



LOCAL AREA IV
WORKFORCE DEVELOPMENT PLAN

TITLE I OF THE
WORKFORCE INVESTMENT ACT OF 1998
AND THE
WAGNER-PEYSER ACT

FOR THE PERIOD
JULY 1, 2009- JUNE 30, 2010

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Section I-Strategic Plan

A. Local Plan Development Process

- 1. 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 business 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 Board and its subcommittees are made up of representatives from business and labor organizations, as well as the WIA Migrant and Seasonal Farm Worker national grantee organization, who participate in all areas of Board activity including the planning and implementation of the Board vision. All meetings are conducted according to the Kansas Open Meetings Act. The Local Plan was posted on the website, and notice sent to the Kansas Register as well as local newspapers including the Wichita Eagle, The El Dorado Times, and the Winfield Courier that comments were being solicited. The Board and partners were also notified. A public forum was held May 19, 2009 at the Wichita Workforce Center to gather comments.

- 2. Summarize and include (as an Attachment) the list of organizations from whom information and suggestions were solicited, any comments received regarding the plan and how these items were addressed by the Local Board.**

The public forum was held on May 19, 2009. The draft plan was distributed to all Workforce Alliance Board members for comment, and discussed during Executive Committee meetings and subcommittee meetings to solicit comments from those members. Additional comments were sought from the Chief Elected Officials Board, WA Board members, partners, and the public as a part of the Local Area IV continuous improvement approach.

B. Vision and Goals

The Vision and Goals of the Local Board, the Workforce Alliance of South Central Kansas, were developed based on the National Direction and Strategic Priorities attached to the original Planning Guidance document.

Workforce Alliance Vision:

Our vision is for South Central Kansas to have a diversified, inclusive, highly skilled workforce functioning within a flexible, accessible system of education and economic development to advance the quality of life for our region and state.

Workforce Alliance Mission:

The mission of the Workforce Alliance of South Central Kansas is to develop and lead a flexible, integrated workforce system that identifies and responds to the current and future needs of our region and state.

The primary goal of the Workforce Alliance is to improve the State's workforce and strengthen its economy by developing a system of information and One Stop Centers to provide access to job placement services and career training, and to serve as the connection between employers and qualified workers. The Workforce Alliance, local elected officials, partner agencies, and employers work together to meet the employment and training needs of local communities within the region. This approach, business centered and customer friendly, creates a truly integrated One Stop workforce system for South Central Kansas. The local vision calls for joint planning with all workforce partners, further integration of services and continuous improvement of all aspects of the system.

When South Central Kansas business leaders were asked how the local workforce development system could better meet their needs, the response was consistently repetitive. Employers stated that navigating a complicated maze of public and private agencies often kept them from using the system altogether. They asked for a "single point of contact system" – a central place where employers could make one contact to address their hiring and training needs.

In response, the Workforce Alliance coordinates a partnership with the Kansas Department of Commerce, and Sedgwick County to create the Workforce Solutions Initiative. Workforce Solutions combines the expertise of regional workforce development organizations to better meet the demands of area business customers through collaborative response. The brand name, Workforce Solutions, has been selected by partners to signify the consolidated One Stop approach of being responsive to employer needs by leveraging available resources.

The assembled partnership of the organizations is deliberate—by design. First and foremost, the partners agree that a business-driven approach must be embraced to ensure a successful endeavor. The Workforce Alliance of South Central Kansas is the Operator of the One Stop Workforce System in Local Area IV. The One Stop facility in Downtown Wichita houses all of the partners involved in Workforce Solutions as well as others administering state and

federal workforce programs. The Kansas Department of Commerce provides a myriad of workforce development programs to support both hiring and training for workers/companies, and Sedgwick County Workforce Development coordinates the technical education and customized training programs with the community colleges and technical college in the region.

The Workforce Alliance is committed to providing excellent and effective service to the Workforce Center job seeker customers and embracing continuous improvement of customer service. Customers of the Workforce Centers are treated with respect and a genuine interest. Workforce Center Representatives (WCRs) are trained professionals who have an innate desire to see the customer succeed in their journey to become successfully employed. The WCRs are drawn from a number of partner agencies in an ongoing effort to integrate the delivery of services in the One Stop Workforce Centers.

1. Local goals in Local Area IV include:

- Manage the regional one-stop system and Workforce Investment Act training programs to exceed performance goals, and ensure Workforce Investment Act funds are a recognized resource throughout Local Area IV.
- Enhance the pipeline of qualified workers, traditional and non-traditional sources of labor, youth and adults, and align employment and training services to meet industry demands.
- Develop outreach plans in cooperation with key partners to improve the awareness and understanding of services available to job seekers and employers from the Local Area IV Workforce Centers.
- Effectively communicate the importance of workforce development to the regional economy to policy makers at the Federal, State and Local levels.
- Continue to build current partnerships, explore and develop new relationships throughout the region to leverage resources, eliminate redundancy and continually improve services to employers and job seekers.
- Seek grants and other funding opportunities to provide demand driven services to employers and creating alternative revenue sources above and beyond WIA for employment and training services.

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

The 2009 Strategic Plan was approved by the Board of Directors at its September 25, 2008 meeting. It was developed as the economic downturn

occurred. The Board's vision mirrors that of the Federal government. The local goals outlined in number one above have remained the same. Additional funding has and will enable the Board to continue to carry out its vision and mission. Having been through such cycles before the focus is on recovery and positioning the local area for full participation by being prepared to align the workforce with employment needs in a timely fashion.

C. Assessment of Labor Market Needs

- 1. Describe how the workforce investment needs of 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. (See Kansas Dept. of Labor, Labor Market Information Services website at <http://www.dol.ks.gov/LMIS/lmis.html>)**

The Workforce Solutions initiative specializes in offering many workforce services; one solution for business and industry. Workforce Solutions is employer driven from the entire region of South Central Kansas. The brand, Workforce Solutions, consolidates several organizations and many services into one name, one phone number and one location for customer ease. The goal of this consolidation is to create a customer friendly system with minimal overlaps. The information obtained by the partners in the Initiative is shared in various forums, and is posted on the WA website.

Workforce Solutions coordinates and brokers a variety of employer services including:

Hiring Services

- Employee outreach
- Skills evaluation
- Job Fairs

Training Services

- Customized training programs for changing industry needs
- Classroom education for workforce development
- Student recruitment/career development

Human Resource Services

- Labor market information and distribution
- Seminars-recruitment and retention
- Focused initiatives such as the sheet metal assembly tech program

Through its role as the Operator of the One Stop Workforce System in Local Area IV, the Workforce Alliance partners with agencies in its Workforce Centers to distribute customer satisfaction surveys to job seekers. Surveys are distributed to approximately 5% of each Center's customers on a

monthly basis as well as available at anytime to customers who wish to voluntarily respond.

To capture 5% of each Center's monthly customers, on the second Tuesday of each month, every customer entering any of the Local Area IV Workforce Centers will be asked to complete a survey. Surveys are given to each person who signs in at a reception desk, and by customer contact personnel in each area within the Workforce Center. The Customer Satisfaction Surveys are available in all customer contact areas within each Area IV Workforce Center for those who wish to voluntarily complete a survey. The surveys are prominently displayed with sufficient signage to draw customers' attention to the surveys. A Workforce Alliance staff member collects surveys from each location and prepares monthly reports summarizing the results; reports are distributed to appropriate committees. A Workforce Alliance staff member contacts customers who indicate they wish to be contacted about the survey. Comments provided on the survey or through follow-up contact warranting attention or action are handled by appropriate management personnel.

2. 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.

The Workforce Alliance annually revises and publishes a list of Occupations / Industries Approved for Training in Local Area IV. The list is updated effective July 1st of each year or as needed. The list is used by program operators and others to approve training for WIA participants. The Operations Committee reviews Labor Market Information Systems Outlook Reports from the Kansas Department of Labor and other locally generated workforce development studies, and secures input from interested parties to create an updated list to present to the Workforce Alliance Board of Directors for review and approval. To augment this process, WA staff and Board members routinely meet with business and industry groups, employer associations, and economic development agencies in the region resulting in constant feedback regarding employment opportunities. The information gathered is shared with the committees of the WA and posted on the WA website for customers and staff.

3. Describe how the economic downturn has affected your local economy and the labor market context.

The Workforce Alliance has conducted a total of 32 Rapid Response meetings for 20 companies since July 1, 2008, and 15 meetings have been for the aviation industry. Although all companies do not hold Rapid Response meetings, the

Workforce Alliance has furnished materials to a number of additional companies experiencing layoffs.

As of 4/30/2009 aviation manufacturing employment has fallen 21% since its peak in November of 2008, and additional layoffs have been announced. In all, 73 companies have laid off or plan to lay off 13,321 workers. More than half of the total layoffs come from the aviation manufacturing industry. Production rates have been reduced because customers continue to defer and cancel their orders for aircraft. It is anticipated that Cessna will have reduced its workforce by 40% when announced layoffs are complete. The company will furlough its workers at various times over the summer. Since November Hawker Beechcraft has cut 2,800 jobs, Bombardier Lear Jet is cutting 820 jobs, and Boeing has cut 160 jobs with plans to cut up to 800. In addition to this, dozens of suppliers have also been forced to scale back resulting in additional layoffs.

There are currently 1,212 people who have applied for training services awaiting services. This would indicate that approximately 10% of the laid off workers have availed themselves of the services of the workforce system. However, it is expected that the number of applicants will rise as resources are depleted and time receiving Unemployment Insurance lengthens. We are currently estimating 3,500 applicants for training services in the next 12 months. Some have indicated a desire to gain additional skills applicable to the aviation sector which will be in demand during recovery. Others have expressed an interest in changing occupations. Increasing opportunities for employment in green collar jobs will be a focus of the training effort. The Workforce Alliance Board of Directors has revised the training policies, supportive services policies, the Demand Occupation List, and expanded the Eligible Training Provider List to conform to the tenets of the American Recovery and Reinvestment Act, and to reflect the current economic situation in the region. Planning for expansion of services and training capacity has occurred with the business, education, and workforce investment communities should additional funds be forthcoming.

4. Describe any skill gaps your local workforce faces based on the skills held by current and expected dislocated workers and the skills demanded by industries and occupations expected to grow through economic recovery, especially regarding Green Jobs and other sectors identified in the *American Recovery and Reinvestment Act* .

The Workforce Alliance determines the occupations in demand and projected to be in demand on an ongoing basis. The economic downturn does not change those projections, but provides an opportunity to upskill the existing workforce during a time when production is down or slowing. All the major employers have been engaged in discussions regarding their anticipated skills needs through and well beyond recovery. The Board of Directors has made changes in the occupations approved for training in the Local Area, and is involved in capacity building to assure the infrastructure is in place to

provide the necessary training. Additional funds have been sought to support the demand. Skill gaps arise from both technological changes, and the anticipated retirement of a large number of skilled employees, as well as increased demands on the health care system. The use of composite materials and changes in advanced manufacturing will be the target for Green Jobs in the Local Area. The expansion of the skills and knowledge base into other manufacturing clusters is also a regional focus.

D. One Stop Delivery System

- 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 local integration plan is included in this section.**

The One Stop delivery system in Local Area IV is designed to create a single point of entry for customers, and a single point of contact for businesses. The goal is creation of a seamless system of workforce development which leads to a world class workforce utilizing the human capital of Local Area IV while moving the regional economy forward. The system is accessible in a variety of ways, regardless of the location of the customer. There are five One Stop Centers in Local Area IV. The Wichita Workforce Center is the certified comprehensive center for the area. All provide Core Services as specified in WIA. The Certification Policy of the Workforce Alliance for One Stop Workforce Centers has been approved by the Kansas Department of Commerce.

Wichita Workforce Center (Comprehensive Center)
150 N. Main
Wichita KS 67202
316.771.6800

Butler Workforce Center
2318 W. Central
El Dorado KS 67042
316.321.2350

Cowley Workforce Center
Strother Field Industrial Park
22215 Tupper
Winfield KS 67156
620.221.7790
800.326.0141

Sumner Workforce Center
107 S. Washington
Wellington KS 67156

620.326.2659

Augusta Workforce Center
730 Cliff Drive
Augusta KS 67010
316.775.7190 ext 110

Each Workforce Center has a unique blend of collocated partners and is connected through telephone, FAX, and e-mail to the community partners and referral agencies for additional services. All mandated programs, partners and community-based services can be accessed by visiting a Workforce Center, the web site or by calling for information.

All customers entering the Workforce Centers will:

- Be greeted and signed in by Workforce Center staff at the Information Desk
- View an orientation to the Center and all available resources, services, and partner programs
- Complete Workforce Center registration through creation of a “Plus Account” on **KANSASWORKS.com**
- Complete the Career Path (self-inventory) to be reviewed with Workforce Center staff; Workforce Center staff will discuss the most appropriate resources/services based on responses
- Follow one of two paths:
 - Access self-directed services
 - Access staff assisted services

Self-directed Services

Self-directed services are considered universal Core Services that are available to all customers entering the Workforce Center; these services include the provision of information and access to resources/equipment to aid in the job search process. Self-directed services include but are not limited to:

- Center Navigation
 - Outreach
 - Orientation
 - Registration/Intake
- Access to Resource Center
 - Computers with internet access
 - Printers
 - Photocopiers
 - Telephones
 - Fax machines
- Access to Information

- Job vacancy listings
- Skills needed for employment
- Employment statistics including demand occupation information
- Eligible training providers (for WIA training funds)
- Local Area IV performance
- How to file for Unemployment Insurance
- Eligibility requirements for WIA services, partner programs or other financial aid
- Availability of support services/resources
- Initial Assessment
 - Career Path (self-inventory)
 - Online interest and skill matching assessments

Staff Assisted Services

Staff assisted services available in the Career Center include WIA Core and Intensive Services, as well as Wagner-Peyser services. Staff assisted services include but are not limited to:

- Eligibility Determination for WIA
- Eligibility review leading to referral to partner programs and community resources
- One-on-One Job Search Preparation
 - Resume development/review
 - Job search assistance
 - Interview preparation
- Comprehensive and Specialized Assessment
 - Interest and skill matching
 - Basic skills
 - Employer specific
 - WIN/WorkKeys
- Career Counseling/Planning
 - Individual
 - Group
- Case Management (based on Center traffic, instead of assigned case load)
- Short-term Pre-vocational Skills
 - Workshops
 - Computer-based learning opportunities
- Job Development/Referral
- Career Opportunity Matching (reviewing the customer's skills and interests, screening against criteria supplied by employers)
- Follow-up Services (to include contacting the customer and/or the employer to determine progress or barriers to a successful placement)

Workforce Center activities are divided into Core, Intensive and Training services. The Workforce Investment Act requires that services follow a prescribed sequence in that order. All services will be delivered in a manner consistent with and in support of the "Self-Sufficiency" philosophy which is designed to encourage and support the acceptance of accountability and responsibility for one's life and circumstances. For the Workforce Centers this is defined as a willingness to seek work, full or part-time, to support oneself while receiving assistance with job training and /or skills upgrade training, or career building. There are no time limits imposed on the length of stay in any one service category. However, a person must have received at least one Core Service and demonstrate a documented need for more support before moving on to Intensive Services.

Core Services

Core services may be provided by any Workforce Center partner. The decision on which Core Service(s) is provided and the timing of the delivery is made on a case-by-case basis focused on the customer's need and wishes. Core Services for customers begin in the Career Centers. Workforce Center staff must document in case notes and by other means (including check-in logs), all services delivered. Case notes will be entered and maintained by Workforce Center staff as part of the **KANSASWORKS.com** file maintenance procedure. Staff will ensure all persons utilizing Center services are registered on the **KANSASWORKS.com** system and all system registration forms are completed fully. Customers may choose either Self-directed Services or Staff Assisted Services.

During Staff Assisted Services, Workforce Center staff will determine the customer's job readiness and evaluate, encourage and guide a customer's progress in gaining adequate employment, including full or part-time employment, while receiving services and/or training. If, during the delivery of Core Services, it is determined the customer is unable to obtain adequate employment or lacks marketable skills, the customer may receive Intensive Services. To qualify for Intensive Services the customer must be:

- a) an Adult or Dislocated Worker who is unemployed, registered on **KANSASWORKS.com**, determined to be WIA eligible and has received at least one core service and has been unable to obtain or retain adequate employment and is determined in need of Intensive Services or,
- b) an Adult or Dislocated Worker currently employed, who has received at least one Core Service and is unable to advance through Core Services to obtain or retain adequate employment

Intensive Services are provided either by program operator staff, service providers in the community, or by partner staff. There is currently no

regulatory minimum time period for participation in Intensive Services before a referral is made to Training Services. Workforce Center staff will maintain current case notes and supporting documentation reflecting services provided customer progress, etc., in the participants' case file and on the **KANSASWORKS.com** system. If, during Intensive Services it is determined that training is necessary to complete the employability plan of a customer, the following criteria must be met:

- a) Meet eligibility requirements for WIA funded Intensive Services
- b) Received one or more Intensive Services
- c) Be determined unable to obtain or upgrade adequate employment through Intensive Services
- d) Be determined in need of Training Services
- e) Have the skills and qualifications necessary to successfully complete the selected training program through the use of an evaluation/assessment/interview system
- f) Select a program of training that complies with local demand occupations
- g) Are unable to obtain assistance from other sources to fund training and related costs
- h) Require WIA funded assistance in addition to other sources to fund training and related expenses

An integrated workforce delivery system is one that bases services and flow on the needs of the customers served, not specific program requirements; the universal customer flow is designed to best guide individuals seeking workforce services through the system in a seamless manner. The Workforce Alliance of South Central Kansas (WA) is dedicated to engaging all partners within the workforce system in South Central Kansas to leverage available resources and continually enhance the services offered to the area's job seekers and employers.

The WA views integration as a way to provide services to an increased number of customers, even when faced with limited resources. By implementing the integrated services model, the local workforce system will operate programs based upon unified purposes, goals, and policies and will be better positioned to meet the needs of our customers, job seekers and employers.

An integrated services team, consisting of key staff representing the WA as the One-Stop Operator and Workforce Investment Act (WIA) Program Operator, Kansas Department of Commerce as the provider of Wagner-Peyser (WP) services, and Workforce Solutions as the collaboration providing business services, meets regularly to plan for delivery of services utilizing an integrated systems approach. All Workforce Centers' staff

receives training intended to introduce the concept of service integration into the Career Centers in Local Area IV.

Integration efforts in LA IV began in 2007 with collocating WIA and WP staff in the Career Centers and cross-training staff to provide the same universal core services to all job seeker customers. Additionally, WIA and WP staff members were assigned to the Workforce Solutions Business Services Team to provide workforce services to area employers.

Integrated Services Delivery and Functional Management

In accordance with **KANSASWORKS** policy 4-04-00, Service Delivery Integration and Functional Management, the Workforce Alliance has implemented enhancements to customer flow and service delivery to support and advance the integration of employment and training services in Local Area IV. To oversee these efforts a “Functional Manager” has been designated by the Workforce Alliance to oversee the day-to-day operations of service integration strategies. The Director of Operations for the Workforce Alliance serves as the Functional Manager.

Integration efforts initially focused on WIA and WP staff operating within the Local Area IV Career Centers and on the Workforce Solutions team; opportunities to include other partners within the system are continually expanding. Additionally, improvements to the layout in the Career Centers of Local Area IV have been made. All actions are aimed at reducing duplication of services and streamlining customer flow throughout the workforce system.

The Workforce Alliance utilizes a functional team model in the delivery of integrated services; staff are organized by services provided rather than program or partner agency. The functional teams include the following: Welcome Team, Skills Team, Training Team, and Business Team. Each team has a designated team leader who provides functional oversight and supervision of day-to-day activity; current Workforce Alliance and Kansas Department of Commerce supervisory level staff fill the functional team leader roles. WIA and WP staff will be cross-trained on each function, but are assigned a primary function based on skills, knowledge and experience.

The characteristics of functional and formal supervision are as follows:

Functional Supervision by Team Leader – Each Team Leader serves as primary supervisor for day-to-day work activities. The team leader is responsible for the following:

- Provide oversight of daily activities/team functions
- Organize and maintain staffing schedule for team

- Direct and assign/reassign team members based upon operational needs
- Monitor and track services provided by team
- Provide coaching and feedback based upon observations and staff inquiries
- Identify and facilitate the timely resolution of questions, problems, concerns/complaints and other issues affecting or involving team
- Respond to questions/concerns of team members
- Address customer issues that involve team members or services provided by team
- Coordinate approvals of leave requests for team members
- Schedule and conduct staff meetings and trainings for team members

Formal Supervision – Each WIA and WP staff member retains the formal supervisor, as identified by the respective employer upon hire. The formal supervisor is responsible for the following:

- Sign timesheets and track available leave balances
- Ensure employees work in accordance with the agency’s personnel policies
- Address behavior and performance concerns of employees at corrective action level based upon the agency’s personnel policies
- Approve expense reports/travel vouchers

The Team Leader and Formal Supervisor for each staff member work closely together on the following:

- Ensure work performance is, at a minimum, falling within an acceptable level
- Identify and monitor performance goals/expectations
- Conduct performance appraisals/evaluations
- Prepare staff development plans
- Coordinate staff meetings and trainings

The primary responsibilities of each functional team are as follows:

Welcome Team – Members of the Welcome Team are responsible for the initial greeting of all customers entering the Workforce Center. As the first point of contact for all customers, Welcome Team members are expected to provide exceptional customer service and be knowledgeable of all partner programs within the Center. Additional functional activities include:

- Provide information and demonstration of available services, including on-line registration, occupational and labor market information, and other employment related tools
- Participate in all aspects of Career Center daily operations, including the following: Information Desk, Resource Area (including job search computers), initial assessment with customers

- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Document and maintain customer contacts, services and activities in **KANSASWORKS.com** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities
- Assist job seekers with identification of basic skills deficits using generally available resources
- Determine suitability and eligibility for local, state, and federal programs

Skills Team – Members of the Skills Team focus on the assessment and enhancement of job seeker skills. Skills Team staff meet with customers one-on-one to provide individualized job search assistance as well as in group settings to conduct workshops. Additional functional activities include:

- Participate in all aspects of Career Center daily operations, including the following: staff-assisted core job search services, staff-assisted intensive job search services, workshops, labor market information
- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Document and maintain customer contacts, services and activity in **KANSASWORKS.com** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities.
- Assist job seekers with assessments
- Provide case management services to customers enrolled in local, state, and federal programs in accordance with policies, procedures, and forms of the Workforce Alliance

The Skills Team will focus on short-term prevocational training services, which will also guide the enhancements to customer flow within the Workforce Centers. Workforce Center staff will promote the full menu of services available within the Career Centers to job seekers who may only need minimal skills upgrading to be successful in their job search. Workshops offerings and computer based learning opportunities are continually reviewed and expanded to best meet the needs of customers. Additionally, Workforce Center staff continue to promote the *WORKReady!*

Certificate as an increasing number of area employers are indicating a preference for the credential on their job postings.

Training Team – Members of Training Team provide one-on-one case management services to customers who have already received core and intensive services and are enrolled into training activities (as eligibility and funding allows). Additional functional activities include:

- Determine suitability and eligibility for local, state, and federal programs
- Provide one-on-one case management services to customers enrolled in local, state, and federal programs in accordance with policies, procedures, and forms of the Workforce Alliance
- Document and maintain customer contacts, services and activity in **KANSASWORKS.com** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Maintain contact with WIA program customers, track customer progress, track customer performance outcomes
- Maintain electronic and paper customer files
- Be aware of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities
- Assist as needed with job seeker activities in the career centers of Local Area IV Workforce Centers

Business Team – Members of the Business Team work with area employers to assist in identifying solutions for workforce needs. Team members work to match job-ready applicants with the open positions held by area employers. Additional functional activities include:

- Develop and maintain relationships with new and existing business customers; identify and discuss needs, explain how needs can be met by special products and services of Workforce Solutions
- Obtain, input and review job orders; perform search to match applicants with job requirements, using manual and/or computerized file searches; contact applicants to inform them of employment opportunities
- Identify qualified applicants for referral to employers based on employer's preferences through pre-screening, application review, assessments or other identified criteria
- Document and maintain customer contacts, services and activity in **KANSASWORKS.com** in accordance with standard procedures, rules

and regulations for the purpose of coordinating partner services and documenting program performance

- Be aware of current human resource related laws and how to access resources for customers
- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Coordinate job fairs for business customers
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities
- Conduct prevailing wage surveys to assist agricultural employers who are in need of foreign workers to meet their business demands

Integration efforts in Local Area IV will place a greater focus on the activity of the Business Team (Workforce Solutions team). To be a workforce system led by employer demand in the region it will be imperative to focus efforts on connecting employers with the skilled workforce needed.

