**

**WIA IB Adult and Dislocated Worker Program**

**Wagner Peyser**

**Trade Adjustment Assistance**

**Veterans Programs**

**Unemployment Insurance**

**Vocational Rehabilitation**

**Farmworker Program**

**Title V SCSEP**

**Job Corps**

**Carl Perkins**

**Adult Basic Education**

**Local Area I Workforce Investment Board**  
**Great Bend Workforce Center Delivery of Core Services**  
**Beginning July 1, 2005 - Continuing until modified**

<b>Core Services</b>	<b>Title IB Adu/DW</b>	<b>Wagner-Peyser</b>	<b>VETS Program</b>	<b>TAA</b>	<b>UI</b>	<b>Job Corps</b>	<b>Farmworker Program</b>	<b>Carl Perkins</b>	<b>ABE</b>	<b>Title V - Senior Program</b>	<b>Voc-Rehab</b>
Outreach, Intake and Orientation to the One-Stop System	X	X	X	X	X	X	X	X	X	X	X
Initial Assessment	X	X	X	X		X	X		X	X	X
Eligibility Determination	X	X	X	X	X	X	X		X	X	X
Job Search and Placement	X	X	X	X		X	X	X		X	X
Provision of Information regarding Unemployment Insurance	X	X	X	X	X		X				
Provision of LAI performance information	X	X	X	X		X				X	X
Provision of information regarding supportive services	X	X	X	X		X	X	X		X	X
Provision of Labor Market Information	X	X	X	X		X	X				
Provision of performance information on area training and/or service providers	X	X	X	X				X		X	
Follow up Services	X		X	X		X	X			X	
Bi-lingual Services					X				X	X	
Intensive Training Services	X									X	
Literacy, ABE, ESL									X		

<b>Common Services</b>	<b>Title IB Adu/DW</b>	<b>Wagner- Peyser</b>	<b>VETS Program</b>	<b>TAA</b>	<b>UI</b>	<b>Job Corps</b>	<b>Farmworker Program</b>	<b>Carl Perkins</b>	<b>ABE</b>	<b>Title V - Senior Program</b>	<b>Voc- Rehab</b>
Employer Services – Program Specific	Y	Y	Y				Y			Y	Y
Referrals to Partner Services	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Kansas Service Link One-Stop Tracking	Y	Y	Y	Y		Y	Y	Y	*	Y	
Provide Program Information for Resource Center	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Attend Partner Meetings	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y
Attend & Provide Partner Cross-Training	Y	Y	Y	Y		Y	Y		Y	Y	Y
Employer Services Team	Y	Y	Y	Y		*	Y	Y	*	Y	Y