The Business Team will work with area employers to determine preferred skill assessments and establish the minimum basic skill levels necessary for job seekers based on input from local business. This information will guide the selection of assessments and service offerings for job seekers utilizing the Workforce Centers to gain employment.

The Business Team will review reports provided by the Training Team on a monthly basis that include current data on the number of customers in training, what area of training, and estimated training completion dates. This information will provide statistics on the pipeline of skilled workers coming through the Workforce Centers and allow the Business Team to conduct any necessary job development prior to customers completing training.

Additionally, the Business Team will communicate regularly with all other functional teams to allow an opportunity for ongoing dialogue between the staff serving employers and job seekers so that we are more effectively communicating information on job postings, employer feedback, and job seekers actively pursuing employment.

Co-Enrollment

A major component of streamlining services and eliminating duplication will be the co-enrollment of all eligible customers in both WIA and WP programs in the Career Centers of LA IV. The Workforce Alliance intends to co-enroll all eligible customers who progress beyond Center orientation and initial intake, allowing WIA and WP staff to be fully integrated and able to provide the same services to any eligible customer without concern of which

programmatic guidelines and documentation requirements need to be followed.

KANSASWORKS.com, the web-based customer tracking system, will allow for the automatic collection of enrollment and (certain) eligibility information. Using **KANSASWORKS.com**, staff will be able to determine eligibility, track customers services, record case notes.

Performance

The success of Workforce Center services is measured by a comprehensive performance accountability system in order to optimize the return on investment of federal funds, to assess the effectiveness of services, and to ensure continuous improvements.

Both the WIA (Adult and Dislocated Worker) and Wagner-Peyser programs are outcome based. The effectiveness of each program is measured by capturing customer performance information collected through **KANSASWORKS.com**. Current performance measures that apply to job seeker customers are as follows:

- Entered Employment Rate – The percentage of those who are not employed at the date of participation and are employed in the first quarter after the exit quarter
- Employment Retention Rate – The percentage of those who are employed in the first quarter after the exit quarter AND in the second and third quarters after the exit quarter
- Average Earnings – The average of all earnings (for second and third quarter) of those adult participants who are employed in the first, second, and third quarters after the exit quarter

Staff is provided the current negotiated standards of common measures for all programs, but is expected to contribute to the achievement of meeting or exceeding the highest of the WIA Adult, WIA Dislocated Worker, and Wagner-Peyser standards.

Workforce Solutions is currently in its second year of providing services. During this second year, members of the Business Team participated in strategic planning to determine appropriate and meaningful goals and objectives for services provided to employers in Local Area IV. Current data is being evaluated to determine benchmarks for successful outcomes of future program years.

Integration Oversight and Continuous Improvement

The Workforce Alliance is committed to regular review of service delivery practices to ensure an ongoing focus on continuous improvement within the

Workforce Centers of LA IV. The Workforce Alliance Director of Operations will manage/oversee the delivery of integrated services. Input from customers, internal partners, and community partners is critical to the progression of delivering a high level of customer service while aiming to meet needs of area businesses by connecting employers with a skilled workforce.

The Workforce Alliance will conduct ongoing oversight and monitoring of services, customer files, eligibility documentation, customer payments, and performance to ensure compliance with federal and state laws, regulations, and local policies and procedures. In addition, the Workforce Alliance will conduct periodic customer interviews with customers co-enrolled in WIA and Wagner-Peyser services.

Data validation will be conducted annually by the State of Kansas to ensure that all information entered into **KANSASWORKS.com** is accurate and documented in the customer file.

In addition to Workforce Alliance oversight and monitoring, the State of Kansas and the U.S. Department of Labor will monitor and/or audit the activities and documentation for services delivered.

To be a part of the Local Area IV One Stop system, the following partners have signed a Memorandum of Understanding (MOU):

- Kansas Department of Commerce
- Flint Hills Job Corps
- Kansas Department of Labor
- American Red Cross
- Wichita Area Technical College
- American Indian Council
- Sedgwick County
- Kansas Career Pipeline
- Butler Community College
- Kansas Department of Social and Rehabilitation Services
- USD 259
- SER
- Senior Services Inc. of Wichita
- Cerebral Palsy Research Foundation
- Episcopal Social Services
- Mid-Kansas Community Action Project
- Workforce Alliance Youth, Adult, Dislocated Worker, and TAA programs

2. Describe innovative service delivery strategies that have been or will be developed and implemented by the LWIB to meet the following ARRA requirements:

- a. Increase services to workers in need and support the full range of Workforce Center customers in acquiring the skills needed to attain employment in high-growth, high-wage industries and occupations, including such supports as needs-based payments, basic skill remediation, English as a second language and other supportive services**

Local Area IV has always focused on serving the entire community as an Urban centered region. Service Integration has been part of the overall strategy and operationalized in the Business Plan. Staff are engaged in the community to improve the overall workforce investment system to make it inclusive and connect individuals to services which support attachment to the workforce. The PACES project which is a partnership funded by the National Fund for Workforce Solutions, the Knight Foundation, the Glass Foundation, the United Way of the Plains, the City of Wichita, Spirit Aerosystems, and the Workforce Alliance was conceived to address the system response to the attachment of low skilled, low income individual to the high skill, high wage jobs in demand in Local Area IV. The collocation of the partners (many who serve specific targeted at risk populations) in the Wichita Workforce Center, both mandated and not, has created an environment whereby all case managers, not just the WIA formula funded staff, are able to serve diverse customers. TANF has contracted with Arbor E & T to serve TANF recipients at the Wichita Workforce Center. SRS has also provided an Economic Assistance case manager to facilitate services to low income individuals. Customers are encouraged to use the Kansas Work Readiness Certificate as a starting point to match their skills competency training not only to the occupations in demand in LA IV, but also to their interests. The Kansas Career Pipeline is also used for career exploration. The WA Board revised its Training Policy to increase the amount of ITA's, broaden the scope and limitations in the policy to support longer term training, and reflect the vision of the ARRA and local economic conditions. Basic skill remediation, English as a Second Language and other supportive services are provided by a network of community partners both offsite and onsite. The Wichita School District #259 established a High School Completion program at the Wichita Workforce Center to increase access for job seekers, and the low income community for whom the easy access to the Center was an incentive to attend.

b. Ensure education and training results in employment or the next level of education

Follow-up services are a part of WIA case management. The focus on attaining positive outcomes for customers is the mission of the Workforce Alliance, and the monitoring of performance toward meeting the WIA goals negotiated with the Kansas Department of Commerce is an inherent duty of the Board of Directors carried out through reports and monthly committee meetings. This performance is also subject to audit and review by the Kansas Department of Commerce.

c. Strategically use resources to quickly deliver innovative services

Because of the work done to implement the WIRED grant goals, and create the PACES project the Workforce Alliance has recently created system responses on a scale comparable to that presented by the ARRA and the stimulus funds. As the models are in place quick delivery of innovative services has a short turnaround as evidenced by the creation of the Summer Youth Employment Program. Additional resources are pursued by taking advantage of available grant opportunities, both public and private to meet changing needs in the Local Area.

d. Provide targeted work experiences to prepare individuals for opportunities in new industries and occupations , particularly using Registered Apprenticeship, OJT for ALL job seekers (TEGL 14-08, p.43)

The collocation of the State's Office of Apprenticeship regional staff greatly contributes to the integration of Registered Apprenticeship in the local workforce system. Center staff have been trained in leveraging all approaches to preparing individuals for the workforce. The Business Services Team and the WIRED staff are aware of the focus on "Earn While You Learn", and any additional funds secured by grant will require those apprenticeshipable occupations to be Registered.

e. Ensure a majority of Recovery Act funds are used for actual training and the percent of ARRA funds used for direct training, not including any staff or overhead expenses

The budgeting process and the oversight of the Board of Directors assure compliance with the requirements of ARRA funds and the policies of the Kansas Department of Commerce. The budget is also subject to the review of the Chief Elected Officials and the Kansas Department of Commerce.

f. Provide summer youth work experience

See Section F (Youth Services) numbers 2 through 6.

3. Describe how available resources (WIA, Wagner-Peyser, and others) are utilized within the local One Stop delivery system to provide Core and Intensive services.

The resources available within the system include: the programs and staff of the Workforce Alliance of South Central Kansas, community partners, the contracted providers and those partners who have signed a MOU. In the Workforce Centers, the Workforce Alliance and the Kansas Department of Commerce share responsibility for Career Center Core Services and the initial contact for walk-in customers. Collocated partners may also assist with or provide Core Services, either as part of a plan to extend coverage for a center, or to serve customers who are seeking assistance directly from the partner. Intensive Services may be provided by WIA program operator staff, service providers in the community, or by partner staff.

Within each Workforce Center managers are responsible for coordinating cross-training of staff in the Workforce Center to assist with or provide Core Services to meet customer demand. Partners who are not collocated may provide services at alternate sites, or request Workforce Centers' staff come to their location to serve customers if there is a specific reason to do so.

The goal of the MOU is to leverage the resources available to the system, and to allocate the costs for the system to the partners in a fair and equitable manner. The Operator and the partners in Local Area IV established the Service Integration and Improvement Council (SIIC) to guide Center operations and continuously improve the delivery of services based on feedback from customers, both job seekers and businesses.

4. 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 One Stop Operator in Local Area IV is the Workforce Alliance of South Central Kansas. This designation was done at the request of the Board of Directors, and was approved by the Kansas Department of Commerce on behalf of the Governor of Kansas.

- 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. Include agreements/contracts between the CEO and the Local Board for fiscal agent services or administrative entity services as Attachment B.**

The Regional Economic Area Partnership (REAP) Economic Development Committee is the entity responsible for the disbursements of grant funds. The Workforce Alliance of South Central Kansas is the administrative entity which administers the local plan. Allen, Gibbs and Houlik LLC is the Fiscal Agent. (See Attachment H)

- 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.**

Local Area IV follows Commerce Policy 3-16-01. Providers' performance is reviewed annually. The Local Board regularly reviews local performance standards, and annually updates the list of demand occupations which qualify for training. In order for training to be approved, it must provide a self-sufficient wage as defined by the Board. Board staff must approve any exceptions to the local policy. Training providers must provide training that falls under the guidelines of the local policy. Providers of services outside the ITA system are subject to performance review under the terms of the contracts with the program operators. The Operations Committee reviews both requests from staff to add eligible training providers, and the annual request for recertification of providers. By tying the approval of training to providers who are providing training for the demand occupations in Local Area IV, and monitoring their performance against the Local Area WIA performance standards, the needs of local employers and participants are met. Monitoring the feedback from customers and employers by the Workforce Alliance staff also provides direction to the Board concerning its approved eligible training providers.

- 7. Describe the Local Board policies and procedures for implementing the Branding Policy adopted by the KANSASWORKS State Board.**

The local plan was reviewed by and approved by the State Board.

- 8. Describe the Local Board policies and procedures for implementing the Integration Policy adopted by the KANSASWORKS State Board.**

The Local Integration Plan was reviewed by and approved by the State Board.

9. Describe the locally developed Individual Training Account (ITA) system.

An Individual Training Account is established on behalf of a participant in the WIA Adult or Dislocated Worker programs. A participant eligible for training according to local policy, who wishes to train in a demand occupation as designated by Board policy, or who is granted an exception to the policy, may choose a provider from the Eligible Training Provider list for Local Area IV. The training chosen must support the participant's Individual Employment Plan. A document, called the ITA, is prepared by the case manager and may be presented by the participant or the case manager to the training provider. The training provider completes the document outlining the plan or training schedule to include: information related to the costs of training, the time frame for completion, the necessary tuition, fees, books and supplies, and the curriculum. The training provider also verifies if the participant is eligible and/or has applied for financial aid. The ITA is returned to the case manager for review. The budget for training is then created in **KANSASWORKS.com** which obligates the funds.

The case manager sends an award letter to the provider indicating approval, amounts to be paid and effective dates. Each semester an ITA voucher is completed for each participant for each provider. This allows the provider to know who is approved to attend and the balance on each ITA. Participants are required to provide proof of enrollment and attendance. Grades or progress are checked to verify the participant is making progress toward the goal. Follow-up to ensure credentials are received and the information noted is essential to ensure the system is meeting its goals.

10. Describe any limitations, such as dollar amount and/or duration, placed on ITA's.

The Training Policy of the Local Area states that ITA's will be written for no more than a total of \$17,610 and for a period of time not to exceed two years from initial enrollment. The Workforce Alliance must approve any exception to this policy, and documentation of exception justification will be maintained in the participant file.

11. Describe any Local Board policies and procedures established to ensure that any exceptions to the use of ITA's are consistent with the exceptions contained in WIA Section 134(d) (4)(G)(ii).

Contracts are used for on-the-job training or customized training for Adults and Dislocated Workers. As a part of those contracts, ITAs are obligated to reflect the cost of the training.

The process for obtaining exceptions to the published local policy is contained within the body of the policy and will be adhered to in accordance with its tenets.

12. Describe (or include as an Attachment) the Local Board policies and procedures in place to competitively award grants and contracts for activities and services other than through ITA's.

The Workforce Alliance policy is a reflection of State and Federal standards for procurement along with locally imposed restrictions regarding lower cost procurements. The Workforce Alliance policy for procurements with an aggregate value of less than \$25,000 requires a minimum of three quotes. For purchases in excess of \$25,000 in aggregate value a formal procurement process including but not limited to Requests for Proposals (RFP's) or Requests for Bids (RFB's), is required. Steps in the RFP and RFB processes ensure a competitive process by formally announcing all releases and assembling independent taskforces to review all submissions in open meetings. All contracts that exceed \$5000 also require approval of the Chief Elected Officials Board. The primary goal of the procurement process is to ensure free and open competition while attaining the most efficient services or products for the Workforce Alliance. All procurement documentation is stored and archived for audit purposes.

13. Describe the Local Board's plan for contracting with Secondary Education institutions to provide high-demand occupational skills training

In meetings with training providers they have indicated they are able to provide the capacity anticipated with the growth in the number of eligible Dislocated Workers with the current ITA system. As the number of potential trainees is capped by budgetary constraints the current system is adequate. Should there be a substantial increase in available funds the option will be revisited.

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

- a. Methods for expanding access to the training, jobs, and career services offered by the One Stop Centers to clients and customers of faith-based and community organizations; b) methods for increasing the number of faith-based and community organizations serving as committed and active partners in the One Stop delivery system, and SHARE Networkd implementation and promotion in your Local Area.**

There is a regularly scheduled meeting of partners associated with the One Stop Centers in Local Area IV. Additionally, the Workforce Alliance has formally notified Visioneering Wichita, a regional initiative sponsored by the Wichita Metro Chamber of Commerce, of its commitment to the regional goals established based on a massive community wide project to solicit broad based input on local concerns and create a regional community vision. That effort also connects the Workforce Alliance with community based and faith-based organizations working toward common goals. Workforce Alliance staff serve on community boards and advisory groups for both faith-based and community based organizations. Active partnerships within the One Stop system and through other efforts of the Workforce Alliance are pursued to insure the inclusion of compatible faith based programs and services. Faith based agencies such as Catholic Charities, the Salvation Army, and Episcopal Social Services are active service providers for local area participants.

15. N/A

E. Adult and Dislocated Worker Services

1. Describe the Adult and Dislocated Worker employment and training activities in the local area.

The Workforce Alliance of South Central Kansas has developed a committee structure for achieving the performance/oversight requirements contained in the WIA regulations, and allowing for a process to connect the circle of partners. The mission of the Operations Committee is broad scope in nature, and is stated as "To establish relationships, collaborations and processes that enhance WA programs resulting in fully integrated seamless One Stop services that exceed the expectations of our individual and business customers". The Operations Committee is not the daily manager of WA programs. The Committee provides oversight, direction, and parameters for program operations based on the goals of the Board. The Committee receives and reviews activity reports, corrective action plans, MOU's, and makes recommendations to the Board. The Operations Committee has been assigned the decision making authority for the Eligible Training Provider list and the creation and updating of the List of Occupations Approved for Training in Local Area IV. The Committee provides input on how the One Stop Workforce Centers should look, feel and what activities take place. The guiding principles for activities in the Centers are:

- Provision of timely and responsive services to all
- Ensure effective delivery of seamless, integrated services through teamwork and collaboration

- Delivered services support and encourage the achievement of personal accountability
- All existing and future resources will be designed to reinforce successful outcomes for job seekers and the business community
- Continuous improvements will be made to ensure outcomes, processes, placement, retention, and technology meet the needs of all center customers
- Regular feedback will be sought and used to influence and improve center operations
- Enhanced communication and shared information will occur among all partners
- Performance driven outcomes will result in a workforce able to attract new business, retain and expand existing business, and raise the standard of living for the community
- Collaborative relationships will maximize resources and minimize duplication of effort

The activities in the Workforce Centers include (and may be accessed in person, by telephone or by computer) but are not limited to:

- Orientation sessions to learn about Workforce Center services
- Using the Resource Room to access multimedia information concerning the job market, labor market information, career development, and job seeker tools
- Signing up or participating in special project activities aimed at connecting with a specific employer
- Obtaining help with job search, visiting on-line job boards, or posting a resume
- Attending workshops
- Testing or being assessed to help focus one's efforts to connect to the workforce
- Receiving referrals to Workforce Center based, collocated partner or community based services
- Registering for specific programs or services
- Counseling with Workforce Center or partner staff either individually or in a group setting
- Visiting with a case manager to receive program services
- If an employer, receiving information on using labor exchange services
- Training in classrooms, on the job, or on-line

Customer Greeting

Workforce Center staff charged with greeting persons entering the facility must greet each person and determine the customer's needs and provide necessary guidance and direction. At this time an assessment of the need for accommodation for a disability, or limited English proficiency is made. If

there is a need to increase staff to provide adequate coverage and prevent long waits for customers all staff are empowered to call for back-up.

Workforce Centers' Orientation

Orientations are informational sessions offered to all customers to inform them of services available in the Workforce Centers. Partners represented in the Workforce Centers are required to participate by providing written material about their programs. Orientations are offered to all customers and the availability of orientations is posted. A typical orientation may include:

- A menu of services
- Financial aid information
- Equal Opportunity information
- Labor Market information
- Special projects or initiatives
- Labor Law information
- Unemployment Insurance information
- Community based services information
- Drug Free workplace information
- Workforce Center brochures
- Partner brochures
- Calendar of Workforce Centers events
- Resource Room information

2. Describe how the LWIB assures universal access to the minimum required core services

The Service Integration Plan and the Memorandum of Understanding among the partners details how universal access is maintained. The Workforce Alliance also maintains a website, adheres to the American with Disabilities Act, and has bilingual staff on duty including someone proficient in sign language. A Disability Navigator is housed in the Wichita Workforce Center and is available system wide to assist persons with access issues.

3. Describe methods used to coordinate Rapid Response activities within the local area, including coordination with Commerce.

Through an agreement with the Kansas Department of Commerce, the Workforce Alliance is the entity responsible for Rapid Response activities in Local Area IV. A Rapid Response Coordinator (RRC) is appointed for Local Area IV. There are a number of ways the staff can be notified of impending lay-offs or closures. This is particularly true in the Wichita Workforce Center due to the high concentration of aircraft related industries. The cyclical

nature of aircraft and related industries has resulted in an ongoing relationship between the Workforce Center staff and the businesses in the area. These relationships enable the local area staff to be aware and available on a consultative basis with companies trying to manage the ups and downs in their labor forces.

Rapid Response activities begin when the information reaches a Workforce Center staff member, either by the media or a WARN notice from the State Dislocated Worker Unit. Contact with the employer is to be made within 24 hours by the RRC. The Rapid Response Team should be notified simultaneously, or within the same workday of the employer information. Other contacts deemed critical to the success of the Rapid Response should be made immediately in order to meet the needs of the individuals affected by the layoff and the particular situation. A team from the Wichita Workforce Center is able to connect affected workers to Unemployment Insurance, Wagner-Peyser services, Dislocated Worker services, TAA if appropriate, interpreters if there is limited English proficiency, and any other resources deemed appropriate. Consumer credit counseling and some representation from partner or social service agencies have been part of the Rapid Response team when a Rapid Response presentation takes place.

All layoffs of over 50 workers receive full services including: on-site meetings, one-on-one consultation with company human resources staff and union representatives, specialized workshops, and targeted job fairs for affected employees. If at all possible, every layoff will receive the same services or at a minimum, the services needed by the affected employees. If there is union representation in the company, the appropriate officials must be contacted at the same time the company is contacted. All correspondence with the company will be shared with the union. Union officials may also contact the RRC directly in behalf of its members.

Flexibility in determining need and delivering service is crucial. All attempts will be made to accommodate both the employer and the employees to provide access to services in terms of time and location. Costs not covered by another source are allowable.

Customer Satisfaction surveys will be used to gauge the effectiveness of the effort of the Rapid Response Team. The information gathered will be shared with the employer. Copies will be distributed to the required parties. The RRC maintains complete files on the activities and completes the required reports in the Rapid Response database. The information is retained in the local Workforce Center for use in developing future responses and improving the services provided. Special attention is given to coordinating pre-layoff and post-Rapid Response activities with existing special initiatives in the Local Area. Coordinating such projects with Rapid Response activities creates a positive outcome for all.

4. 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).

The Workforce Alliance of South Central Kansas follows Department of Commerce Policy 3-11-01, Revised July 17, 2007. Per the State policy the Workforce Alliance has established a local policy which dictates how individuals in the following categories are prioritized for service. The order of service for individuals in Local Area IV (see TEGl 05-03 for instructions for Veterans) when the Workforce Alliance Board has designated that funds are limited and that the policy be invoked is as follows:

- a) Individual, or member of a family, that received a total family income for the six month period prior to application for the program involved that in relation to family size does not exceed the higher of a) at or below the poverty level for an equivalent period or b) 70% of the Lower Living Standard income level for an equivalent period.
- b) Member of a household that receives food stamps.
- c) Individual or member of a family that receives cash payments under a Federal or State public assistance program.
- d) An individual over 55 years of age.
- e) An individual meeting both the veteran's priority group, plus one or more of the priority groups listed.
- f) Individual with a disability whose own income (regardless of the family income) is at or below poverty level or 70 % of the Lower Living Standard or receives cash payments under a public assistance programs.
- g) Homeless individual per Sections 104 (a) and (c) of the McKinney Act.
- h) Individual meeting a veteran's priority group, but none of the other listed groups.

Note: for more specific definitions see the State Policy.

Procedure: The Executive Committee of the Workforce Alliance will determine that funds are limited at a given time; and require this policy be enacted and the Operator notified. The Operator will be responsible for notifying the affected program operators/contractors. The Executive Committee will determine when the policy is to be lifted, and likewise when to make the proper notifications.

When the Priority of Service Policy is in effect applicants for the **Adult Program Intensive and/or Training Services** will first be screened to determine if they meet the criteria above. Should the number of applicants who meet the criteria exceed the capacity of the available to provide Intensive and/or Training needs the applicants will be served in the order of the criteria listed above. Once determined eligible for Intensive and/or

Training services the applicant/participant is to receive the same level of service as a participant whose application was not subject to Priority of Service. Priority of Service is an additional eligibility criteria imposed by the Local Board and is not to be used as a factor in determining the kind or level of service. The case file should clearly indicate this additional eligibility factor has been applied, and the rationale to support the approval during the time the Priority of Service was in effect.

This policy applies only to the WIA Adult Program. Other funding streams or programs are not subject to Priority of Service determinations by the Local Board. In rare cases an Administration Exception to this eligibility may be granted during a period when Priority of Services is in effect.

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

Local Area IV complies with Kansas Department of Commerce Priority of WIA Services Policy.

F. Youth Services

1. Describe the non-summer 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 Workforce Alliance of South Central Kansas (WA) Youth Council, working with the WA Board, is responsible for oversight of the Workforce Investment Act (WIA) youth system, providing knowledge in youth policy, and assisting the WA in:

- Coordinating youth activities in Local Area IV
- Developing portions of the local plan related to eligible youth services
- Recommending eligible youth service providers to the WA
- Conducting oversight with respect to youth service providers
- Developing and recommending local youth employment and training policy
- Broadening the youth employment and training focus in the community to incorporate a youth development perspective
- Establishing linkages with other organizations serving youth in the local area taking into account a range of issues that can have an impact on the success of youth in the labor market

The philosophy of the Workforce Alliance (WA) Youth Council is to guide the South Central Kansas emerging workforce to lead healthy, productive self-sufficient lives. The WA WIA Youth Program is focused on a long-term comprehensive youth development system utilizing linkages with LAIV schools, youth service organizations, educational institutions, community based organizations, businesses, economic development agencies, faith-based organizations and other appropriate governmental agencies and initiatives (e.g. juvenile justice, public health, social services, etc.) to improve youth achievement through education and occupational learning. The WA and the Youth Council envision the youth system to be driven by the business community to ensure the emerging workforce is trained in areas that are determined by the WA Board to be in demand in South Central Kansas. The Youth Council membership meets the criteria established by WIA and includes WA Board members and volunteer members who have expertise in youth issues.

Through a competitive bid process, contracts are awarded to youth providers who successfully demonstrate the ability to provide youth program elements, encourage post-secondary opportunities, and create linkages between academic and occupational learning and connections to the local job market. The Youth Program serves economically disadvantaged young people ages 14-21 who have at least one of the following barriers to employment: school dropout, homeless, pregnant, parenting, ex-offender, disabled, foster, runaway, basic skills deficient.

Staff are responsible for recruitment of potential customers and eligibility determination in addition to a comprehensive objective assessment of each youth customer. The results of the assessment will define the Service and Training Plan for each youth customer identifying age appropriate goals, the strategy of elements to be provided, and the expected outcomes.

A consistent connection with youth must be established and maintained, providing a customer-centered, goal-oriented process for the continued assessment of each young person, and to connect each customer to those elements necessary to result in a successful outcome.

Furthermore, the WA requires:

- Other appropriate resources are used to provide services before accessing the limited WIA funds. Collaboration and coordination are essential to this system design.
- WIA funds may be used only to supplement and not supplant existing services to WIA eligible youth, either to expand the service or to add a service not otherwise available.

- Funds provided shall not be used to duplicate facilities or services available in the area (with or without reimbursement) from Federal, State, or local sources, unless it is demonstrated that alternative services or facilities would be more effective, or more likely to achieve the performance goals.

The youth development system contains four major areas of focus supported by mandated program elements:

A. Improving education achievement

- Tutoring, Study Skills Training, and Instruction Leading To Secondary School Completion, Drop-Out Prevention Strategies
Goal-to provide the customers secondary school completion guidance, opportunities for basic skill remediation, GED preparations, post-secondary school instruction preparations, and other activities as appropriate.
- Alternative Secondary School Offerings
Goal-to assist customers to earn a GED and to prepare for referral to post secondary education or job placement immediately after obtaining a GED

B. Supporting Youth

- Support Services
Goal-to enable WIA customers to complete training or other approved activities in accordance with their Service and Training Plan and gain employment at a self-sufficient wage. These include transportation, childcare, nutrition, housing, medical services, assistance with work attire and work related tool cost. Non-WIA resources will be the first option explored. The Supportive Services Policy must be incorporated.
- Adult Mentoring, for a period of active participation and a subsequent follow-up period of not less than 12 months.
Goal-to encourage young people to reach their potential through supportive relationships.
- Follow-up Services for not less than 12 months after completion of active participation as appropriate
Goal to encourage young people to continue their education, maintain employment and continue their individual development in order to be well adjusted citizens in their community.
- Comprehensive Guidance and Counseling and Referral
Goal-to assist customers to make sound decisions regarding their education, professional plans and goals, and address issues that may prevent participant from reaching their personal, education and employment goals.

C. Offering Services intended to develop the potential of young people as citizens and leaders

- Leadership Development Opportunities, which may include community service and peer-centered activities that encourage responsibility and other positive social behaviors during non-school hours.

Goal-to guide customers toward becoming mature adults, good neighbors and conscientious citizens by encouraging responsibility, employability and other positive social behaviors.

D. Preparing for and succeeding in employment

- Summer Employment Opportunities, linked to academic and occupational earning. The local work experience and summer employment policy must be incorporated.

Goal-to provide valuable work maturity and occupational skills to younger youth during the summer months.

- Paid and Unpaid Work Experience, including internships and job shadowing. The local work experience and summer employment policy must be incorporated.

Goal-to assist the participant in making decisions regarding academic and career choices and to gain valuable work experience to enhance employability.

- Occupational Skills Training

Goal-to assist the customer in obtaining skills required to ensure self-sufficient employment. The local occupational skills policy must be incorporated.

2. Describe the anticipated program design for both younger, in-school and older or out-of-school youth, including the 22 to 24 year olds who can be served with Recovery Act Funds.

Younger, in-school, youth will receive work readiness skills training with a particular emphasis on introductory workplace soft skills and independent living development. Their worksite placements will be designed as more exploratory in nature while still requiring meaningful skills development. Older, out of school, youth will be evaluated for their existing skills and experience and placed at worksites designed to enhance existing skills and bolster their resumes. Work readiness training will still include basic soft skills, but will focus more on potential career ladders and career development. Some of these youth will be utilized to provide mentoring and leadership to the younger youth in the program as appropriate.

3. State what percentage of Youth Recovery Act funds will be spent in Summer 2009 and if additional summer programs will be offered in Summer 2010.

The Workforce Alliance intends to spend at least 70% of the Youth Recovery Act funds in the summer of 2009 and has set a goal of expending a majority of the funds in order to have maximum impact on the local economy. Efforts will be made to secure additional fund for Summer 2010.

4. Describe the type of summer employment opportunities, including work sites, both private and public sector, developed for Summer 2009 Youth programs.

The Workforce Alliance has determined that non-profit agencies, schools and government agencies will provide work sites in 2009 in order to prevent displacement of dislocated and current workers. Youth will have a variety of settings which could include working with animals, office work, computers, outdoor tasks, weatherization projects, community service projects, program operations and much more. These jobs will be available through a large number of worksites due to the mix of urban and rural sites and sponsors.

5. Describe the LWIB policy and/or procedures for developing a mix of classroom vs. workplace activities in the Summer Youth Program.

The WA staff will evaluate each youth's workplace skills needs utilizing a pre-employment skills checklist and will customize an individualized work readiness skills learning plan for the participant. These will be reviewed and modified throughout the summer in order to maximize work readiness skills improvements. There will be approximately 20 hours of classroom work readiness skills training provided to each youth over the summer in coordination with the work experience schedule. This will ensure that both soft skills and meaningful workplace skills are developed.

6. Describe your strategies to support youth such as needs-related payments, daycare, transportation, supportive services, etc.

Participants will be evaluated at the beginning of the program to assess their supportive serve needs taking into account the specific site assignment and their individual family situation. Supportive services will be provided on an as needed basis in accordance with the WA Supportive Services Policy which was revised in February 2009 to reflect the vision of the ARRA and the current economic situation. The resources of Community Based partners and the sites themselves will also be taken into consideration and appropriate referrals made.

7. Describe your methodology for determining if a measurable increase in work readiness has occurred in youth served in summer work experience.

The Summer Youth program application will serve as one indicator of pre-program work readiness. A pre-program check list will also be used by program staff. Worksite supervisors will provide evaluations throughout the summer and complete a post-program checklist to indicate an increase in skills. Resume building activities will be implemented into the work readiness skills training curriculum and the end of summer completion of a resume, sample job application, and a video-taped practice interview will demonstrate a measurable increase in work readiness skills.

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

The Board Staff continually reviews current performance and examines different options available to ensure the programs are successful and meeting all outcomes. If it is determined a Request for Proposal (RFP) is needed, or is in the best interest of the Workforce Alliance, the RFP process will be initiated. A needs assessment will be completed to document the need and a scope of services or description of what is requested is drafted for review. When an RFP has been reviewed and is ready for publication, public notices will be released announcing the request. The RFP will be released and open to the public for a minimum of 30 days. After the request has closed a taskforce will be assembled in an open meeting to review and score the requests. The taskforce will report to the appropriate committee/Board and the committee/Board will direct staff on actions needed to ensure the availability of services.

Performance outcomes and the corrective action process are an integral part of the RFP process and any resulting contract. Each contract contains the following corrective action clause:

“Discrepancies or non-compliance with federal, state, or local regulation discovered through monitoring visits with the CONTRACTOR by the WA will result in a request for a written Corrective Action Plan or termination of the Contract. The written Corrective Action Plan, prepared by the CONTRACTOR must be submitted within thirty (30) days of the date of request and state specifically what the CONTRACTOR will do to rectify the problem. The response must include applicable copies of corrections, necessary documentation, and other related information as requested by the WA. The CONTRACTOR must ensure that the corrective action will prohibit the reoccurrence of the discrepancies or concerns as identified. The Corrective

Action Plan must be accepted by the WA; however, if an acceptable Corrective Action Plan cannot be negotiated WA may terminate this contract. If the Corrective Action Plan is accepted by the WA, but is not implemented by the CONTRACTOR, the WA may terminate the Contract.”

9. 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).

In regards to the 5% low-income exception, the serious barrier to employment has been defined as an individual enrolled in a school program designed to meet the needs of at-risk students.

a. 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)).

Local Area IV defines an individual who requires additional assistance to complete an educational program as one whom:

- a) Previously dropped out of an educational program, or
- b) Has poor attendance patterns in an educational program during the last 12 calendar months, or
- c) Has below average grades, or
- d) Has a disability

Local Area IV defines an individual 16 years and older who requires additional assistance to secure and hold employment as one whom:

- a) Has no vocational/employment goal, or
- b) Has a poor or no work history, or
- c) Has been fired from a job in the last six calendar months, or
- d) Has a disability

G. 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 services they need in the One Stop delivery system and frequently under one roof in easy to find locations.**

The One Stop delivery system in Local Area IV is designed to create a single point of entry for customers, and a single point of contact for businesses with the goal of creating a seamless system of workforce development which leads to a world class workforce utilizing the human capital of Local Area IV while moving the regional economy forward. The system is accessible in a variety of ways, regardless of the location of the customer. In the Workforce Centers, the Workforce Alliance, and the Kansas Department of Commerce share responsibility for Core Services and the initial contact for walk-in customers. The facilities in Local Area IV have been selected for ease of access, and the selection criteria included a needs assessment from each partner to assure all who wished could collocate. Collocated partners may also assist with or provide Core Services, either as part of a plan to extend coverage for a center, or to serve customers who are seeking assistance directly from the partner. Within each Workforce Center the managers are responsible for coordinating cross-training of staff in the center to assist with or provide Core Services to meet customer demand.

- 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.**

All labor exchange services currently available will be assessed to determine their functionality, availability, and position within a seamless delivery system which provides: Orientation, Intake, Initial Assessment, Pre-Employment Services, Referrals to Employment, and Post Placement Follow-Up Services. A continuum of services to provide technical assistance, e.g. resumes, group facilitated and individualized job search assistance, on-line career assessments, job postings, and career and labor market information is offered. The efficacy of these efforts is measured by reports and case readings done during monitoring visits and customer satisfaction surveys. Job seekers are offered guidance and information to services available within

the Workforce Centers and through partner resources. Services may be accessed through any combination of Self-service, Staff Assisted or Facilitated Services, or services provided as an accommodation to a language or disability barrier.

- 3. Describe services offered to employers in the local area in addition to referral of job seekers to available job openings (e.g. assistance in developing job order 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).**

The Workforce Solutions Initiative specializes in offering many workforce services; one solution for business and industry. Workforce Solutions is employer driven from the entire region of South Central Kansas. The brand, Workforce Solutions, consolidates several organizations and many services into one name, one phone number and one location for customer ease. The goal of this consolidation is to create a customer friendly employer driven system with minimal overlaps.

Workforce Solutions will coordinate and broker a variety of employer services including:

Hiring Services

- Employee outreach
- Skills evaluation
- Job Fairs and other employer related events
- Job order development
- Pre-screening and referral options
- Access to resume bank
- Targeted workforce recruitment (industry specific)
- Access to qualified and skilled job candidates

Training Services

- Customized training programs for changing industry needs
- Classroom education for workforce development
- Student recruitment/career development
- Apprenticeship Programs

Human Resource Services

- Labor and wage information and data
- Seminars-recruitment and retention
- Focused initiatives such as the sheet metal assembly tech program
- OFCCP compliance assistance
- Outsourcing assistance
- Assistance with Position Description development

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

The Kansas Department of Commerce is one of the partners in Workforce Solutions and participates in an aggressive and coordinated outreach strategy to contact employers in need of employment and training services. Opportunities to leverage resources for employers such as KIT or other state and federal funded programs is an integral part of the Workforce Solutions strategy. During contact with employers participating in the KIT or KIR programs, the Kansas Department of Commerce Representative discusses the employer's needs and explains possible Wagner-Peyser services available to assist the employer in meeting their needs, in addition to leveraging other available workforce system resources.

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.

The availability of information about WOTC, the Federal Bonding program, and Registered Apprenticeship opportunities is incumbent upon all staff who have direct contact with customers. Training staff on a regular basis, having reference materials for each person and maintaining a well-stocked Resource Center all contribute to good customer service. The representatives of the local trade apprenticeship programs have agreed that the local One Stop will be the access point for applications to their programs. They have furnished applications, brochures, and videos to help interested customers access information. Staff is trained on the information and availability of the materials.

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

Each Workforce Center has Veterans' Representatives. The Local Veterans' Employment Representative (LVER) and Disabled Veterans' Outreach Program (DVOP) staff specializes in serving veterans. The Cowley and Butler Workforce Centers have a DVOP on site one day a week and by appointment. The Wichita Workforce Center has DVOP staff on site every day. All staff in the Workforce Centers are expected to provide veteran job seekers access to all the services available to any job seeker. Veterans are given priority on all staff assisted job postings as staff conduct a veteran search and make contact by phone or e-mail with qualified veterans prior to publicly posting positions on **KANSASWORKS.com**. Special services to veterans are covered in the Kansas Department of Commerce Policy No. 2-6-00. Should it become

necessary to prioritize services due to fiscal constraints, veterans' status will be taken into consideration if and when it is necessary to establish waiting lists for services. Special posters, brochures and information are available targeted toward veterans.

7. Describe methods used to provide case management services to veterans.

Case management services to veterans including: 1) assigning and managing case management services, 2) maintaining case management records, and 3) providing outreach to populations most-in-need (e.g., recently separated, disabled, and female), will remain with the Department of Commerce under the assignment and management of the Regional Operations Manager. Records will be maintained at the Workforce Centers using standard procedures for confidentiality and accountability. Outreach efforts target the most-in-need populations with a presence at the Vet Center, McConnell Air Force Base and Veterans Administration Medical Center office on a regular basis. Additionally, staff working with veterans should ensure One Stop partners and the Workforce Alliance Board are kept apprised of issues and concerns.

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

Linkages among veterans' organizations are maintained by the designated Kansas Department of Commerce staff. They share information concerning veterans' programs and initiatives within the veterans' community and the Workforce Centers. Commerce staff provides outreach activities in the community on a regular basis. In addition, the mentioned veteran organizations are regularly visited by DVOP/LVER staff to keep abreast of service changes and program modifications, as well as outreach to the veterans themselves. The presence of all of the mentioned organizations in the local Veterans Administration facility accomplishes the task of interacting with them in an efficient manner through regular VA site visits.

The particular method for establishing these linkages is developed by the KDC Veterans Services Program. The Local Veteran Service Organization determines the scope and intensity for linking veterans to other service organizations. The methodology Each Workforce Center has Veterans' Representatives. The Local Veterans' Employment Representative (LVER) and Disabled Veterans' Outreach Program (DVOP) staff specialize in serving veterans. The Cowley and Butler Workforce Centers have a DVOP on site one day a week and by appointment. The Wichita Workforce Center has DVOP staff on site every day. All staff in the Workforce Centers are expected to

provide veteran job seekers access to all the services available to any job seeker. Veterans are given priority on all staff assisted job postings as staff conduct a veteran search and make contact by phone or e-mail with qualified veterans prior to publicly posting positions on **KANSASWORKS.com**. Special services to veterans are covered in the Kansas Department of Commerce Policy No. 2-6-00. Should it become necessary to prioritize services due to fiscal constraints, veterans' status will be taken into consideration if and when it is necessary to establish waiting lists for services. Special posters and information are available targeted toward veterans.

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

Attention to providing specialized services to certain individuals or groups is the responsibility of all persons associated with the One Stop system. There is an EEO officer appointed, and members of the Board with special interest in the diversified delivery of services help maintain awareness of issues. The Kansas Department of Commerce has received a federal grant to fund a Disability Navigator to help the disabled access the system. Reports are made to the Board quarterly about the demographic make up of users of the system. The accessibility and availability of services to all people are assessed during the regular monitoring activities of Board staff.

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 farm workers and services to agricultural employers . Describe the Local Board policies and procedures to assure equitable services are provided to migrant and seasonal farm workers. Specifically describe the methods used to ensure input from and partnership with Wagner-Peyser staff members.

Wagner-Peyser services to the agricultural community; specifically outreach, assessment and other services to migrant and seasonal farm workers, and services to agricultural employers are made available through the One Stop Centers, two of which serve the more rural portions of Local Area IV.

H. Performance Measures and Standards

1. Describe the process used to develop goals for measuring the performance of the local fiscal agent (where appropriate), local administrative entity (where appropriate), eligible providers, and the local One Stop delivery system. Include any numerical standards that

have been established. Describe how Recovery Act funds will be accounted for separately and for ensuring all fiscal and management requirements of the ARRA will be met.

The performance of the local Fiscal Agent is measured by the required audits, and from feedback from both external and internal customers, particularly in regards to the timeliness of payments. Eligible providers are evaluated using the guidelines of the State's Eligible Training Provider policy, the case management review system, and local monitoring activities. The local delivery system is evaluated by the CEOB as part of the Certification of the One Stop system process, and by the Kansas Department of Commerce, measuring local performance against the negotiated performance standards and customer satisfaction surveys. The Operations and Executive Committees and Youth Council of the Board also receive reports from WA staff and WIA service providers on a regular basis, as does the Board as a whole four times per year. All organizations contracted to provide services for the Workforce Alliance are required to complete an annual audit in compliance with OMB A-133, as well as other relevant regulation, and report the results to the Workforce Alliance. In addition, the performance of these entities is demonstrated by the achievement of the Local Area IV performance measures. Eligible providers are required to track and report data regarding completion, placement and retention rates on an annual basis. Additionally, all these entities are required to comply with all relevant Federal, State and Local policies. Regular monitoring reviews determine the level of compliance, and thereby performance levels in this regard.

- 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 that have been negotiated by the Local Board and CEOs for core indicators of performance and the customer satisfaction indicators).**

The Workforce Alliance of South Central Kansas negotiates with the Kansas Department of Commerce to determine local standards for the federal performance indicators. Once adopted, the Local Area IV performance is reviewed on an ongoing basis by the committees of the Board during their scheduled meetings and by the full Board of Directors four times per year.

Section II-Operational Policies and Procedures

A. Training Activities and Supportive Services

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

LOCAL CRITERIA FOR ADULT AND DISLOCATED WORKER TRAINING PLAN APPROVAL

Training may be available to assist Adult and Dislocated Worker clients in obtaining the requisite skills associated with demand occupations, as determined by the Workforce Alliance, in order to obtain permanent, unsubsidized employment in the Local Area IV labor market at a self-sufficient wage.

- Training may be provided only to clients who have been determined unable to obtain or retain permanent employment at self-sufficient wages through the provision of Intensive Services and have the necessary skills to complete training in accordance with their IEP.
- Clients must have a high school diploma or GED prior to being placed in occupational skills training. Clients who do not have a high school diploma or GED prior to the commencement of training must participate in Adult Education and Literacy Activities in combination with their occupational skills training.
- Training will not be approved for positions with compensation based upon commission, unless the position includes a permanent base pay that is at or above the self-sufficient wage.
- Training costs for Adult and Dislocated Worker clients shall be the same as charged to any other enrollee.
- Training funds may be used for the last two years of a longer training program if the client is unable to complete the training without WIA assistance. Enrollment shall be based on successful achievement and progress to date.
- Clients must make application for other sources of training payment or reimbursement for which they may be eligible; including federal, state and local grants/assistance, scholarships, private grants, gifts, and educational assistance available from Community Based Organizations, before WIA funds are approved.
- A client's unmet financial need is determined by calculating the cost of attendance, minus Federal Pell Grant eligibility, minus financial aid

from other sources. The total amount of training assistance the client may receive may not exceed the client's unmet needs.

- Any exceptions must be approved by the WA Program Manager.

PROCEDURES

- Funds for training will be provided to Adult and Dislocated Worker clients in the form of scholarships as funding allows; no guarantee is given, nor intended, that training funds will be accessible, or available, to any client. An ITA will be established for each scholarship awarded.
- The costs for tuition, books, supplies, fees, uniforms, tools, and other items required by the training provider for the participation in training shall be considered valid training costs. Books, supplies, uniforms, tools, and other items purchased by the WA remain the property of the WA while the client participates in a training program. If the client discontinues training or is terminated from training before successful completion, any books, supplies, uniforms, tools, etc. shall be returned to the WA no later than seven days after ending training. Upon successful completion of training; books, supplies, uniforms, tools, etc. will become the personal property of the client.
- Training scholarships, for a specific training program, shall be awarded for the next available semester or modular course of study. Scholarships are renewable contingent upon successful completion of each preceding semester or module, and compliance with the IEP. WIA funds shall not be used to retake any courses previously funded by WIA.
- Scholarships are available for maximum of \$17,610 and for training programs completed within 2 years or less.
- Administrative exceptions may be approved by the WA Program Manager for a maximum of \$19,000 and a maximum of 30 months (2.5 Years) for any ITA.
- The WA reserves the right to make the determination that training funds are limited. In the event of such a determination, training scholarships will be allocated using the WA Priority of Services Policy. Only training programs and training providers approved and appearing on the ETP list or registered by the State Office of Apprenticeship may be used and funded with WIA. The Eligible Training Provider list can be found on the Kansas Works website: www.kansasworks.com.

LOCAL AREA IV CRITERIA FOR YOUTH TRAINING PLAN APPROVAL

Training may be available to assist Youth clients in obtaining the requisite skills associated with demand occupations, as determined by the Workforce Alliance, in order to obtain permanent, unsubsidized employment in the Local Area IV labor market at a self-sufficient wage.

- Clients must have a high school diploma or GED prior to being placed in occupational skills training.
- Training will not be approved for positions with compensation based upon commission, unless the position includes a permanent base pay that is at or above the self-sufficient wage.
- Training costs for Youth clients shall be the same as charged to any other enrollee.
- Training funds may be used for the last two years of a longer training program if the client is unable to complete the training without WIA assistance. Enrollment shall be based on successful achievement and progress to date.
- Clients must make application for other sources of training payment or reimbursement for which they may be eligible; including federal, state and local grants/assistance, scholarships, private grants, gifts, and educational assistance available from Community Based Organizations, before WIA funds are approved.
- A client's unmet financial need is determined by calculating the cost of attendance, minus Federal Pell Grant eligibility, minus financial aid from other sources. The total amount of training assistance the client may receive may not exceed the client's unmet needs.
- Any exceptions must be approved by the WA Program Manager.

PROCEDURES

- Funds for training will be provided to Youth clients in the form of scholarships as funding allows; no guarantee is given, nor intended, that training funds will be accessible, or available, to any client.
- The costs for tuition, books, supplies, fees, uniforms, tools, and other items required by the training provider for the participation in training shall be considered valid training costs. Books, supplies, uniforms, tools, and other items purchased by the WA remain the property of the WA while the client participates in a training program. If the client discontinues training or is terminated from training before successful completion, any books, supplies, uniforms, tools, etc. shall be returned to the WA no later than seven days after ending training. Upon successful completion of training; books, supplies, uniforms, tools, etc. will become the personal property of the client.

- Training scholarships, for a specific training program, shall be awarded for the next available semester or modular course of study. Scholarships are renewable contingent upon successful completion of each preceding semester or module, and compliance with Service and Training Plans. WIA funds shall not be used to retake any courses previously funded by WIA.
- Scholarships are available for maximum of \$17,610 and for training programs completed within 2 years or less.
- Administrative exceptions may be approved by the WA Program Manager for a maximum of \$19,000 and a maximum of 30 months (2.5 Years) for any ITA.
- The WA reserves the right to make the determination that training funds are limited.

Scholarships are only available for training programs that are registered by the State Office of Apprenticeship or meet the requirements in the WA Certificate Policy

Supportive services and needs related payments may be available when necessary to enable a client to participate in activities in accordance with their Individual Education Plan (IEP).

LOCAL AREA IV CRITERIA FOR ADULT AND DISLOCATED WORKER SUPPORTIVE SERVICE APPROVAL

- Supportive services may only be provided when:
 - Client is participating in Core, Intensive, or Training services, AND
 - unable to obtain supportive services through other programs providing such services, AND
 - the service is necessary to participate in activities in accordance with the IEP, AND
 - is in compliance with all aspects of the IEP.
- Funds may not be used to duplicate or supplant services from other federal, state, local, and community based agencies; therefore, supportive services will only be approved when all other funding sources have been utilized and exhausted.
- The WA reserves the right to make the determination that supportive services funds are limited.

ADULT AND DISLOCATED WORKER SUPPORTIVE SERVICES AND NEEDS RELATED PAYMENTS

Transportation

- Fuel assistance - available for clients who have a valid driver's license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven by the client must be documented. The current mileage reimbursement rate is \$0.30/mile.
- Bus Passes - the least expensive option, such as discounted passes or unlimited use passes, shall be used.
- Car Repair - limited to a maximum of \$1,000 during program participation.

All car repairs must meet the following conditions:

1. Client is the owner or co-owner of the vehicle
2. The vehicle's value is more than the cost of the car repair as determined by Kelley Blue Book (www.kbb.com) using the Private Party Value and the applicable condition of the vehicle in consultation with the repair shop providing the estimate for the car repair.
3. Client has valid driver's license and insurance
4. The vehicle has valid tags and registration
5. The requested repair is related to the function or safety of the vehicle, excluding preventative maintenance; e.g., no oil changes, repairs to stereo systems, cosmetic body work, etc.
6. Client obtains written estimates for the necessary repairs from three local repair shops
7. There is not a bus route or other means of public transportation available to the client

Child and Dependent Care

- Child care assistance - funds may only be used to pay for child care assistance provided by an individual or center that is licensed, registered, or related to the client.

All child care assistance must meet the following conditions:

1. Legally dependent children under age thirteen
2. Not eligible for Federal, State, or local supported child care services
3. Care must be at the provider's address, not at the client's home
4. There is not an available legally responsible adult in the home
5. Child care payments are limited to the rates as established annually by SRS

Employment Related Expenses

- Employment Related Expenses - limited to the cost of tools, protective clothing, uniforms, or shoes, necessary to secure offered employment or retain employment, or costs for securing required licenses and testing fees (not tuition). Comparison shopping must be conducted and documented by the client prior to purchase. The least expensive retailer shall be utilized; if employer mandates the retailer, documentation must be present to indicate such mandate.

Subsistence

In order to receive subsistence assistance, the client must show a significant change in circumstances that would preclude participation in the IEP. Client must also propose a solution to ensure resolution.

- Housing assistance is limited to \$800 for a single occurrence, in a twelve month period. The lease or mortgage must be in the client's name. The amount to be paid must bring the client's account current.
- Utilities assistance- - limited to the minimum amount necessary to prevent service interruption, up to \$250 for a single occurrence in a twelve month period. The utility must be in the client's name, and the amount to be paid must bring the client's account current. A shut-off/disconnect notice must have been received.
- Medical assistance- limited to non-routine prescriptions, \$100 for a single occurrence in a twelve month period.

Additional Requirements

- All supportive services requests must be accompanied by appropriate documentation (e.g. utility bill, repair estimate, etc.). Documentation and justification shall be maintained in the client file.
- Supportive Services may be offered to clients during a follow-up period, which is defined as the first 90 days after the date of exit. Expenses must be necessary to allow the client to continue in employment. The same supportive services policy requirements apply to services provided during follow-up.

Needs Related Payments

Needs related payments differ from supportive services in that needs related payments provide financial assistance for the purpose of enabling clients to participate in training. Prior to offering needs related payments to a client, staff shall consult the WA Program Manager. A gap analysis and resolution plan must be considered when considering needs related payments.

Needs related payments may be provided in the event the client cannot participate in training due to financial circumstances unrelated to the training. Clients may receive needs related payments while waiting to start a

training program if they have been accepted into the training program and the training program begins within 30 calendar days.

All needs related assistance must meet the following conditions:

1. Client is unemployed
2. Client does not qualify for, or has ceased qualifying for unemployment compensation
3. Client is enrolled in a training program approved by the WA

Requests for exceptions/policy and procedure clarification

Any request for an exception shall be submitted in writing to the Workforce Alliance Program Manager.

Supportive services may be available when necessary to enable a Youth to participate in activities in accordance with Service and Training Plans.

LOCAL AREA IV CRITERIA FOR YOUTH SUPPORTIVE SERVICE APPROVAL

- Supportive services may only be provided when:
 - client is unable to obtain supportive services through other programs providing such services, AND
 - the service is necessary to participate in activities in accordance with the Service and Training Plans AND
 - client is in compliance with all aspects of Service and Training Plans.
- Funds may not be used to duplicate or supplant services from other federal, state, local, and community based agencies; therefore, supportive services will only be approved when all other funding sources have been utilized and exhausted.
- The WA reserves the right to make the determination that supportive services funds are limited.

YOUTH SUPPORTIVE SERVICES AND NEEDS RELATED PAYMENTS

Transportation

- Fuel assistance - available for clients who have a valid driver's license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven by the client must be documented. The current mileage reimbursement rate is \$0.30/mile.
- Bus Passes - the least expensive option, such as discounted passes or unlimited use passes, shall be used.

- Car Repair - limited to a maximum of \$1,000 during program participation.

All car repairs must meet the following conditions:

1. Client is the owner or co-owner of the vehicle
2. The vehicle's value is more than the cost of the car repair as determined by Kelley Blue Book (www.kbb.com) using the Private Party Value and the applicable condition of the vehicle in consultation with the repair shop providing the estimate for the car repair.
3. Client has valid driver's license and insurance
4. The vehicle has valid tags and registration
5. The requested repair is related to the function or safety of the vehicle, excluding preventative maintenance; e.g., no oil changes, repairs to stereo systems, cosmetic body work, etc.
6. Client obtains written estimates for the necessary repairs from three local repair shops
7. There is not a bus route or other means of public transportation available to the client

Child and Dependent Care

- Child care assistance - funds may only be used to pay for child care assistance provided by an individual or center that is licensed, registered, or related to the client.

All child care assistance must meet the following conditions:

1. Legally dependent children under age thirteen
2. Not eligible for Federal, State, or local supported child care services
3. Care must be at the provider's address, not at the client's home
4. There is not an available legally responsible adult in the home
5. Child care payments are limited to the rates as established annually by SRS

Employment Related Expenses

- Employment Related Expenses - limited to the cost of tools, protective clothing, uniforms, or shoes, necessary to secure offered employment or retain employment, or costs for securing required licenses and testing fees (not tuition). Comparison shopping must be conducted and documented by the client prior to purchase. The least expensive retailer shall be utilized; if employer mandates the retailer, documentation must be present to indicate such mandate.

Subsistence

In order to receive subsistence assistance, the client must show a significant change in circumstances that would preclude participation in Service and Training Plans. Client must also propose a solution to ensure resolution.

- Housing assistance is limited to \$800 for a single occurrence, in a twelve month period. The lease or mortgage must be in the client's name. The amount to be paid must bring the client's account current.
- Utilities assistance- - limited to the minimum amount necessary to prevent service interruption, up to \$250 for a single occurrence in a twelve month period. The utility must be in the client's name, and the amount to be paid must bring the client's account current. A shut-off/disconnect notice must have been received.
- Medical assistance- limited to non-routine prescriptions, \$100 for a single occurrence in a twelve month period.

Additional Requirements

- All supportive services requests must be accompanied by appropriate documentation (e.g. utility bill, repair estimate, etc.). Documentation and justification shall be maintained in the client file.

Supportive Services may be offered to clients during a follow-up period, which is defined as the first 90 days after the date of exit. Expenses must be necessary to allow the client to continue in employment. The same supportive services policy requirements apply to services

Requests for exceptions/policy and procedure clarification

Any request for an exception shall be submitted in writing to the Workforce Alliance Program Manager.

- 2. Describe the Local Board policies and procedures for On-the-Job Training (OJT) and Customized Training, to include the following:**
 - a) Procedures used to determine the reimbursement rate for OJT contracts:**
 - b) Procedure used to determine the appropriate length of OJT contracts:**
 - c) Procedures used by the One Stop Centers to collect and disseminate eligible OJT and Customized Training service provider information:**
 - 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; and**

e) 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).

The local definition of self-sufficient wage and the methods used to determine if employed workers are eligible for On-the-Job contracts are outlined in the Workforce Alliance Training policy outlined in the preceding section.

On-the-Job Training Overview

On-the-Job Training (OJT) is defined as training by an employer that is provided to a paid customer who is engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. The goal of OJT is to prepare the customer for permanent, unsubsidized employment through placement with a contracting employer in a demand industry or position at a self-sufficient wage.

OJT training provides payment to the employer of up to 50 percent of the wage rate of the customer, for the extraordinary costs of providing training and additional supervision related to the training. OJT is limited in duration as appropriate to the occupation for which the customer is being trained, taking into account the content of the training, the prior work experience of the customer, and the Individual Employment Plan (IEP) of the customer.

Requirements for On-the-Job Training

OJT is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, a service (i.e.; occupational training) is procured for the customer in exchange for a consideration (i.e.; training payment). The OJT contract shall be clearly presented as a procurement of services. The payment is in consideration of the extraordinary costs associated with delivery of the service (training). The value of this service is based on a negotiated percentage (not to exceed 50%) of the hourly base wage rate the trainee receives from the employer during the period of the contract. OJT contract payments are not to be presented or construed as subsidies, rebates, enticements, or kick-backs.

All proposals for OJT must be approved by the Workforce Alliance prior to implementation. All regulations governing OJT contracts shall be applied equally to all employers, regardless of any representation on the Workforce Alliance, REAP or the state workforce board. However, no Workforce Alliance board member shall participate in any decisions regarding an

employer with which he or she has a material interest or is in an employer-employee relationship.

Staff authorized to execute OJT contracts shall not develop or approve any contract that will result in personal gain for themselves individually, members of their immediate families, or the contracted agency and any division thereof.

The OJT contract must be limited to the period of time required for a customer to become sufficiently proficient to demonstrate a reasonable level of competency in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the customer, prior work experience, and the customer's individual employment plan.

An OJT contract may not be made with an employer who has previously exhibited a *pattern of failure* to provide OJT customers with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and who are doing the same type of work.

Providing Services by Contract

When the services provided are OJT, contracts for services may be used instead of Individual Training Accounts.

On-the-Job Training Employer Selection Criteria

The criteria for OJT employer selection includes, but is not limited to:

1. Position is a demand position or in a demand industry as identified by the Workforce Alliance.
2. Entry wage is in conformance with the self sufficiency guidelines established by the Workforce Alliance or is an entry level position on a clear career ladder that results in achievement of self-sufficient wages within a specified period of time.
3. Stability of employer and its work force
4. Employee turnover rate is less than the published standard for the industry and occupation.
5. Customers considered for OJT program would not otherwise have been employed without WIA training assistance.
6. Work schedules
7. Work environment
8. Supervision and training available

9. Past placement performance

No more than one trainee may be placed with employers with fewer than 6 permanent employees. For larger employers, no more than one trainee may be placed for every 6 permanent full time employees. Exceptions may be made by the Workforce Alliance when an employer has demonstrated that adequate instruction, supervision and mentoring are available.

If at least 80% of previous trainees were not retained, reasons for termination will be determined. If the reasons are valid, additional contracts may be written. Valid reasons include but are not limited to termination for cause, resignation for advancement with another employer, resignation for other reasons initiated by the employee. If 80% or more of previous trainees were not retained and no valid reason can be determined, additional contracts will not be written unless significant changes in the employer's policies and procedures that address past problems and will increase OJT customer retention can be documented.

The following performance criteria shall also be evaluated when considering employers for OJT contracts:

1. Customer wages at completion of training
2. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained; and
3. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained and who are employed at six months

On-the-Job Training Contracts

OJT contracts shall be selected in response to the employment needs of individual employers and WIA customers. Neither employers nor customers are pooled with the expectation of eventual matches. All OJT contracts for larger employers, involving the assignment of 6 or more trainees, shall be approved by the Workforce Alliance.

No OJT contracts will be executed for temporary or leased positions. No OJT contracts will be executed for commission positions unless the position includes a permanent base wage equal to the self sufficiency wage determined by the Workforce Alliance and where the base wage is fixed and not dependent upon any level of sales.

An OJT contract must include the following provisions:

1. Occupation(s) for which training is to be provided;
2. Duration of training;
3. Wage rate to be paid by the employer to the trainee;
4. Payment rate to be paid to the employer;
5. Maximum amount of the contract (i.e.; not to exceed \$X total payments);
6. Training outline that reflects the work skills for the position for which the employer will provide the employee training and method(s) for evaluating proficiency attainment;
7. Description of any other classroom training that may be provided by the employer; and
8. Agreement with the employer that they will maintain and make available time and attendance, payroll and other records to support amounts claimed for reimbursement under the contract.

The length of OJT contracts shall be based on the determination of appropriate time required for a customer to acquire the skills associated with the position; OJT contracts shall generally not exceed six months. For longer OJT contracts, WIA participation in training reimbursements shall not exceed six months.

Payments to Employers

OJT payments to employers are considered compensation for the extraordinary costs associated with training customers and the costs associated with the lower productivity of the customers. Employers may be paid at a negotiated rate up to 50 percent of the wage rate of an OJT customer for the extraordinary costs of providing the training and additional supervision related to the OJT and shall be based on documented employer training costs. Training reimbursement shall be made available only in those cases where the OJT job seeker customer is entering the industry/occupation for the first time.

Total training costs for an individual WIA OJT customer shall not exceed \$8,000, including both classroom training, OJT training or OJT reimbursements to the employer.

Rate of Compensation for On-the-Job Training Customers

Individuals participating in OJT must be compensated at the same rates, including periodic increases, as trainees or employees situated in similar occupations by the same employer and who have similar training, experience and skills. Such rates must be in accordance with applicable law, but may not be less than the higher of the rate specified in WIA Section 6(a)(1) of the Fair Labor Standards Act of 1938 29 U.S.C. 206(a)(1)) or the applicable State or local minimum wage law.

Benefits and Working Conditions for On-the-Job Training Customers

Individuals participating in OJT must be provided benefits 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 type of work.

Customized Training Overview

Customized Training (CTP) is described as follows:

1. Training designed to meet the special requirements of an employer (or a group of employers);
2. Training conducted with a commitment by the employer to employ an individual on successful completion of the training; and
3. Training for which the employer pays for not less than 50 percent of the cost of the training.

Customized Training Requirements

All proposals for CTP projects must be approved by the Workforce Alliance prior to implementation. All regulations governing CTP contracts shall be applied equally to all employers, regardless of any representation on the Workforce Alliance, REAP or the state workforce board. However, no Workforce Alliance board member shall participate in any decisions regarding an employer with which he or she has a material interest or is in an employer-employee relationship.

Staff authorized to execute CTP contracts shall not develop or approve any contract that will result in personal gain for themselves individually, members of their immediate families, or the contracted agency and any division thereof.

Providing Services by Contract

When the services provided are Customized Training contracts for services may be used instead of Individual Training Accounts.

Customized Training Selection Criteria

The following performance criteria shall be evaluated when considering employers for customized training contracts:

1. Entry wage of training completers who obtain unsubsidized employment in the industry/occupation for which training was delivered;
2. Number of trainees/students by industry/occupation;
3. Percentage of training completers;
4. Percentage of training completers who obtain unsubsidized employment in the industry/occupation for which training was delivered; and
5. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained and who are employed at six months.

All proposals for CTP projects must be approved by the Workforce Alliance prior to implementation.

Customized Training Contract

Customized Training contracts shall address the following:

1. Special training requirements of the employer (or group of employers);
2. Agreement that the employer will pay for not less than 50 percent of the cost of the training; and
3. Agreement that the employer will employ an individual on successful completion of the training.
4. Curriculum
5. Performance and progress benchmarks
6. A clearly stated goal

Customized Training Costs

WIA funding for customized training projects shall be limited to the cost of training and shall not exceed \$8,000.00 for each customer. All CTP projects shall require an obligation by the employer or other funding sources for the provision of economic and/or human resources for up to fifty percent (50%) of the total cost of training.

All vacancies created as a result of a WIA funded CTP shall be filled from a prescreened WIA identified labor pool.

Employed Worker Training

Employed Worker Training Overview

Employed Worker Training (EWT) should only be used when an employer is executing a permanent expansion of its workforce; as a retention program for employees who would otherwise be released from employment; or when training is used to upgrade employed worker skills and prepare employees for permanent higher level positions within the industry and with the current employer.

Requirements for Employed Worker Training

All EWT programs are considered “customized training” and are required to be approved by the Workforce Alliance prior to assignment of WIA customers.

Temporary, specific term expansions should not be considered for WIA funded Employed Worker Training programs.

EWT programs should not exceed two years in length and must contain specific progress benchmarks and clearly defined goals. EWT programs shall be conducted using a written training guide covering a specified period of time including performance measures and clearly stated goals.

EWT programs should be reviewed with the State of Kansas to insure the proper funding source is applied and the program is not in conflict with State Incumbent Worker Program Rules & Regulation.

EWT programs must result in the promotion and/or reassignment of the trainee(s), and the resulting vacancy must be filled by previously unemployed WIA customers. Contracts for WIA funded Employed Worker Training shall include a provision to fill any vacancy created as a result of the training from pre-screened WIA customers.

Providing Services by Contract

When the services provided are Employed Worker Training contracts for services may be used instead of Individual Training Accounts.

Employed Worker Contracts

A Customized Training contract may be written to provide training for eligible employed workers for an employer (or group of employers) when the following conditions are met:

1. Employee is not earning a *self-sufficient wage*;
2. All other provisions of Customized Training are met; and

3. Customized Training relates to the introduction of new technologies, introductions to new production or service procedures, upgrading to new jobs that require additional skills or workplace literacy.

Employed Worker Training Costs

Employed Worker Training programs shall contain a provision requiring a minimum fifty percent (50%) of the total cost of training be contributed by the employer. WIA funding for EWT programs is limited to the actual cost incurred specific to the training offered. Staff salaries are not included, nor are equipment maintenance costs and/or equipment purchases to accommodate the employer's larger workforce. Examples of allowable costs may include publication of training guides, additional safety equipment/clothing, measurement taking devices, hand tools used by trainees, practice materials, tests, etc. Wage re-imbursment is not available for EWT programs. EWT retention programs may be funded by a combination of WIA and Dislocated Worker Program funds.

Total reimbursement for Employed Worker Training is limited to \$8,000.00 per WIA customer.

On-the-Job Training, Customized Training, and Employed Worker Training Special Restrictions

Exclusion of Allowances, Earnings, and Payments

Allowances, earnings, and payments to individuals participating in OJT and Customized programs under WIA are not considered *income* for purposes of determining eligibility for any Federal or Federally assisted program based on need other than as provided under the Social Security Act (42 U.S.C. 301 et seq.).

Assisting, Promoting or Deterring Union Organizing

Funds provided to employers for OJT or Customized Training may not be used to directly or indirectly assist, promote, or deter union organizing (20 CFR 663.730).

Employment Generating Activities, Economic Development, and Similar Activities

In accordance with WIA Section 181(e), WIA funds may not be spent on employment generating activities, economic development, and other similar activities, unless they are directly related to training for eligible individuals. Employer outreach and job development activities are directly related to training for eligible individuals. These employer outreach and job development activities include the development of OJT and Customized Training opportunities.

Business Relocation

WIA funds may not be used, or proposed to be used, for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location.

OJT or Customized Training, skill training, or company specific assessments of job applicants or employees of a business or a part of a business may not be provided to a company that has relocated from any location in the United States, until the company has operated at that location for 120 calendar days, if the relocation has resulted in any employee losing his or her jobs at the original location.

Supportive Services

WIA funded supportive services shall not be made generally available to EWT, CTP customers. Any request for supportive services will be handled on a case-by-case basis. When determined appropriate, payments for supportive services shall be made, in accordance with the policies of the WA and only after all other resources available in the community to satisfy the need have been exhausted.

Appeal Process

In accordance with 20 CFR 667.640, the Kansas Department of Commerce (KDC) maintains an appeal process for denial of eligibility as a provider of OJT or Customized Training by a one-stop operator under WIA Section 122(h). The process for the appeal process is as follows:

1. The training provider has 14 calendar days from the mailing of a notice of denial of a training program to file a written appeal to the originator of the notice. The appeal must identify the training program and location being denied, clearly states the reason(s) for the appeal, and is signed by the training provider.

An appeal to the KDC should be submitted to the following individual:

Kansas Department of Commerce
Steve Kelly, Director
1000 S.W. Jackson Street, Suite 100
Topeka, Kansas 66612-1354
e-mail: skelly@kansascommerce.com

2. The Workforce Alliance of South Central Kansas (WA) or the KDC (as appropriate) will review the request for appeal and, based on this review, may reverse the denial of a training program if an administrative error was made or additional information submitted by the training provider changes the basis on which the denial was issued. This process will be referred to as an *administrative reconsideration* and must be completed within five business days of the receipt of the request for appeal. If the WA reverses a prior decision, the WA will forward the appeal file to the KDC with a request to include the provider on the statewide list. The WA will also notify the provider in writing that the original decision has been reversed, and that the application has been forwarded to the KDC. If the KDC its prior decision, it will notify both the WA and the training provider and will follow the appropriate procedures to incorporate the provider into the statewide eligible provider list.
3. If, after the review process, the WA or KDC does not reverse their original decision, they must forward the appeal to the independent Hearing Officer within five business days of the receipt of the letter requesting the appeal. The Hearing Officer will conduct a hearing at which the training provider and party denying the training request (WA or KDC) will be allowed to present their cases. The Hearing Officer will issue a decision based on the information gathered at the hearing. A written decision will be issued to the training provider and other interested parties.
4. If the Hearing Officer reverses the denial, the WA or KDC will comply with the decision in a prompt and efficient manner. The Hearing Officer's decision will be final and may not be appealed to the U.S. Secretary of Labor.

Requests for exceptions/policy and procedure clarification

Any request for an exception or policy/procedure clarification shall be submitted in writing to the Workforce Alliance Oversight and Compliance

Manager who will respond in writing, or if an emergency, verbally with a written response to follow.

B. Policies and Procedures for Monitoring

1. Describe the Local Board policies and procedures for monitoring, to include the following: a) monitoring schedules, b) reviewing documentation, c) resolving findings, d) Corrective Action.

It is the policy of the Workforce Alliance of South Central Kansas (Workforce Alliance) that designated staff conducts regular, periodic monitoring of contracted agencies to determine compliance with federal and state laws and regulations, Workforce Alliance policies and fiscal procedures. Monitoring activities include a review of program performance, compliance and financial transactions. Monitoring also ensures that adequate documentation exists to demonstrate effective program and case management activities and compliance.

Monitoring activities are conducted with such frequency and in such detail, both quantitative and qualitative, to provide reasonable assurance of compliance and effective program operations.

Feedback regarding monitoring reviews is provided to contracted agencies in a timely manner. Formal corrective action plans are developed when determined necessary by Workforce Alliance staff. A report regarding any formal corrective action plans are provided to the appropriate Workforce Alliance committee.

Program monitoring efforts are performed under the precept that the mission is not only to carry out a review process to identify weaknesses and areas of non compliance, but also to provide an opportunity for technical assistance and training, identify best practices, allow sufficient time for corrective action, and follow up to ensure corrective action is completed.

Local on-site monitoring is conducted regularly. The frequency of program reviews depends on the number of contracted agencies, the number of participants, the location of contracted agencies, and other factors. In most cases, site visits occur at least monthly. During the course of a program year, a minimum of 30% of program files are monitored.

The Workforce Alliance monitoring procedures focus on four specific areas; Compliance, Performance, Fiscal, and Satisfaction.

- Compliance includes review of source documentation and processes used to determine eligibility, sequence of service, needs determinations, progression towards performance achievement, and other areas of service provision. It also includes verification that customer files and KANSASWORKS.com are current and accurate. The goal is to ensure that determinations for services provided are within the regulatory parameters of the WIA and Workforce Alliance policies, and that the documentation appropriately reflects the decision making process.
- Performance includes the review of customer outcomes information and other factors directly affecting the achievement of Local Area IV negotiated performance standards and other local performance indicators. It also includes monitoring files for data validation. The goal is to verify achievement of performance standards.
- Fiscal includes the review of payment determination processes, source documentation, and traceability for all program transactions involving WIA funds. The goal is to ensure all program payments are made in compliance with WIA regulations and Workforce Alliance policy.
- Satisfaction includes interviewing customers and worksites to evaluate their satisfaction with services provided. Interviews should include a review of the type of services received, level of satisfaction with services received, and suggestions for program improvement.

Monitoring forms are utilized to document review activities and for use in formulating any corrective action plans which may be necessary.

Reports are generated from regular monitoring data to present a timely, accurate and appropriate vehicle for staff reporting of program efficiencies/deficiencies to the Workforce Alliance.

The following procedures provide guidance for Workforce Alliance monitors. Monitoring procedures may be varied from time to time upon the authority of the Executive Director.

There are four steps to accomplish a successful local program monitoring. These steps are discussed more fully below. The steps include the following:

- Entrance conference
- Program review
- Exit conference
- Follow-up

Prior to conducting a program review the monitoring personnel familiarize themselves with the most current WIA Regulation, Workforce Alliance policy, Workforce Alliance procedure, and any modification, extension, and/or revision. A copy of the related Regulation(s) is available for reference during the monitoring process.

The monitor normally informs the contracted agency three business days in advance of the date scheduled for the review to allow the contracted agency to allocate sufficient support personnel work time. The monitor conducts an entrance conference to discuss the items to be reviewed. This conference will be brief, and will explain the purpose of the review, summarize expectations, present a schedule of activities to be completed, and field questions from the auditee. Items to be reviewed will be selected on the day of the review, by Workforce Alliance staff.

Adequate time to conduct a comprehensive program review of all program areas must be allocated. The following are subject to review:

- Administrative controls
- Personnel
- Sustainability
- Match and leveraged resources
- Civil rights, ADA compliance
- Equipment
- Procurement
- Audit and audit resolution
- Facilities
- Intangible property
- Budget control
- Case management
- Program income
- Cost allocation
- Allowable costs
- Cost classification
- Financial reporting
- Training resource management
- Files, records and policies

Monitoring results are discussed with contracted agency personnel during an exit conference. The exit conference includes a review of previous and current findings. A finding is any violation of:

- Law
- Regulations

- Contract
- Cooperative agreements
- Formal policy
- Other

The findings and any request for a Corrective Action plan are provided to the contracted agency in writing within ten days of the review. The contracted agency has thirty (30) days to respond in writing to a finding or a request for Corrective Action. The Workforce Alliance will notify the contracted agency, in writing, of its determination within thirty (30) days of receiving the contracted agency's response. Any observation of a potential future violation or questionable practice will be noted and discussed. The exit conference will list and provide a brief explanation of issues and questioned costs, as well as promising practices.

Follow-up is necessary to be an effective source of training and support for the contracted agency. Follow-up activities offer the monitor an opportunity to verify finding have been corrected, corrective actions have been implemented, and the initial issues have been eliminated or improved to a satisfactory level. Follow up will be conducted at the next scheduled monitoring review, generally within thirty (30) days of the previous review.

C. Fiscal Controls

1. Processing financial data and preparing reports to meet Federal and State policies and regulations;

These are contained within the contract for services with Allen, Gibbs and Houlik, L.C. (See Attachment H). See also #5 below.

2. Separate tracking of ARRA funds, per funding stream:Local Reporting Requirements

These are contained within the contract for services with Allen, Gibbs and Houlik, L.C. (See Attachment H). See also #5 below.

3. Tracking expenditures (include methods used to assure that the Federal requirement is met to spend at least 30 percent of youth funds on out-of-school youth);

Kansasworks.com requires expenditures to be identified as in-school or out-of-school. The Fiscal Agent maintains the program budgets and WIA expenditure reports and the program captures the identification and records

the payments as such. The adherence to the requirement is monitored by the Youth Program Manager for compliance. See also #5 below.

4. Purchasing goods and services;

See also #5 below.

5. Billing and Payments

All contractors are required to use the **KANSASWORKS.com** system to process payments, including program operators' cost reimbursements and client services expenses. Contractors process vouchers and deliver them to the Workforce Alliance for analysis and approval by monitoring and fiscal staff; then the Executive Director reviews and approves for payment. After the Executive Director approves vouchers they are delivered to the Paymaster for further review and payment processing. The Paymaster and **KANSASWORKS.com** can produce ad hoc reports upon request by the Workforce Alliance for budget and expenditure review and monitoring. For operational costs the WA prepares, approves, and submits payment request vouchers to the paymaster. The payment request vouchers include: vendor, dates, invoice numbers, and account allocation.

The Workforce Alliance Financial Management System ensures that the organization is able to perform the financial management functions required when operating federal and state funded Workforce System Grants, as well as private funding. The financial system's controls are in place to protect the organization's assets.

Overview of Financial System

The Workforce Alliance contracts with an independent accounting firm to process and review all Workforce Investment Act and other financial transactions, and to provide financial statements, reports, and books. This Paymaster service is contracted through a Request for Proposal process completed at a minimum of every 3 years.

I. Budget Controls

The Workforce Alliance prepares annual budgets at the beginning of each fiscal year or at the beginning of a grant. The CFO has the primary responsibility of preparing all budget(s) and presenting them to the Finance and Executive Committee of the Workforce Alliance and the CEOB for review and action. Upon adoption the budget(s) are given to the Paymaster for data entry into the financial management program maintained by the Paymaster. The Board Staff, Finance Committee, CEOB, and Executive Committee all review budgets monthly with the full board reviewing quarterly. The organization

also analyzes monthly obligation reports using the Kansas Fiscal Link System to track WIA program obligations to ensure adequate funding for WIA program services.

II. Cash Management

Cash management of federal funds will require a contract with an independent Paymaster to ensure federal funds are drawn reasonably and necessarily; and to ensure the funds are disbursed timely. The Paymaster will draw funds up to twice per week to issue payments which have been authorized for payment by the Workforce Alliance. All issuances of payment shall be made by the Paymaster within five business days of the request for payment by the Workforce Alliance. No funds shall be drawn in advance of reimbursement unless advance payment has been approved by the Executive Director due to circumstances beyond the control of the Workforce Alliance.

III. Program Income

Program income is gross income received that is directly generated by the grant supported activity or earned as a result of the grant agreement during the grant period. Program income must be reported monthly on financial reports and used to support the grant that generated the income.

IV. Cost Allocations

The purpose of this cost allocation plan is to summarize, in writing, the methods and procedures that the Workforce Alliance of South Central Kansas will use to allocate costs to various programs, grants, contracts and agreements.

OMB Circular A-122, "Cost Principles for Non-Profit Organizations," establishes the principles for determining costs of grants, contracts and other agreements with the Federal Government. *Workforce Alliance of South Central Kansas (Workforce Alliance) Cost Allocation Plan* is based on the Direct Allocation method described in OMB Circular A-122. The Direct Allocation Method treats all costs as direct costs except general administration and general expenses.

Direct costs are those that can be identified specifically with a particular final cost objective. Indirect costs are those that have been incurred for common or joint objectives and cannot be readily identified with a particular final cost objective.

Only costs that are allowable, allocable and reasonable, in accordance with the cost principles, will be allocated to benefiting programs by *Workforce Alliance*.

General Approach- The general approach of the *Workforce Alliance* in allocating costs to particular grants and contracts is as follows:

- A. All allowable direct costs are charged directly to programs, grants, activity, etc.
- B. Allowable direct costs that can be identified to more than one program are prorated individually as direct costs using a base most appropriate to the particular cost being prorated.
- C. All other allowable costs that benefit all programs and cannot be identified to a specific program are allocated to programs, grants, etc. using a base that results in an equitable distribution.

Allocation of Costs- The following information summarizes the procedures that will be used by *Workforce Alliance*.

- A. Compensation for Personal Services - Documented with timesheets showing time distribution for all employees and allocated based on time spent on each program or grant. Salaries and wages are charged to the program for which work has been done.
 1. Health insurance, dental insurance, retirement contributions and other employment taxes are allocated to programs based on their prorated share of the entire payroll.
 2. Vacation, holiday, and sick pay are allocated in the same manner as salaries and wages.
- B. Supplies/Equipment/Postage/Copier - Costs for allowable equipment used solely by one program are charged directly to the program using the equipment. If more than one program uses the equipment, then an allocation of the costs will be based on the ratio of each program's number of participants or based on time documentation of the users.
- C. Rent/Utilities/Communications/Security or other Facilities Costs - All direct program costs will be allocated to the program. If more than one program benefits the cost will

be allocated based on time documentation of the staff benefiting from the service or prorated based on the number of each program's number of participants.

- D. Travel Costs - Allocated based on purpose of travel. All travel costs (local and out-of-town) are charged directly to the program for which the travel was incurred. Travel costs that benefit more than one program will be allocated equally to those programs by a base established by the traveler's time documentation.
- E. Contract Services Costs - All program costs will be allocated to the program benefiting from the service. Costs that benefit more than one program will be allocated to those programs based on the ratio of each program's number of participants.
- F. Insurance - Insurance needed for a particular program is charged directly to the program requiring the coverage. Other insurance coverage that benefits all programs is allocated based on the ratio of each program's number of participants. Training/Conferences/Meeting - Allocated to the program benefiting from the training, conferences or meeting. Costs that benefit more than one program will be allocated to those programs based on a ratio of each program's number of participants.

V. Allowable Costs

The Workforce Alliance has been established as a 501(c) 3 Not For Profit Organization and follows OMB Circulars A-110 for Uniform Administrative Requirements and A-122 for cost principles. The organization also reviews and monitors each grant award for specific allowable activities or non-allowable activities to ensure compliance.

VI. Internal Controls

The Workforce Alliance has established the following controls to ensure compliance with all laws and regulations and to safeguard the organizations assets:

Cash Controls-

All invoices are received by administrative support staff and are logged when received. They are then forwarded to the correct

program to begin the review process. Each person who initiated the payment must approve each invoice/bill. Once the first round of approval is achieved the invoice/bill will be forwarded to program management staff for review and approval or rejection. If approved the invoice will be routed to the Chief Fiscal Officer for review and approval. Once the CFO approves an invoice/bill it is presented to the Executive Director for approval or denial. If the payment is approved it is then processed and allocated to the correct budget and line item and forwarded to the Paymaster. The Paymaster will review, process, and issue all payments. Checks issued for payment by the Workforce Alliance Paymaster shall be valid for no more than ninety (90) days from the date of issue. The Paymaster will provide an aging report listing all outstanding checks to the appropriate Workforce Alliance program manager. The Workforce Alliance program manager will perform payment follow-up activities to determine the status of each outstanding check and to remind the vendor of the check validity period. After ninety (90) days from the date of issue of any check, the Paymaster will void the check and notify the Workforce Alliance of that action. The Workforce Alliance will notify the effected vendor(s) of the invalidation of the check(s) and that a new check will be issued to accomplish payment of relevant invoice(s).

Property Controls-

*Security-*The Workforce Alliance will maintain security services for the administrative offices and the comprehensive One Stop. Security will safeguard property and maintain a safe and secure work environment.

Insurance- The Workforce Alliance will secure and maintain adequate insurance to safeguard financial assets and property, and provide general liability coverage. The Workforce Alliance will also ensure that contracts and agreements contain any required clauses to ensure the Workforce Alliance is protected and listed as an additional interest in any insurance coverage that covers the actions or non-action of any contractor or partner in which a legal agreement has been entered.

Purchasing Authority- Senior Management Staff will have the authority to purchase supplies/equipment using authorized vendors up to a unit cost of \$200.00 not to exceed a total purchase of \$500.00. Any purchases over these amounts will require approval by the CFO up to \$1,000 with a purchase order being issued. If purchases exceed \$1,000.00 approval by the executive director is required and a purchase order will be required. All procurement

policies established by the Federal Government, State Government, CEOB and the Board of Directors must be followed by staff making purchases.

The Workforce Alliance Senior Staff do utilize Credit Cards to complete some transactions. The restrictions and appropriate use of cards are as follows.

Acceptable Uses, Limits and Procedures- Workforce Alliance of South Central Kansas Credit Cards/Credit shall be used solely for official Workforce Alliance of South Central Kansas business. Therefore, Credit Cards/Credit shall not be used for personal or private business purchases. Credit Cards/Credit shall be issued only to individuals who have appropriate purchasing authority. Authorized use of Credit Cards/Credit shall be limited to the person whose name appears on the face of the Credit Card, or who is specifically authorized by the Workforce Alliance Executive Director and/or Chairman of the Board to use the Card. Credit Cards shall not be loaned to other individuals.

Intentional misuse or fraudulent abuse of any Credit Card may result in disciplinary action, up to and including dismissal.

Auditing and Documentation- The Workforce Alliance Employee shall provide a copy of this policy to each employee receiving a Credit Card, and require the employee to acknowledge receipt of the policy by signing.

Documentation shall support the business purpose of all transactions made with Credit Cards, and shall include the following items:

- Copy of this policy, signed by each State Card holder in the agency
- Copies of order forms, when available
- Packing slips (for goods received)
- Original cashier receipts or vendor invoices

The Workforce Alliance shall be responsible for auditing records to ensure that Credit Cards/Credit are used only by authorized users for official Workforce Alliance of South Central Kansas business.

Security- Card Holders shall be responsible for safeguarding Credit Cards at all times. Card Holders shall also be responsible for immediately and properly reporting lost or stolen Credit Cards. All Credit Cards shall be returned to the Workforce Alliance of South Central Kansas immediately upon request or upon termination of employment (including retirement).

VII. Financial Reporting

The paymaster will provide budget reports, grant balances, and a general ledger update by the 15th of each month of the previous month's financial activity. Reports will also be shared with Staff, CEOB, and Board of Directors as well as reported to the State of Kansas and the Federal Department of Labor monthly. The Finance Committee of the Workforce Alliance has the primary task of reviewing all financial documents and reports.

Note: the Workforce Alliance complies with all applicable Federal and State fiscal policies.

D. Complaint and Grievance Processes

1. Describe Local Board policies and procedures related to discrimination complaints, criminal complaints, non-criminal complaints, and grievances.

Who May File

Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIA programs, agreements or Local Board policies and activities.

Complainants with Disabilities

Complainants with disabilities will be accommodated in communication and location. Alternate formats will be used on request to notify the complainant of hearings, results and any other written communication. Auxiliary aides and services, such as deaf interpreters or assistive listening devices, will be provided on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the Local Administrative Entity or the service provider within one year from the date of the event or condition alleged to be a violation of WIA.

Resolution Process

Service providers and employers of WIA participants must have procedures in place to process complaints related to the terms and conditions of the participant's training or employment. Employers and service providers may

elect to utilize the system established by the Local Administrative Entity or operate their own complaint procedures. If the employer is required to use the complaint processing procedures under a covered collective bargaining agreement, then those procedures may be used to handle general WIA complaints.

Any hearings conducted by an employer must comply with all provisions for hearings described in this policy.

Step 1 - Initial Review

If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIA, the complaint will be referred to the appropriate organization for resolution. Notice of the referral will be sent to the complainant.

The Local Administrative Entity or the service provider will receive the complaint from the complainant or the complainant's designated representative. All complaints will be logged. A complaint file should be established that contains the following:

1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Step 2 - Informal Resolution

An attempt should be made by the Local Administrative Entity or the service provider to informally resolve the complaint to the satisfaction of all parties. The informal resolution process must be completed within ten business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved and the terms and conditions of the resolution must be documented in the complaint file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the Local Administrative Entity. The Local Administrative Entity will review the complaint file and investigate it further if necessary.

Step 3 - Formal Resolution

When an informal resolution is not possible, the Local Administrative Entity will issue a determination within 20 calendar days from the date the complaint was filed. If an appeal of the determination is not requested, the

complaint is considered resolved and the complaint file should be documented accordingly. Any party dissatisfied with the determination may request a hearing within 14 calendar days of the date of the determination.

Step 4 - Hearing

A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the Local Administrative Entity will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within 45 calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven business days prior to the hearing. The notice will include the date, time, and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representatives may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

Step 5 - Final Decision

The Local Administrative Entity will review the recommendation of the hearing officer and issue a final decision within 60 calendar days from the date the complaint was filed.

Step 6 - Appeal

Any party dissatisfied with the Local Administrative Entity's final decision, or any party who has not received either a final decision or a resolution within 60 calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the Kansas Department of Commerce (Commerce) within 90 calendar days from the date the complaint was filed at the following address:

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

Commerce will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within 30 calendar days from the date the appeal was received.

Participants receive Complaint and Grievance Procedures at enrollment. (See Attachment D)

All participants receiving Core Services are provided with a copy of the relevant policies. A receipt for these copies is kept in the participant file and noted in case notes. Additional notice is given as a part of the registration process for Kansas Job Link.

Required postings in each One Stop Center are made according to Federal mandate and are reviewed for compliance as a part of the regular local monitoring efforts in accordance with the local monitoring policy.

The strategy manager will read and discuss the Participant Agreement and Complaint Procedures, found within the Eligibility/Enrollment Form, with the youth after the initial program goal has been set.

The Complaint Procedure is intended to provide direction for any potential complaints.

In addition, the Workforce Alliance policies regarding complaints relating to discrimination, criminal activity, non-criminal activity, and grievances of all types are designed to assure compliance with the provisions of State Policies 1-03-00, 1-11-00, and 1-07-00.

The name, title, and telephone number of the Workforce Alliance Equal Opportunity Officer is:

Linda S. Sorrell,
Director of Policy and Planning/Equal Opportunity Officer
(316) 771-6604

E. Equal Opportunity and Affirmative Action

1. 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 E).

The Workforce Alliance complies with all local, state and federal rules and regulation governing the activities of the Workforce Investment Act in Local Area IV related to Equal Opportunity and Affirmative Action. In addition, the Workforce Alliance has adopted an Equal Access policy to assure facility and

program access including effective communication for customers with disabilities. A copy of the policy is attached. Additional resources for compliance include but are not limited to:

- Fair Labor Standards Act of 1938
- Kansas Minimum Wage and Hour Law
- Equal Pay Act of 1963 (as amended)
- Title VII, Civil Rights Act of 1964, 1991 (as amended)
- Executive Orders 11246, 11375, and 12806 of 1965, 1967 (as amended)
- Age Discrimination in Employment Act of 1967, 1978, 1986 (as amended)
- Sections 503 and 504, Vocational Rehabilitation Act of 1973, 1974 (as amended)
- Vietnam Era Veterans Readjustment Act of 1974 (as amended)
- Pregnancy Discrimination Act of 1978
- Kansas Age Discrimination in Employment Act of 1983 (as amended)
- Immigration Reform and Control Act of 1986, 1990, 1996
- Americans with Disabilities Act of 1990
- Older Worker Benefit Protection Act of 1990
- Kansas Act Against Discrimination (as amended)

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

a) Name, title, and telephone number of the administrative entity's Equal Opportunity Officer

Linda S. Sorrell
Director of Policy and Planning /Equal Opportunity Officer
316-771-6604

b) Description of the methods used to make information about WIA available to individuals with hearing and/or visual impairments;

The Wichita Workforce Center has a person who is proficient in signing on staff, and any request for accommodation by a person with a visual impairment or any disability will be met by a combination of services from Workforce Center staff or community partners. As the accommodations requested are as unique as the requestor is, any which are not readily apparent will be directed to the Equal Opportunity Officer.

c) Description of methods used to make information about WIA available to individuals with limited English speaking abilities;

Local Area IV has created a Limited English Proficiency Manual which is included in the Employee Handbook section of the Operations manual. It is a resource book for Workforce Centers staff to access both in-house and community resources to address the needs of customers with limited English abilities. It is posted on the website for easy access. It is maintained by the Equal Opportunity Officer.

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

The Local Board does not have a separate non-discrimination policy, but follows all State and Federal guidelines. Customers who receive Core Services are given the policy in **KANSASWORKS.com**. Assuring that the appropriate postings are made according to federal mandate is part of the regular monitoring done according to the local monitoring policy.

F. Information Systems

1. 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.).

Registered users of the system are tracked in **KANSASWORKS.com**. Case files document the progress of individuals. Various activities in the Workforce Centers are tracked using sign in sheets. Providers are required to keep back up documentation for activities, such as attendance records and fiscal controls for billed services. The procedures vary and are part of RFP's, contracts, internal staff communication, and in the work products of various work groups, committees, and task forces.

2. 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).

Regular data validation reviews are conducted by State staff. The results are transmitted to the local area for follow up and corrective action, when necessary. It is the policy of the WA to include data validation and any resulting corrective action plan in the continuous improvement efforts. If data is incorrect or not present, an intensive effort is conducted to resolve the deficiency. Results of the resolution are posted in the data base (**KANSASWORKS.com**) as accomplished.

Regular reporting requirements for WIA programs are included as a required activity of all service delivery contractors. Each report is reviewed by appropriate management staff and the WA board.

LOCAL AREA

LOCAL WORKFORCE DEVELOPMENT PLAN FOR TITLE I OF THE WORKFORCE INVESTMENT ACT OF 1998 AND THE WAGNER-PEYSER ACT

**FOR THE PERIOD
JULY 1, 2009 THROUGH JUNE 30, 2010**

ASSURANCES AND DISCLOSURES

This Plan represents an agreement 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 January 1, 2008, 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, an 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

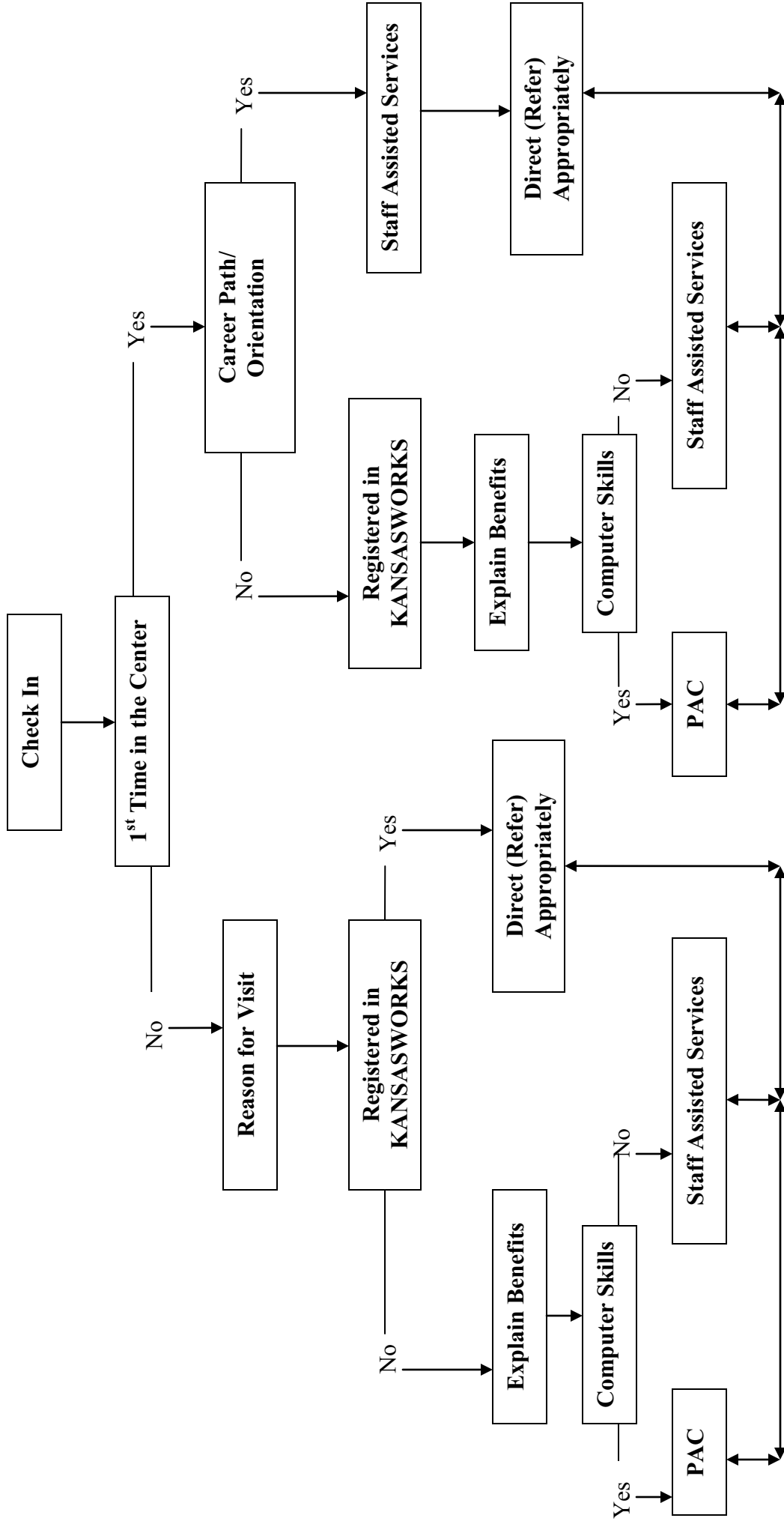
agreements the WIA Title I recipient or subrecipient makes to carry out the WIA Title I program or activity. The WIA Title I recipient or subrecipient understands that the United States Department of Labor has the right to seek judicial enforcement of this assurance.

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.

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Area IV Customer Flow



*Partner Referral may be completed at any point in the Customer Flow Chart

Direct (Refer) Appropriately May Result In:

- Employer Pre-Screening or Application
- Self Assessment
- Career Path/ Orientation
- Assessment
- Job Fair
- Workshop

Attachment B

AGREEMENT BY AND BETWEEN THE WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS, INC. AND THE REGIONAL ECONOMIC AREA PARTNERSHIP ECONOMIC DEVELOPMENT COMMITTEE

THIS AGREEMENT is by and between the Workforce Alliance of South Central Kansas, Inc. (Workforce Alliance) and the Regional Economic Area Partnership Economic Development Committee (REAPEDC), as the Chief Elected Officials Board (CEOB) for the Kansas Local Workforce Investment Act Area IV.

WHEREAS, pursuant to the provisions of the Workforce Investment Act of 1998 (Public Law 105-220) (WIA), the counties of Butler, Cowley, Harper, Kingman, Sedgwick and Sumner counties have been designated as the Kansas Workforce Investment Act Local Area IV by the Governor of the State of Kansas and by agreements of member counties, REAPEDC has been designated as the CEOB for Local Area IV; and

WHEREAS, pursuant to the provisions of WIA, REAPEDC has designated the Workforce Alliance as the Local Workforce Investment Board (LWIB) for Local Area IV; and

WHEREAS, REAPEDC and Workforce Alliance 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 Local Area IV; and

WHEREAS, the purpose of this agreement is to provide a basis for cooperation and a partnership between REAPEDC and the Workforce Alliance, which will lead to a successful employment and training system within Local Area IV.

NOW THEREFORE, in consideration of the promises and the mutual covenants and obligations contained herein, REAPEDC and Workforce Alliance 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 Local Area IV.

SECTION I. DESIGNATIONS

1.01 The Governor of the State of Kansas has designated REAPEDC as the Grant Recipient for Local Area IV, in accordance with the procedures set forth in WIA. Members of the Committee that are appointed officials of or represent jurisdictions outside of Local Area IV shall serve as ex officio or non-voting members of the CEOB.

1.02 REAPEDC has designated the Workforce Alliance as the LWIB for Local Area IV and has appointed members to the Workforce Alliance in accordance with the procedures set forth in WIA.

1.03 With the approval of REAPEDC and a written waiver from the Governor of the State of Kansas, the Workforce Alliance and Workforce Alliance staff directly provide services within the

Attachment B

Local Area IV as the designated One Stop Operator in Local Area IV.

SECTION II. JOINT FUNCTIONS AND RESPONSIBILITIES

2.01 Workforce Alliance and REAPEDC shall jointly develop the Two-Year Local Workforce Investment Plan (Two Year Plan) and any amendments thereto as specified in WIA, and jointly submit the Plan and any amendments to the Governor of Kansas.

2.02 Workforce Alliance and REAPEDC shall jointly negotiate with the Kansas Department of Commerce on behalf of the Governor the WIA performance standards for Local Area IV.

2.03 Workforce Alliance and REAPEDC 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.

2.04 Workforce Alliance shall establish such policies as are necessary for the oversight of the employment and training system within the Local Act Area IV, subject to the approval of REAPEDC.

2.05 Monitoring and evaluation of the success of programs funded under the various authorities of this agreement requires the sharing of information pursuant to the WIA concerning the program performance, stability, and outcomes. REAPEDC and Workforce Alliance 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.

2.06 Workforce Alliance and REAPEDC shall jointly develop strategies to ensure the success of the employment and training system in meeting the goals stated in the Two Year Plan, and in the performance standards of various funded programs.

2.07 Workforce Alliance shall procure and designate a Fiscal Agent who is subject to annual confirmation by REAPEDC. The Fiscal Agent shall execute Workforce Alliance's accounting functions, financial reporting responsibilities, and other responsibilities as set forth in the WIA, and shall cooperate with Workforce Alliance in carrying out Workforce Alliance's mission. Furthermore, the Fiscal Agent shall disburse funds for workforce investment activities at the direction of Workforce Alliance, pursuant to the requirements of WIA, if the direction does not violate a provision of WIA. The Fiscal Agent shall disburse the funds immediately on receiving such direction from Workforce Alliance in accordance with the WIA.

2.08 Workforce Alliance, in partnership with REAPEDC, shall conduct oversight with respect to local programs of youth activities authorized under Section 129 of the WIA, local employment and training activities authorized under Section 134 of the WIA, and establishment of performance levels and standards for the workforce development system.

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2.09 If at any time during the term of this agreement the Workforce Alliance and Workforce Alliance staff discontinues functioning as the designated One Stop Operator in Local Area IV, the Workforce Alliance shall select and certify operators of workforce development centers in Local Area IV, subject to the consent of REAPEDC. Such operators shall be chosen pursuant to written rules and regulations adopted by Workforce Alliance, a copy of which having been provided to REAPEDC. Furthermore, Workforce Alliance shall terminate workforce development center operators for cause, but only when appropriate and only with the consent of REAPEDC.

SECTION III. FUNCTIONS AND RESPONSIBILITIES OF WORKFORCE ALLIANCE

3.01 Workforce Alliance shall ensure that performance of WIA programs in Local Area IV meets state and federal requirements.

3.02 Workforce Alliance shall create and support continuous improvement programs and policies for program operators and services for employers and job seekers.

3.03 Workforce Alliance shall define the duties and oversee the operations of Workforce Development Centers in Local Area IV and ensure services are available and accessible throughout the region.

3.04 Subject to the approval of REAPEDC, Workforce Alliance shall annually develop a budget that provides funds for Workforce Alliance's operations and supports the workforce priorities for the region as outlined in the Two Year Plan. The budget shall include estimates of revenues and expenditures, and shall be submitted to REAPEDC for review and approval no later than 45 days prior to the start of each fiscal year. Upon request of REAPEDC, Workforce Alliance shall submit a detailed work plan explaining its budget.

3.05 Workforce Alliance shall develop policies and procedures that direct the disbursement of WIA funds in accordance with WIA and contractual requirements.

3.06 Workforce Alliance shall allocate up to \$24,000.00 from its annual operating budget to reimburse REAPEDC the cost of providing oversight over the function and operation of the Workforce Alliance and Workforce Alliance staff as the One Stop Operator in Local Area IV and generally monitoring the implementation of WIA by REAPEDC. Payment shall be in accordance with the requirements of the WIA.

3.07 Workforce Alliance shall submit quarterly financial reports of revenues and expenditures to REAPEDC within 30 days after each quarter.

3.08 Workforce Alliance shall submit one copy of any application for external funding at the same time the application is forwarded to a funding agency and inform REAPEDC of any funding awards.

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3.09 Workforce Alliance shall adopt written rules and regulations for the approval of any contracts exceeding \$5,000, submit a copy of such rules and regulations to REAPEDC.

3.10 Workforce Alliance shall contract for or obtain an external auditor to audit any or all Workforce Alliance activities on a yearly basis.

3.11 At the request of REAPEDC, a member of REAPEDC, or the REAPEDC Executive Officer, Workforce Alliance shall permit a review of financial records of the Workforce Alliance or reports from the designated fiscal agent.

3.12 Workforce Alliance shall adopt rules and regulations that require program operators to follow proper procedures for the expenditures of WIA funds, and that program operators shall be required to reimburse local governments in Local Area IV in the event that it is determined the program operator has misspent funds due to willful disregard of WIA requirements, gross negligence, or failure to observe accepted standards of administration.

3.13 Pursuant to WIA, Workforce Alliance shall provide oversight of the employment and training system within the Local Area IV. However, Workforce Alliance shall not provide oversight over the function and operation of the Workforce Alliance and Workforce Alliance staff as the One Stop Operator in Local Area IV. For purposes of this agreement, Aoversight@ shall mean reviewing, evaluating and monitoring the employment and training system. The “system” governed will not only serve employers and job-seekers, but will support economic development policies and strategies in Local Area IV.

3.15 Workforce Alliance will be responsible for coordinating the development of the Two Year Plan as required by WIA.

3.16 Workforce Alliance may endeavor to obtain funds from additional sources, including grants, for purposes consistent with its functions and responsibilities under this Agreement.

3.17 Workforce Alliance may establish standards and objectives relating to training, employment, and employment-related educational programs.

3.18 Workforce Alliance shall review and approve state, federal and other grants falling within the purview of Workforce Alliance.

3.19 Workforce Alliance shall seek, create, and promote working partnerships between local business, industry and service employers in the private sector, and training, employment program deliverers, educational deliverers, non-profit agencies, and other entities as may be appropriate. These partnerships exist to integrate employment services and resources into a strong and effective regional workforce development system.

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3.20 Workforce Alliance shall keep accurate records of Workforce Alliance 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.

3.21 Workforce Alliance 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.

3.22 Workforce Alliance shall promptly notify REAPEDC and appropriate oversight agencies, in writing, of any Workforce Alliance member resignations or removals.

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

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

3.25 Workforce Alliance 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.

3.26 Workforce Alliance shall appoint a youth council or committee with REAPEDC consent and, subject to recommendations of the youth council or committee, select youth service contractors, award service delivery contracts and oversee performance of contractors.

3.27 For adults and dislocated workers, Workforce Alliance 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.

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

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3.29 Workforce Alliance 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.

3.30 Workforce Alliance shall maintain a tax exempt, non-profit corporate status for the Workforce Alliance of South Central Kansas, Inc.

3.31 Workforce Alliance shall act in accordance with the Kansas Open Meeting Act concerning all meetings of Workforce Alliance as well as its committees and subcommittees. Workforce Alliance shall make available to the public, on a regular basis through open records and open meetings, information regarding the activities of Workforce Alliance, 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 Workforce Alliance.

3.32 Workforce Alliance shall adopt and maintain a current set of bylaws in accordance with WIA and submit a copy of said bylaws to REAPEDC.

3.33 Workforce Alliance shall procure goods and services in accordance with the requirements of the WIA, for all WIA funds.

3.34 Workforce Alliance, Workforce Alliance staff and any organization that directly provides staff to Workforce Alliance will not directly provide services within Local Area IV, without first seeking a waiver from REAPEDC and the Governor of the State of Kansas.

3.35 Through Workforce Alliance membership, staff and other means, Workforce Alliance 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.

3.36 Workforce Alliance 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.

SECTION IV. FUNCTIONS AND RESPONSIBILITIES OF REAPEDC

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

4.02 The elected officials in Local Area IV who serve on the Regional Economic Area Partnership Economic Development Committee shall carry out the duties of the CEOB as outlined in the WIA

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for Local Area IV.

4.03 REAPEDC shall appoint the members to Workforce Alliance and a youth council or committee in accordance with WIA requirements, as well as any other applicable federal and state criteria. All nominations for membership to the Workforce Alliance shall be submitted to the Regional Economic Area Partnership Executive Officer for presentation to and consideration by REAPEDC. Private sector appointments will require the support of a local business organization. Every effort will be made to appoint members to the Workforce Alliance that have optimal decision making authority in their organizations as specified in WIA in order to maximize the effectiveness of the Workforce Alliance.

4.04 REAPEDC and the REAPEDC Executive Officer shall provide oversight over the function and operation of the Workforce Alliance and Workforce Alliance staff as the One Stop Operator in Local Area IV. It is understood that the Kansas Department of Commerce retains statewide WIA oversight responsibilities, however this shall relieve REAPEDC of any obligation required under Federal or State law or policy or this Agreement.

4.05 The Chair of REAPEDC shall have a seat on the Workforce Alliance. Other REAPEDC members may be appointed to the Workforce Alliance along with committees and task forces as needed.

4.06 The REAPEDC Executive Officer shall serve as the official liaison between REAPEDC and the Workforce Alliance and shall generally monitor the implementation of WIA in Local Area IV.

4.07 Section 117(d) (4) of the Workforce Investment Act (WIA) requires the Local Board, in partnership with the LEOB (or the LEOB's designated fiscal agent) to conduct oversight of the WIA programs and the One-Stop delivery system in the local area. Title 20 CFR Section 667.40(c) (1) requires that recipients and sub-recipients must continuously monitor grant-supported activities in accordance with the uniform administrative requirements at Title 29 CFR Parts 95 and 97, as applicable. Title 20CFR Section 667.410(a) requires that each recipient and sub-recipient must conduct regular oversight and monitoring of its WIA activities and those of its sub-recipients. The purpose of this requirement is to ensure that expenditures meet the programmatic, cost category and cost limitation requirements of WIA and the regulations, and to determine that there is compliance with other provisions of the WIA regulations and other applicable laws and regulations, and to ensure that technical assistance is provided as needed. In this regard:

4.07.01 REAPEDC retains the authority to establish, review and revise reasonable rules governing the policies and practices of the One Stop system consistent with this Agreement and applicable law;

4.07.02 The Executive Officer of REAPEDC shall provide to the Workforce Alliance, as the One Stop Operator in Local Area IV, reports and audits that may be reasonably required for the effective operation of the One Stop centers in a timely fashion.

Attachment B

4.07.03 The Executive Officer of REAPEDC will conduct oversight and monitoring of all sub-recipient activities funded under WIA Title I pursuant to WIA Section 118 and the One-Stop delivery system all fiscal, programmatic and administrative compliance processes to ensure that funds are expended within the requirements stated in WIA and its associated regulations, as well as other relevant regulations and OMB Circulars.

4.07.04 The Executive Officer of REAPEDC shall monitor the Workforce Alliance, as the One Stop Operator in Local Area IV, for the quality of service, which includes, but is not limited to the following criteria:

4.07.04.a Submission of required reports in a timely fashion.

4.07.04.b Adherence to, or deviation from, Agreement standards and/or core indicator measurements under continuous quality improvement activities.

4.07.04.c Compliance with Federal, State and County Laws and other applicable regulations.

4.07.04.d Adherence to, or deviation from, Memoranda of Understanding with each One Stop Partner.

4.07.04.e Adherence to, or deviation from, its currently approved operational policies, procedures, budget and plan which includes goals identified in the Certification Process.

4.07.05 Inspections by officials of other Governmental agencies shall be incorporated into evaluation of Agreement compliance.

SECTION V. FUNCTIONS AND RESPONSIBILITIES OF WORKFORCE ALLIANCE AS ONE STOP SYSTEM OPERATOR

5.01 The Workforce Alliance, as the One Stop Operator in Local Area IV, shall annually develop a budget for One Stop operations that complies with the provisions of WIA and supports the workforce priorities for the region as outlined in the Two Year Plan. The budget shall include estimates of revenues and expenditures, and shall be submitted to REAPEDC for review no later than 45 days prior to the start of each fiscal year. Upon request of REAPEDC, Workforce Alliance shall submit a detailed work plan explaining its budget.

5.02 Workforce Alliance, as the One Stop Operator in Local Area IV, shall develop policies and procedures that direct the disbursement of One Stop funds in accordance with WIA and contractual requirements.

Attachment B

5.03 Workforce Alliance, as the One Stop Operator in Local Area IV, shall submit quarterly financial reports of One Stop revenues and expenditures to REAPEDC within 30 days after each quarter.

5.04 Workforce Alliance, as the One Stop Operator in Local Area IV, agrees to provide One Stop delivery system services in the operation of One Stop Centers in Kansas Local Area IV, subject to the terms and conditions of this Agreement and its attachments, and applicable Federal and State laws, regulations, rules, and Executive Orders as existing now or as amended or issued. The specific services to be performed are detailed in Attachment D to this Agreement.

5.05 Whenever any act, event or omission by the Workforce Alliance, as the One Stop Operator in Local Area IV, occurs that represents a violation of this Agreement of such a nature that the interest of the customers and users of the One Stop Centers are negatively affected, then such event, such act or omission may be considered a breach of its duties as the One Stop Operator in Local Area IV. For illustrative purposes only, the events, acts and omissions referenced above may include, but are not limited to:

5.05.01 Failure to operate the One Stop Centers in accordance with established terms and conditions of this Agreement;

5.05.02 Failure to cure any irregularity or non-compliance noted by as a result of monitoring, oversight and/or performance review;

5.05.03 Failure to comply, in whole or in part, with any State, Federal or local law, rule or regulation; or

5.05.04 Failure to abide by the material terms and conditions of this Agreement.

5.06 Workforce Alliance, as the One Stop Operator in Local Area IV, shall have sixty (60) calendar days after receipt of notice to correct any breach of its duties as the One Stop Operator in Local Area IV. Within twenty (20) business days of receipt of notice, Workforce Alliance will respond to REAPEDC with a written action plan outlining the cause of the breach, the steps to rectify the problem, and a timeline to complete the corrective action, not to exceed the sixty (60) day cure period. By the 60th day after notice, REAPEDC will confirm, in writing, if there was successfully remediation. If Workforce Alliance has failed to remediate and cure the breach, REAPEDC, at the discretion of its membership, may terminate Workforce Alliance as the One Stop Operator in Local Area IV. However, this shall not relieve the Workforce Alliance from responsibility at law or in equity for such material breach.

5.07 Notwithstanding any provision of this Agreement, in the event Workforce Alliance, as the One Stop Operator in Local Area IV shall wholly fail to provide required One Stop Services, REAPEDC, at the discretion of its membership, may immediately terminate Workforce Alliance as the One Stop Operator in Local Area IV, upon written notice to the Workforce Alliance. However,

Attachment B

this shall not relieve the Workforce Alliance from responsibility at law or in equity for such failure.

5.08 Workforce Alliance, as the One Stop Operator in Local Area IV, acknowledges that additional certification pursuant to Kansas Department of Commerce Policy 3-06-00 is required. Workforce Alliance, as the One Stop Operator in Local Area IV, shall undertake all such steps as may be required to obtain and maintain such certification.

5.09 Workforce Alliance, as the One Stop Operator in Local Area IV, also acknowledges that the success of the One Stop service delivery system shall require continuing cooperation and collaboration between the parties in the administration of the One Stop Centers.

5.10 Workforce Alliance, as the One Stop Operator in Local Area IV, is subject to continuous quality improvement activities consistent with applicable law and this Agreement. In conjunction with such activities, the Workforce Alliance shall monitor the required performance and customer satisfaction indicators that the State of Kansas is required to address pursuant to 20 CFR Part 666, the Common Performance Measures for Workforce Investment Act (WIA) Title I Employment and Training Programs and any subsequent updates, additions, revisions, and any additional performance indicators required by the Governor of the State of Kansas or by REAPEDC.

5.11 Workforce Alliance, as the One Stop Operator in Local Area IV, shall extend its liability and errors and omissions coverage to include the operation of the one stop system pursuant to this Agreement.

5.12 Workforce Alliance, as the One Stop Operator in Local Area IV, may file a written petition with REAPEDC at any time seeking relief from one or more provisions of this Agreement, and must satisfactorily demonstrate that one of the following facts exists:

5.12.01 The provision and/or requirement is expressly prohibited by Federal or State law or is inconsistent with related regulations or rules, as amended;

5.12.02 The provision and/or requirement is inconsistent with effective operation of the One Stop Centers under the circumstances; or

5.12.03 There are changed circumstances that render Agreement compliance impracticable.

5.12.04 Relief from such provision, if granted, shall be at the sole discretion of the REAPEDC, by majority vote of its membership.

5.13 Workforce Alliance, as the One Stop Operator in Local Area IV, shall provide REAPEDC such reports, certifications and/or audits as may be reasonably required by REAPEDC or its funding sources. The Workforce Alliance, as the One Stop Operator in Local Area IV, shall comply with all requests that are part of the oversight and monitoring duties assigned to REAPEDC.

Attachment B

5.14 Workforce Alliance, as the One Stop Operator in Local Area IV, shall submit reasonable reports, data or other information required or requested at any time by the REAPEDC and/or any State or Federal agency. If such reports, data or other information do not readily exist, the Workforce Alliance staff, together with the Executive Officer of REAPEDC, shall endeavor to compile or complete reports or data in the timeline allowed by REAPEDC. The Workforce Alliance staff and the Executive Officer of REAPEDC shall notify REAPEDC at once if they can not meet the established timeline and effort will be made to adjust the timeline and content if feasible.

5.15 Workforce Alliance, as the One Stop Operator in Local Area IV, shall maintain and operate physical offices to provide WIA One Stop Core and Intensive services as stipulated herein at such locations as agreed to by the parties, which office(s) shall be open five (5) days per week exclusive of major holidays. Workforce Alliance will assess the customer need for expanded business hours and take steps to respond to assessed need. Offices to be operated by the Workforce Alliance, as the One Stop Operator in Local Area IV, shall be located as specified in Attachment E.

5.16 Workforce Alliance, as the One Stop Operator in Local Area IV, shall assure that each office has an adequate number of skilled, knowledgeable customer service representatives to effectively handle customer service requirements.

5.17 Workforce Alliance, as the One Stop Operator in Local Area IV, shall maintain local telephone numbers and sufficient lines to accommodate normal customer inquiries. During hours that the customer service office is closed, an answering device or answering service shall be available.

5.18 Workforce Alliance, as the One Stop Operator in Local Area IV, shall establish mutually acceptable procedures to seek and collect suggestions, complaints, feedback and evaluations from all customers and customer groups, which shall be compiled and analyzed by the Workforce Alliance staff and provided the Executive Officer of REAPEDC, for the purpose of improving the operation of the One Stop Centers' customer services.

5.19 Workforce Alliance, as the One Stop Operator in Local Area IV, shall establish and implement a Customer Confidentiality Policy that complies with Federal, State and County Law and shall be approved by the Executive Officer of REAPEDC.

5.20 Workforce Alliance, as the One Stop Operator in Local Area IV, shall comply with Federal, State and County Law in the provision of equal access of services to customers with disabilities.

5.21 Workforce Alliance, as the One Stop Operator in Local Area IV, shall not refuse to hire nor employ nor bar or discharge from employment nor discipline nor threaten to discipline nor discriminate against any person in compensation or in terms, conditions or privileges or employment because of age, race, creed, color, disability, national origin, sex, marital status, handicap, religious, political affiliation, or belief.

Attachment B

5.22 Workforce Alliance, as the One Stop Operator in Local Area IV, shall not give or grant any undue preference or advantage to any person or subject any person to prejudicial disadvantage on the basis of age, race, color, nation origin, disability, political affiliation or belief, or citizenship.

5.23 Workforce Alliance, as the One Stop Operator in Local Area IV, shall also adhere to the Equal Employment Opportunity (EEO) and Complaint Policies and Procedures adopted by REAPEDC, which is incorporated herein as Attachment F.

5.24 Workforce Alliance, as the One Stop Operator in Local Area IV, may not assign or transfer any of its duties herein as the One Stop Operator in Local Area IV, in whole or in part, without the prior express written approval of REAPEDC. Any attempted assignment and/or transfer without such prior written consent of the REAPEDC shall be void.

5.25 Workforce Alliance, as the One Stop Operator in Local Area IV, shall keep complete and accurate records of matters related to the One Stop Services. REAPEDC shall have a right to review these records, upon ten (10) business days notice, on a confidential basis, and the Workforce Alliance shall provide copies of any necessary documentation. Such review, unless mutually agreed upon or judicially ordered, shall occur during the normal business hours of the Workforce Alliance. Any false entry of a material or substantial fact into these books and/or records shall constitute a material breach of duties as the One Stop Operator in Local Area IV.

SECTION VI. FINANCIAL ARRANGEMENT

6.01 Funds will be provided from the Kansas Workforce Investment Act Area IV's annual allocation under WIA and other appropriate Federal and State sources to support the functions of Workforce Alliance 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.

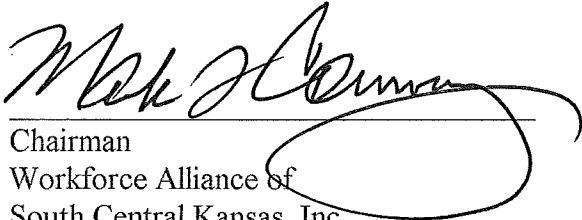
SECTION VII. MODIFICATION OR TERMINATION OF AGREEMENT

7.01 This Agreement may be modified from time to time by mutual written agreement of Workforce Alliance and REAPEDC.

7.02 Workforce Alliance, as the One Stop Operator in Local Area IV, shall not be excused from complying with any of the requirements or provisions of this Agreement or any subsequently adopted amendment to this Agreement by reason of any failure of REAPEDC on one or more occasions to seek, or insist upon compliance with such requirements or provisions.

7.03 Neither party shall be liable for any delay in or inability to perform its obligations hereunder if immediate notice is given and if the delay or inability to perform is due to any event beyond the reasonable control of such party such as but not limited to acts of God, fire, flood, storm, explosion,

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized officers, respectively, on this 26th day of December, 2007.



Chairman
Workforce Alliance of
South Central Kansas, Inc.



Chairman
Regional Economic Area Partnership
Economic Development Committee, as the
Chief Elected Officials Board for the Kansas
Local Workforce Investment Act Area IV

Partner Referral Contact Information

WIA Adult/ DW /Youth/TAA*	Kevin Landis	(316) 771-6681	kevin@workforce-ks.com
Job Corps *	Bruce Moreau	(316) 771-6778	moreau.bruce@jobcorps.org
American Indian Council *	Roberta Cadman	(316) 771-6776	aicwichitaks@yahoo.com
Wagner/Peyser *	Sara Beery	(316) 771-6806	sbeery@kansascommerce.com
Butler CC Adult Ed */Perkins.*	Sue Choens	(316) 321-4030 ext 124	schoens@butlercc.edu
WATC Adult Ed */Perkins*	Margaret Harris	(316) 677-1150	mharris@wichitastatech.com
VR/SRS *	Bill Brier	(316) 771-6775	wbx@srskansas.org
SCWEP *	James Richards	(316) 219-4045	RichardsJam@usa.redcross.org
Vets */Disabled Vets *	Christy Doherty	(316) 771-6804	cdoherly@kansascommerce.com
Unemployment Insurance *	Call Center	(800) 292-6333	
Migrant and Seasonal Farm W*	SER	(316) 264-5372	
Senior Services	Cherie Wenderott- Shields	(316) 267-1771	cheriew@seniorservicesofwichita.org
CPRF	Michelle Sykes	(316) 652-1232	michelles@cprf.org
SRS/EES	John Mason	(316) 771-6774	jd@srskansas.org
MIDCAP	Marion Nichols	(316) 775-3000	mnichols@mid-capinc.org
Kansas Career Pipeline	Andy Solter	(316) 259-4571	asolter@careerpipeline.org
Sedgwick County	Marvin Duncan	(316) 771-6650	mduncan@sedgwick.gov
Customized Training			
Sedgwick County HR	Linda Holsey	(316) 771-6644	lholsey@sedgwick.gov
Episcopal Social Services	Main number	(316) 269-4160	
USD 259 Learning Center	Dena Williams	(316) 771-6697	

* mandated partners

Kansas PY2008 Final Negotiated Levels of Performance

<i>State of Kansas WIA and Wagner-Peyser Performance Standards</i>	<i>State PY 2008 Negotiated</i>	<i>PY 2008 Sanction Level (80%)</i>	<i>Area I PY 2008 Negotiated</i>	<i>Area II PY 2008 Negotiated</i>	<i>Area III PY 2008 Negotiated</i>	<i>Area IV PY 2008 Negotiated</i>	<i>Area V PY 2008 Negotiated</i>
Adult							
Entered Employment Rate	83%	66.40%	83%	83%	83%	83%	83%
Employment Retention Rate	89.5%	71.60%	89.5%	89.5%	89.5%	89.5%	89.5%
Average Earnings	\$12,500	\$10,000	\$12,000	\$12,500	\$13,000	\$12,500	\$12,500
Dislocated Worker							
Entered Employment Rate	90%	72.00%	90%	90%	90%	90%	90%
Employment Retention Rate	92%	73.60%	92%	92%	92%	92%	92%
Average Earnings	\$16,000	\$12,800	\$15,000	\$16,000	\$16,000	\$16,000	\$16,000
Youth							
Placement in Employment/Education	68%	54.40%	71%	68%	63%	68%	68%
Attainment of a Degree or Certificate	52%	41.60%	52%	52%	52%	52%	52%
Literacy and Numeracy Gains	37%	29.60%	39%	37%	32%	37%	37%
Wagner-Peyser							
Entered Employment Rate	71%	56.80%	71%	71%	71%	71%	71%
Employment Retention Rate	84%	67.20%	84%	84%	84%	84%	84%
Average Earnings	\$11,500	\$9,200	\$11,500	\$11,500	\$11,500	\$11,500	\$11,500

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

FOR OFFICIAL USE ONLY

Person Receiving Complaint:			Title:
Address:	City:	State:	
Telephone:	E-Mail:		

Resource/Cost Sharing for LAIV Workforce Centers

1. Facility

A. Rent

Rent will be shared and allocated based on the total leased space divided into dedicated space and common space. Each partner will be allocated cost for their dedicated space as a percentage of the total dedicated space. Each partner will be allocated cost for common space at the same percentage rate.

B. Security

Security services will be allocated based on the percentage of the total dedicated space held by each partner.

C. Parking

A number of parking slots are included in the rent. If the demand exceeds that number additional parking is secured and allocated to the partners based on the partners' percentage of full time equivalent positions established at a center.

2. Center Operations

A. Communications

1. Communications equipment costs will be allocated to each partner based on the equipment used exclusively by the partner.

2. Communications basic service will be allocated based on the partner's percentage of full time equivalent positions (FTE) established at a center.

3. Internet / network access and usage charges will be allocated based on the partner's percentage of full time equivalent positions (FTE) established at a center who use the service.

B. Custodial

Custodial service costs will be allocated to the partners based on their percentage of the total dedicated space held.

C. Utilities

Utilities consisting of electric, gas, trash, and water/sewer or any other utility that may be identified will be allocated to the partners based on their percentage of the total dedicated space held.

D. Operations

Operations costs will be allocated to the partners based on the partner's percentage of full time equivalent positions. Allocations may include salary costs associated with staff time dedicated to center operations.

Attachment E

Objective: 2.3

Title: Equal Opportunity and Affirmative Action

Date: Adopted by the Workforce Alliance Board May 18, 2009

THE WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS IS AN EQUAL
OPPORTUNITY EMPLOYER WITH EQUAL OPPORTUNITY PROGRAMS AND
SERVICES IN LOCAL AREA IV

TO ACCOMPLISH THIS WE:

1. Ensure our facilities, programs, services, information, and equipment are accessible to individuals with disabilities.
2. Expend reasonable efforts to meet the specific needs of individuals with limited English proficiency, regardless of the numerical significance of the group to which he/she belongs
3. Review all local plans, contracts, and agreements to ensure they contain the required nondiscrimination assurances
4. Communicate our dedication to providing equal opportunity to our community, our partners, and our customers
5. Treat complaints and concerns in the prescribed manner giving them the attention they deserve
6. Train our staff and partners to uphold our dedication to equal opportunity
7. Designate individuals responsible for compliance with the spirit and letter of the laws regarding equal opportunity
8. Notices are visibly posted to inform staff, participants, and providers of the complaint process which has been adopted as a policy by the Board of Directors
9. Policies and procedures are developed in accordance with applicable laws that demonstrate our commitment to the principles of the laws and regulations
10. Compliance is monitored by the program monitors and the State of Kansas

FOR ADDITIONAL INFORMATION
CONTACT THE EQUAL OPPORTUNITY OFFICER,
LIMITED ENGLISH PROFICIENCY COORDINATOR,
GRIEVANCE OFFICER, AND FRAUD AND ABUSE CONTACT

LINDA S. SORRELL
DIRECTOR OF POLICY AND PLANNING
150 N. MAIN, SUITE 200
WICHITA KS 67202
316-771-6604
linda@workforce-ks.com

Kansas PY2007 Final Negotiated Levels of Performance

<i>State of Kansas WIA, Wagner-Peyser and VETS Performance Standards</i>	<i>State PY 2007 Negotiated</i>	<i>PY 2007 Sanction Level (80%)</i>	<i>Area I PY 2007 Negotiated</i>	<i>Area II PY 2007 Negotiated</i>	<i>Area III PY 2007 Negotiated</i>	<i>Area IV PY 2007 Negotiated</i>	<i>Area V PY 2007 Negotiated</i>
Adult							
Entered Employment Rate	81%	64.80%	81%	81%	81%	81%	81%
Employment Retention Rate	88.5%	70.80%	88.5%	88.5%	88.5%	88.5%	88.5%
Average Earnings	\$12,000	\$9,600	\$11,500	\$12,000	\$12,500	\$12,000	\$12,000
Dislocated Worker							
Entered Employment Rate	88%	70.40%	88%	88%	88%	88%	88%
Employment Retention Rate	91%	72.80%	91%	91%	91%	91%	91%
Average Earnings	\$15,500	\$12,400	\$14,500	\$15,500	\$16,250	\$15,500	\$15,500
Youth							
Placement in Employment/Education	67%	53.60%	70%	67%	62%	67%	67%
Attainment of a Degree or Certificate	51%	40.80%	51%	51%	51%	51%	51%
Literacy and Numeracy Gains	35%	28.00%	37%	35%	30%	35%	35%
Wagner-Peyser							
Entered Employment Rate	70%	56.00%	70%	70%	70%	70%	70%
Employment Retention Rate	83%	66.40%	83%	83%	83%	83%	83%
Average Earnings	\$11,400	\$9,120	\$11,400	\$11,400	\$11,400	\$11,400	\$11,400
VETS							
One Stop Services for Veterans							
Veterans Entered Employment Rate (EER)	68%	54.40%	68%	68%	68%	68%	68%
Veterans Employment Retention Rate (ERR)	83%	66.40%	83%	83%	83%	83%	83%
Disabled Veterans EER	63%	50.40%	63%	63%	63%	63%	63%
Disabled Veterans ERR	83%	66.40%	83%	83%	83%	83%	83%
Jobs for Veterans State Grant Funded Staff							
DVOP							
Veterans Entered Employment Rate (EER)	71%	56.80%	71%	71%	71%	71%	71%
Veterans Entered Employment Rate (ERR)	84%	67.20%	84%	84%	84%	84%	84%
Disabled Veterans EER	67%	53.60%	67%	67%	67%	67%	67%
Disabled Veterans ERR	84%	67.20%	84%	84%	84%	84%	84%
LVER							
Veterans Entered Employment Rate (EER)	70%	56.00%	70%	70%	70%	70%	70%
Veterans Entered Employment Rate (ERR)	82%	65.60%	82%	82%	82%	82%	82%
Recently Separated Veterans EER	76%	60.80%	76%	76%	76%	76%	76%
Recently Separated Veterans ERR	85%	68.00%	85%	85%	85%	85%	85%

Kansas PY2008 Final Negotiated Levels of Performance

<i>State of Kansas WIA and Wagner-Peyser Performance Standards</i>	<i>State PY 2008 Negotiated</i>	<i>PY 2008 Sanction Level (80%)</i>	<i>Area I PY 2008 Negotiated</i>	<i>Area II PY 2008 Negotiated</i>	<i>Area III PY 2008 Negotiated</i>	<i>Area IV PY 2008 Negotiated</i>	<i>Area V PY 2008 Negotiated</i>
<i>Adult</i>							
Entered Employment Rate	83%	66.40%	83%	83%	83%	83%	83%
Employment Retention Rate	89.5%	71.60%	89.5%	89.5%	89.5%	89.5%	89.5%
Average Earnings	\$12,500	\$10,000	\$12,000	\$12,500	\$13,000	\$12,500	\$12,500
<i>Dislocated Worker</i>							
Entered Employment Rate	90%	72.00%	90%	90%	90%	90%	90%
Employment Retention Rate	92%	73.60%	92%	92%	92%	92%	92%
Average Earnings	\$16,000	\$12,800	\$15,000	\$16,000	\$16,000	\$16,000	\$16,000
<i>Youth</i>							
Placement in Employment/Education	68%	54.40%	71%	68%	63%	68%	68%
Attainment of a Degree or Certificate	52%	41.60%	52%	52%	52%	52%	52%
Literacy and Numeracy Gains	37%	29.60%	39%	37%	32%	37%	37%
<i>Wagner-Peyser</i>							
Entered Employment Rate	71%	56.80%	71%	71%	71%	71%	71%
Employment Retention Rate	84%	67.20%	84%	84%	84%	84%	84%
Average Earnings	\$11,500	\$9,200	\$11,500	\$11,500	\$11,500	\$11,500	\$11,500

**WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS
WORKFORCE CENTERS**

INTEGRATED SERVICE DELIVERY PLAN

January 2009

INTRODUCTION

An integrated workforce delivery system is one that bases services and flow on the needs of the customers served, not specific program requirements; the universal customer flow is designed to best guide individuals seeking workforce services through the system in a seamless manner. The Workforce Alliance of South Central Kansas (WA) is dedicated to engaging all partners within the workforce system in South Central Kansas to leverage available resources and continually enhance the services offered to the areas' job seekers and employers.

The WA views integration as a way to provide services to an increased number of customers, even when faced with limited resources. By implementing the integrated services model, the local workforce system will operate programs based upon unified purposes, goals, and policies and will be better positioned to meet the needs of our customers - job seekers and employers.

An integrated services team, consisting of key staff representing the WA as the One-Stop Operator and Workforce Investment Act (WIA) Program Operator, Kansas Department of Commerce as the provider of Wagner-Peyser (WP) services, and Workforce Solutions as the collaboration providing business services, meets regularly to plan for delivery of services utilizing an integrated systems approach. All Workforce Centers' staff receives training intended to introduce the concept of service integration into the Career Centers in Local Area IV.

Integration efforts in LA IV began in 2007 with collocating WIA and WP staff in the Career Centers and cross-training staff to provide the same universal core services to all job seeker customers. Additionally, WIA and WP staff members were assigned to the Workforce Solutions business services team to provide workforce services to area employers.

INTEGRATED SERVICES DELIVERY AND FUNCTIONAL MANAGEMENT

In accordance with **KANSASWORKS** policy 4-04-00, Service Delivery Integration and Functional Management, the WA will implement enhancements to customer flow and service delivery that will support and advance the integration of employment and training services in LA IV. To oversee these efforts a "Functional Manager" will be designated by the WA to oversee the day to day operations of service integration strategies in LA IV. The Functional Manger in LA IV will be the Director of Operations, Ms. Angela Lampe.

Integration efforts will continue to focus on WIA and WP staff operating within the LA IV Career Centers and on the Workforce Solutions team, while allowing opportunities to expand to include other partners within the system as activities progress. Additionally, improvements to layout in the Career Centers of LA IV are scheduled. All actions are aimed at reducing duplication of services and streamlining customer flow throughout the workforce system.

The WA will utilize a functional team model in the delivery of integrated WIA and WP services; staff will be organized by services provided rather than program or partner agency. The functional teams include the following: Welcome Team, Skills Team, Training Team, and

Attachment F

Business Team. Each team will have a designated team leader who will provide functional oversight and supervision of day-to-day activity; current WA and Department of Commerce supervisory level staff will fill the functional team leader roles. All WIA and WP staff will be cross-trained on each function, but will be assigned a primary function based on skills, knowledge and experience.

The Integrated Services Team has outlined the characteristics of functional and formal supervision as follows:

Functional Supervision by Team Leader – Each Team Leader will serve as primary supervisor for day-to-day work activities. The team leader will be responsible for the following:

- Provide oversight of daily activities/team functions
- Organize and maintain staffing schedule for team
- Direct and assign/reassign team members based upon operational needs
- Monitor and track services provided by team
- Provide coaching and feedback based upon observations and staff inquiries
- Identify and facilitate the timely resolution of questions, problems, concerns/complaints and other issues affecting or involving team
- Respond to questions/concerns of team members
- Address customer issues that involve team members or services provided by team
- Coordinate approvals of leave requests for team members
- Schedule and conduct staff meetings and trainings for team members

Formal Supervision – Each WIA and WP staff member will retain the formal supervisor, as identified by the respective employer upon hire. The formal supervisor will be responsible for the following:

- Sign timesheets and track available leave balances
- Ensure employees work in accordance with the agency's personnel policies
- Address behavior and performance concerns of employees at corrective action level based upon the agency's personnel policies
- Approve expense reports/travel vouchers

The Functional and Formal Supervisors for each staff member will work closely together on the following:

- Ensure work performance is, at a minimum, falling within an acceptable level
- Identify and monitor performance goals/expectations
- Conduct performance appraisals/evaluations
- Prepare staff development plans
- Coordinate staff meetings and trainings

The Integrated Services Team, along with involvement of identified frontline staff, has outlined the primary responsibilities of each functional team as follows:

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Welcome Team – Members of the Welcome Team will be responsible for the initial greeting of all customers entering the Workforce Center. As the first point of contact for all customers, Welcome Team members will be expected to provide exceptional customer service and be knowledgeable of all partner programs within the Center. Additional functional activities will include:

- Provide information and demonstration of available services, including on-line registration, occupational and labor market information, and other employment related tools
- Participate in all aspects of Career Center daily operations, including the following: Information Desk, Resource Area (including job search computers), initial assessment with customers
- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Document and maintain customer contacts, services and activities in **KANSASWORKS** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities
- Assist job seekers with identification of basic skills deficits using generally available resources

Skills Team – Members of the Skills Team will focus on the assessment and enhancement of job seeker skills. Skills Team staff will meet with customers one-on-one to provide individualized job search assistance as well as in group settings to conduct workshops.

Additional functional activities will include:

- Participate in all aspects of Career Center daily operations, including the following: staff-assisted core job search services, staff-assisted intensive job search services, workshops, labor market information
- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Document and maintain customer contacts, services and activity in **KANSASWORKS** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities.
- Assist job seekers with assessments
- Determine suitability and eligibility for local, state, and federal programs
- Provide case management services to customers enrolled in local, state, and federal programs in accordance with policies, procedures, and forms of the Workforce Alliance of South Central Kansas

Training Team – Members of Training Team will provide one-on-one case management services to customers who have already received core and intensive services and are enrolled

into training activities (as eligibility and funding allows). Additional functional activities will include:

- Determine suitability and eligibility for local, state, and federal programs
- Provide one-on-one case management services to customers enrolled in local, state, and federal programs in accordance with policies, procedures, and forms of the Workforce Alliance of South Central Kansas
- Document and maintain customer contacts, services and activity in **KANSASWORKS** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance
- Maintain contact with WIA program customers, track customer progress, track customer performance outcomes
- Maintain electronic and paper customer files
- Assist job seekers with **KANSASWORKS** registration
- Be aware of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance.
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities.
- Assist as needed with job seeker activities in the career centers of Local Area IV Workforce Centers

The Skills Team will focus on short-term prevocational training services will also guide the enhancements to customer flow within the Workforce Centers. Workforce Center Representatives will have a larger menu of services available to offer job seekers that may only need minimal skills upgrading to be successful in their job search. Additional workshops offerings will be explored and developed, as well as a greater focus on the *WORKReady!* Certificate as an increasing number of area employers are indicating a preference for the credential on their job postings.

Business Team – Members of the Business Team will work with area employers to assist in identifying solutions for workforce needs. Team members will work to match job-ready applicants with the open positions held by area employers. Additional functional activities will include:

- Develop and maintain relationships with new and existing business customers. Identify and discuss needs, explain how needs can be met by special products and services of Workforce Solutions
- Obtain, input and review job orders. Perform search to match applicants with job requirements, using manual and/or computerized file searches. Contact applicants to inform them of employment opportunities
- Identify qualified applicants for referral to employers based on employer's preferences through pre-screening, application review, assessments or other identified criteria
- Document and maintain customer contacts, services and activity in **KANSASWORKS** in accordance with standard procedures, rules and regulations for the purpose of coordinating partner services and documenting program performance

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- Be aware of current human resource related laws and how to access resources for customers
- Be knowledgeable of available internal and external resources and applicable referral processes to eliminate customer barriers to meeting employment goals and program performance
- Coordinate job fairs for business customers
- Participate as needed in job fairs, career day events, workshops, seminars, Rapid Response, networking events and other employment related activities
- Conducts prevailing wage surveys to assist agricultural employers who are in need of foreign workers to meet their business demands

As integration efforts continue in Local Area IV, a stronger focus will be placed on Workforce Solutions and the activity of the business service representatives. To be a workforce system led by employer demand in the region it will be imperative to focus efforts on connecting employers with the skilled workforce needed.

The Integration Team will work with the Workforce Solutions team to determine the preferred skill assessment and establish the minimum basic skill level necessary for job seekers based on input from area employers. This information will guide the selection of assessments and service offerings for job seekers utilizing the Workforce Centers to gain employment.

The Training Team will provide the Business Team with monthly reports including current data on the number of customers in training, what area of training, and estimated completion dates. This information will provide statistics on the pipeline of skilled workers coming through the Workforce Centers and allow the Business Team to conduct any necessary job development prior to customers completing training. The report is being initiated with data from WIA training programs (adult, dislocated worker, and youth), but will be expanded to include customers in training from all partners by the end of the calendar year.

Additionally, the Business Team will communicate regularly with all other functional teams to allow an opportunity for ongoing dialogue between the staff serving employers and job seekers so that we are more effectively communicating information on job postings, employer feedback, and job seekers actively pursuing employment.

CO-ENROLLMENT

A major component of streamlining services and eliminating duplication will be the co-enrollment of all eligible customers in both WIA and WP programs in the Career Centers of LA IV. The WA intends to co-enroll customers who progress to an intensive level service, allowing WIA and WP staff to be fully integrated and able to provide the same services to any customer without concern of which programmatic guidelines and documentation requirements would need to be followed.

KANSASWORKS, the web-based customer tracking system, will allow for the automatic collection of enrollment and (certain) eligibility information. Using **KANSASWORKS**, staff will be able to determine eligibility, track customers services, record case notes.

PERFORMANCE

The success of Workforce Center services is measured by a comprehensive performance accountability system in order to optimize the return on investment of federal funds, to assess the effectiveness of services, and to ensure continuous improvements.

Both the WIA (Adult and Dislocated Worker) and Wagner-Peyser programs are outcome based. The effectiveness of each program is measured by capturing customer performance information collected through **KANSASWORKS**. Current performance measures that apply to job seeker customers are as follows:

Common Measures

- Entered Employment Rate – The percentage of those who are not employed at the date of participation and are employed in the first quarter after the exit quarter
- Employment Retention Rate – The percentage of those who are employed in the first quarter after the exit quarter AND in the second and third quarters after the exit quarter
- Average Earnings – The average of all earnings (for second and third quarter) of those adult participants who are employed in the first, second, and third quarters after the exit quarter

Staff will be provided the current negotiated standards of common measures for all programs, but will be expected to contribute to the achievement of meeting or exceeding the highest of the WIA Adult, WIA Dislocated Worker, and Wagner-Peyser standards.

Workforce Solutions is currently in its second year of providing services. Success is currently being evaluated by the following measures:

- Track business perception of services
- Track news stories
- Number of inquiries
- Number of clients
- Diversity of clients

INTEGRATION OVERSIGHT AND CONTINUOUS IMPROVEMENT

The WA is committed to regular review of service delivery practices to ensure an ongoing focus on continuous improvement within the Workforce Centers of LA IV. The WA Director of

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Operations will manage/oversee the delivery of integrated services. Input from customers, internal partners, and community partners is critical to the progression of delivering a high level of customer service while aiming to meet needs of area businesses by connecting employers with a skilled workforce.

The WA will conduct ongoing oversight and monitoring of services, customer files, eligibility documentation, customer payments, and performance to ensure compliance with federal and state laws, regulations, and local policies and procedures. In addition, the WA will conduct customer interviews on a quarterly basis.

Data validation will be conducted annually by the State of Kansas to ensure that all information entered into **KANSASWORKS** is accurate and documented in the customer file.

In addition to WA oversight and monitoring, the State of Kansas and the U.S. Department of Labor will monitor and/or audit the activities and documentation for services delivered.

WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS GRIEVANCE AND COMPLAINT POLICY

It is the policy of the Workforce Alliance of South Central Kansas (WA) that all workforce programs operated by or under the WA shall be operated in conformance with all applicable laws and regulations. It is also the policy of the WA that no program or provision of services under those programs shall allow discrimination on the basis of race, color, national origin, age, gender, political affiliation, belief, citizenship or disability.

Who May File

Any applicant, employee, participant, service provider, program recipient, Operator, Partner, or other interested party may file a complaint alleging a violation of local WIA programs, agreements or Workforce Alliance policies and activities.

Complainants with Disabilities

Complainants with disabilities will be accommodated in communication and location. Alternate formats will be used on request to notify the complainant of hearings, results and any other written communication. Auxiliary aides and services, such as deaf interpreters or assistive listening devices, will be provided on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the Workforce Alliance or the service provider within one year from the date of the event or condition alleged to be a violation of WIA.

Resolution Process

Service providers and employers of WIA participants must have procedures in place to process complaints related to the terms and conditions of the participant's training or employment. Employers and service providers may elect to utilize the system established by the Workforce Alliance or operate their own complaint procedures. If the employer is required to use the complaint processing procedures under a covered collective bargaining

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agreement, then those procedures may be used to handle general WIA complaints.

Any hearings conducted by an employer must comply with all provisions for hearings described in this policy.

Step 1 - Initial Review

If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIA, the complaint will be referred to the appropriate organization for resolution. Notice of the referral will be sent to the complainant.

The Workforce Alliance or the service provider will receive the complaint from the complainant or the complainant's designated representative. All complaints will be logged. A complaint file should be established that contains the following:

1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Step 2 - Informal Resolution

An attempt should be made by the Workforce Alliance or the service provider to informally resolve the complaint to the satisfaction of all parties. The informal resolution process must be completed within ten business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved and the terms and conditions of the resolution must be documented in the complaint file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the Workforce Alliance. The Workforce Alliance will review the complaint file and investigate it further if necessary.

Step 3 - Formal Resolution

When an informal resolution is not possible, the Workforce Alliance will issue a determination within 20 calendar days from the date the complaint was filed. If an appeal of the determination is not requested, the complaint is considered resolved and the complaint file should be documented accordingly. Any party dissatisfied with the determination may request a hearing within 14 calendar days of the date of the determination.

Step 4 - Hearing

A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the Workforce Alliance will request that the Workforce Compliance and Oversight, Legal Services Division of the Kansas Department of Commerce, 1000 S.W. Jackson, Suite 100, Topeka, Kansas 66612 designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within 45 calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven business days prior to the hearing. The notice will include the date, time, and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representatives may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

Step 5 - Final Decision

The Workforce Alliance will review the recommendation of the hearing officer and issue a final decision within 60 calendar days from the date the complaint was filed.

Step 6 - Appeal

Any party dissatisfied with the Workforce Alliance's final decision, or any party who has not received either a final decision or a resolution within 60 calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the Kansas Department of Commerce (Commerce) within 90 calendar days from the date the complaint was filed at the following address:

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

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Commerce will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within 30 calendar days from the date the appeal was received.

Adult and Dislocated Workers

Participants receive Complaint and Grievance Procedures at enrollment. (See Attachment D)

All participants receiving core services are provided with a copy of the relevant policies. A receipt for these copies is kept in the participant file and noted in case notes. Additional notice is given as a part of the registration process for Kansas Job Link.

Required postings in each One Stop Center are made according to Federal mandate and are reviewed for compliance as a part of the regular local monitoring efforts in accordance with the local monitoring policy.

Youth Program

The strategy manager will read and discuss the Participant Agreement and Complaint Procedures, found within the Eligibility/Enrollment Form, with the youth after the initial program goal has been set. (See FORM 001082004)

The Participant Agreement is intended to outline the program expectations of the youth participant and to stress that the WIA Youth Program is not an entitlement program.

The Complaint Procedure is intended to provide direction for any potential complaints.

In addition, the Workforce Alliance policies regarding complaints relating to discrimination, criminal activity, non-criminal activity, and grievances of all types are designed to assure compliance with the provisions of State Policies 1-03-00, 1-11-00, and 1-07-00.

The name, Title, and telephone number of the Workforce Alliance Equal opportunity Officer is: Linda S. Sorrell,
Director of Operations
(316) 771-6604

Definitions

The parties to this Agreement have agreed to use common definitions for terms related to the provision of services and shared funding. Through the use of common definitions, all parties achieve consistency in the provision of similar services to customers. These terms are defined below:

Preliminary Services:

- **Public Information:** Facts about a Partner's services distributed to the public.
- **Outreach, Recruitment:** Information about a Partner's services circulated to potential customers for the purpose of attracting customers to the program.
- **Determination of Program Appropriateness for Customer:** A decision about whether the Partner provides services suitable for the customer.
- **Orientation:** Explanation of the Partner's services and requirements to customers.
- **Resource Center:** A library of workforce, career and supportive service information, open to the public. Information may be accessed through a variety of means including electronic and hard copy.
- **Initial Assessment:** Interviewing and asking questions that would assist customer to consider his/her resources, skills, abilities, and service needs as related to a plan of action.
- **Workshops:** Short-term instruction to groups of customers to impart knowledge or skills related to workforce or related issues, for example, how to complete a resume.
- **Career Information:** Facts and figures about occupational duties, requirements, demand in the labor market, working conditions, and pay, given to customers to aid them in choosing a plan for employment.
- **Labor Market Information:** Facts and figures about demand for workers by occupation, skill level, or geographic area.
- **Job Search Skills & Information:** The preparation of individuals or groups of individuals to plan and execute an efficient investigation of employment opportunities and the effective marketing of their skills and abilities. Covers areas of skill identification, understanding where potential jobs can be found, organizing a job search, interviewing, applications and resumes.
- **Job Referrals:** Reviewing employer job requirements, determining qualifications and referring job seekers to employers for consideration.
- **Follow-Up:** Contacting a customer after services have been provided in order to assess satisfaction & review needs.
- **Eligibility Determination:** Collection of information and documents to make a decision whether an individual can access eligibility-based services.

Services Requiring Eligibility:

- **Enrollment or Registration:** Completion and recording of eligibility determination data required before individuals can receive services.
- **Diagnostic Assessment:** The use of valid and reliable formal tests to analyze customer skills, aptitudes and interests, together with a review of customer resources, barriers, health issues, legal issues, service needs and other matters that will lead to a plan for self-sufficiency, employment, or related goal.
- **Individual Self-Sufficiency or Employment Planning:** A written action plan, signed by the customer and staff, that includes steps the customer must take and services the agency must provide, in order to achieve a goal, usually for long-term self-sufficient employment.

- Case Management: Long term guidance and support through the process of finding and using a variety of services leading to economic self-sufficiency.
- Basic Education, Literacy Training, GED Training: Training in reading, math, and related topics to enable a customer to read and write English language. GED Training is given in order to assist a customer in obtaining their General Education Development certificate.
- English as a Second Language Training: English language training given to customers who speak and/or are literate in another language from birth.
- Computer Literacy Training: Basic instruction to assist customers with accessing, creating, and saving documents and retrieving information from computers.
- Job Readiness Training: Instruction in job seeking and job keeping skills.
- Life Skills Training: Instruction in money management, time management, dealing with institutions, and other skills needed for successful everyday functioning.
- Supportive Services: Goods or services purchased or provided to address the barriers or basic needs that prevent a customer from successful completion of a plan of action. Examples are childcare assistance, work tools, work clothing, housing, and transportation assistance.
- Post Employment or Job Retention Services: Counseling and supportive services to eliminate barriers targeted at allowing employed individuals to continue employment.
- Tutoring, Study Skills Training: Individual, classroom, learning lab, or other instruction given to customers to encourage school or training completion and dropout prevention.
- Leadership Development Activities: The encouragement of responsibility and other positive social behaviors such as communication skills, decision-making, teamwork, money management, time organization, resourcefulness, parenting, citizenship and service to community.
- Mentoring: Providing a positive role model to guide and coach a customer in personal and decision-making skills needed to become a successful member of a community or a work place.
- Alternative Secondary School: Any locally recognized educational program offering school credit and graduation, established for students having difficulty completing their education in a traditional secondary school setting.

Training Services:

- Financial Assistance for Training: Information and access to grants, loans, and scholarships, including WIA tuition assistance, Pell Grants, State Scholarships and Grants, Child Care Grants, Perkins Loans, Work Study, Veterans Assistance Benefits, Bureau of Indian Affairs assistance, Indian Scholarship Program, and Foundation Scholarships.
- Occupational Skills Training: Specific programs or opportunities that allow an individual to gain occupational skills and may lead to a certificate or credential.
- On-the-Job Training: Training provided by an employer to an employee, with or without subsidy. On-the-Job Training occurs while the customer is engaged in productive work and provides knowledge and skills essential to the performance of the job.
- Skills Upgrading: Instruction designed to improve or update basic or occupational skills.
- Re-Training: Instruction in a new set of skills for customers whose occupational skills have become obsolete or are no longer needed in the local labor market.
- Entrepreneurial Training: Instruction designed to assist customers who are interested in opening a business. Training includes instruction in marketing, business, and financial plans as well as legal requirements for opening a business.

- Apprenticeship Training: A program of instruction delivered to individuals while working on the job at a beginning level and graduating skill levels and pay until journeyman level is achieved.
- Customized or Workplace Training: Training conducted with a commitment by an employer or group of employers to employ individuals upon successful completion. Training is specific to the skill needs of the employer or group of employers.
- Work Experience, Internship: Short term paid or unpaid work activity which provides an individual the opportunity to acquire the skill and knowledge necessary to perform a job. Under the guidance of a supervisor, Work Experience or Internship customers develop appropriate work habits and behaviors while learning various aspects of an occupation.

Employer Services:

- Job Listing: Information on current job vacancies, including required skills, knowledge and abilities, wage and hours, benefits, and location of work. Available on a local, state and national level.
- Candidate Screening: Comparing job seeker skills to the requirements of the job listing.
- Candidate Testing: Administration of specialized testing as requested by employers to help identify preferred candidates. May include achievement, proficiency, or any other validated measure.
- Job Referrals: Reviewing employer job requirements, determining qualifications and referring job seekers to employers for consideration.
- Space for Job Interviews: Providing appropriate space for an employer to use to test and/or interview applicants. This service may include access to TV/VCR, telephone, fax, copier, computer, and Internet.
- Labor Market Information: Information about labor supply and demand, population, growth and characteristics, trends in industrial and occupational structure, technological developments, shifts in consumer demands, wage levels, trade disputes; recruitment practices; conditions of employment; and training opportunities.
- Local Economic Development Information: Information about aspects of a community's infrastructure, climate, recreational opportunities, housing conditions, educational opportunities, and other information designed to attract new or relocating employers.
- Employer Incentives: Tax credits, training subsidies, or other inducements offered to an employer in return for locating in a community or hiring & training workers.
- Employer Seminars: Workshops providing employers with information that will help them hire and retain workers. Examples include training in fair employment practices as well as information about employment laws and payroll withholding, workers' compensation, and Unemployment Insurance tax requirements.
- Job Fairs: Open forums for the recruitment of applicants by several or many employers.
- Services to Laid Off Workers: Workshops and individual services initiated when significant numbers of employers/employees in a community experience downsizing or plant closure. Several Workforce Partners may combine efforts with employers to give information and support in the areas of community services, Unemployment Compensation, retraining services, and strategies for reemployment.
- Outplacement Services: Finding employment of an employee outside his/her current employer.
- Job Analysis: A detailed description of an occupation highlighting significant factors such as duties, successful worker traits, equipment, qualifications, training, physical demands, environmental conditions, and other employment factors. Comparison may be made to other jobs/careers.

- Focus Groups: Groups of employers coming together to discuss and guide Workforce Centers and Partners in employment issues from the employer perspective.

Attachment G

Area IV Summary	Account Title Fund Budget Unit	FY09 LEGISLATIVE APPROVED	R&R WORKFORCE DEV PROGRAM 2275 2298	OFG-AGRICULTURE 3100 3106	OFG - ECAAP 3100 3517
Object Code	Percent of funding	FY09 BUDGET	FY09 BUDGET	FY09 BUDGET	FY09 BUDGET
			0%	0%	6%
1000	SALARIES AND WAGES	738,605	-	-	60,530
2001	Communication	17,787	-	-	900
2101	Freight and Express	62	-	-	250
2201	Printing and Advertising	6,202	-	-	-
2301	Rents	154,028	-	-	20,000
2401	Repairing and Service	3,243	-	-	-
2501	In-State Travel-Subsistence	10,669	-	-	1,500
2502	Out-of-State Travel-Subsistence	417	-	-	4,000
2503	International Travel	196	-	-	-
2601	Fees – Other Services	25,359	-	-	30,400
2701	Fees – Professional Services	15,502	-	-	-
2801	Utilities	2	-	-	-
2901	Other Contractual Services	604	-	-	-
	TOTAL CONTRACTUAL SERVICES	234,071	-	-	57,050
3001	Clothing	-	-	-	-
3201	Food for Human Consumption	-	-	-	-
3401	Maint Construct Materials	303	-	-	-
3501	Motor Vehicle Parts	2,921	-	-	500
3601	Professional and Scientific	55	-	-	-
3701	Stationery	15,789	-	-	3,000
3901	Other Supplies	455	-	-	-
	TOTAL COMMODITIES	19,523	-	-	3,500
4001	Furniture	-	-	-	-
4101	Computers	18,386	-	-	2,700
4201	Building Improvements	-	-	-	-
4601	Telecommunications	-	-	-	-
	TOTAL CAPITAL OUTLAY	18,386	-	-	2,700
	SUB TOTAL STATE OPERATIONS	1,010,585	-	-	123,780
5001	Federal Aid Payments	-	-	-	130,000
5101	State Aid Payments	-	-	-	-
5501	State Special Grants	-	-	-	-
5701	Training Travel and Subsistence	-	-	-	-
5901	Other Grants	-	-	-	-
	TOTAL GRANTS	-	-	-	130,000
6001	Debt Payments	-	-	-	-
6101	Payment for Interest	-	-	-	-
	TOTAL DEBT SERVICE	-	-	-	-
7301	Transfers	122,232	-	-	10,290
7501	Loans	-	-	-	-
7901	Other Non -Expense Items	-	-	-	-
	TOTAL NON-EXPENSE	122,232	-	-	10,290
	GRAND TOTAL	1,132,817	-	-	264,070
	Planning Allocation		-	-	-
	Difference		-	-	264,070

Attachment G

Area IV Summary	Account Title Fund Budget Unit	DPN-ACTIVITIES 3151 3161 FY09 BUDGET 4%	WIA FED FUND SET ASIDE 3270 3253 FY09 BUDGET 4%	TRADE ADJ ACT- ADMIN 3273 3235 FY09 BUDGET 0%
Object Code	Percent of funding			
1000	SALARIES AND WAGES	46,874	45,142	2,345
2001	Communication	1,500	500	-
2101	Freight and Express	50	-	-
2201	Printing and Advertising	-	-	-
2301	Rents	5,000	3,464	-
2401	Repairing and Service	100	-	-
2501	In-State Travel-Subsistence	3,000	6,000	-
2502	Out-of-State Travel-Subsistence	1,000	-	-
2503	International Travel	-	-	-
2601	Fees – Other Services	200	-	-
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	10,850	9,964	-
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	500	-	-
3601	Professional and Scientific	-	-	-
3701	Stationery	200	100	-
3901	Other Supplies	100	-	-
	TOTAL COMMODITIES	800	100	-
4001	Furniture	-	-	-
4101	Computers	-	-	-
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	-	-	-
	SUB TOTAL STATE OPERATIONS	58,524	55,206	2,345
5001	Federal Aid Payments	-	-	-
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	-
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	7,969	7,674	399
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	7,969	7,674	399
	GRAND TOTAL	66,493	62,880	2,744
	Planning Allocation	-	-	-
	Difference	66,493	62,880	2,744

Attachment G

Area IV Summary	Account Title	LCL VETS EMPLOY REP	DISABLE VETS OUTREACH	VETS ASSISTANCE PROGRAM
	Fund	3274	3274	3274
	Budget Unit	3240	3242	3244
Object Code		FY09 BUDGET	FY09 BUDGET	FY09 BUDGET
	Percent of funding	0%	20%	2%
1000	SALARIES AND WAGES	-	221,075	19,768
2001	Communication	790	3,168	-
2101	Freight and Express	-	-	-
2201	Printing and Advertising	20	80	-
2301	Rents	17,205	27,165	-
2401	Repairing and Service	63	250	-
2501	In-State Travel-Subsistence	2,000	2,960	-
2502	Out-of-State Travel-Subsistence	-	-	-
2503	International Travel	-	-	-
2601	Fees – Other Services	93	423	-
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	20,171	34,046	-
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	150	760	-
3601	Professional and Scientific	-	-	-
3701	Stationery	1,529	3,115	-
3901	Other Supplies	-	-	-
	TOTAL COMMODITIES	1,679	3,875	-
4001	Furniture	-	-	-
4101	Computers	2,350	2,350	-
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	2,350	2,350	-
	SUB TOTAL STATE OPERATIONS	24,200	261,346	19,768
5001	Federal Aid Payments	-	-	-
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	-
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	-	37,583	3,361
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	-	37,583	3,361
	GRAND TOTAL	24,200	298,929	23,129
	Planning Allocation	-	-	-
	Difference	24,200	298,929	23,129

Attachment G

Area IV Summary	Account Title Fund Budget Unit	WP FED FUND 7B 3275 3260	WP 7A 3275 3270	Total Budget
Object Code		FY09 BUDGET 3%	FY09 BUDGET 61%	FY09 BUDGET
1000	SALARIES AND WAGES	34,904	661,626	1,092,264
2001	Communication	790	13,342	20,990
2101	Freight and Express	-	-	300
2201	Printing and Advertising	20	280	400
2301	Rents	6,431	100,062	179,327
2401	Repairing and Service	63	1,179	1,655
2501	In-State Travel-Subsistence	742	8,798	25,000
2502	Out-of-State Travel-Subsistence	-	-	5,000
2503	International Travel	-	-	-
2601	Fees – Other Services	99	1,566	32,781
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	8,145	125,227	265,453
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	150	2,575	4,635
3601	Professional and Scientific	-	-	-
3701	Stationery	739	9,802	18,485
3901	Other Supplies	-	-	100
	TOTAL COMMODITIES	889	12,377	23,220
4001	Furniture	-	-	-
4101	Computers	425	10,575	18,400
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	425	10,575	18,400
	SUB TOTAL STATE OPERATIONS	44,363	809,805	1,399,336
5001	Federal Aid Payments	-	-	130,000
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	130,000
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	5,934	112,476	185,685
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	5,934	112,476	185,685
	GRAND TOTAL	50,296	922,281	1,715,021
	Planning Allocation	-	-	-
	Difference	50,296	922,281	1,715,021

Attachment G

Area IV Summary		FY10 LEGISLATIVE APPROVED	R&R WORKFORCE DEV PROGRAM	OFG-AGRICULTURE	OFG - ECAAP
Account Title			2275	3100	3100
Fund Index			2298	3106	3517
Object Code		FY10 BUDGET	FY10 BUDGET	FY10 BUDGET	FY10 BUDGET
	Percent of funding		0%	0%	6%
1000	SALARIES AND WAGES	-	-	-	60,861
2001	Communication	-	-	-	936
2101	Freight and Express	-	-	-	260
2201	Printing and Advertising	-	-	-	-
2301	Rents	-	-	-	20,400
2401	Repairing and Service	-	-	-	-
2501	In-State Travel-Subsistence	-	-	-	1,620
2502	Out-of-State Travel-Subsistence	-	-	-	4,080
2503	International Travel	-	-	-	-
2601	Fees – Other Services	-	-	-	31,008
2701	Fees – Professional Services	-	-	-	-
2801	Utilities	-	-	-	-
2901	Other Contractual Services	-	-	-	-
	TOTAL CONTRACTUAL SERVICES	-	-	-	58,304
3001	Clothing	-	-	-	-
3201	Food for Human Consumption	-	-	-	-
3401	Maint Construct Materials	-	-	-	-
3501	Motor Vehicle Parts	-	-	-	500
3601	Professional and Scientific	-	-	-	-
3701	Stationery	-	-	-	3,060
3901	Other Supplies	-	-	-	-
	TOTAL COMMODITIES	-	-	-	3,560
4001	Furniture	-	-	-	-
4101	Computers	-	-	-	-
4201	Building Improvements	-	-	-	-
4601	Telecommunications	-	-	-	-
	TOTAL CAPITAL OUTLAY	-	-	-	-
	SUB TOTAL STATE OPERATIONS	-	-	-	122,725
5001	Federal Aid Payments	-	-	-	76,532
5101	State Aid Payments	-	-	-	-
5501	State Special Grants	-	-	-	-
5701	Training Travel and Subsistence	-	-	-	-
5901	Other Grants	-	-	-	-
	TOTAL GRANTS	-	-	-	76,532
6001	Debt Payments	-	-	-	-
6101	Payment for Interest	-	-	-	-
	TOTAL DEBT SERVICE	-	-	-	-
7301	Transfers	-	-	-	10,346
7501	Loans	-	-	-	-
7901	Other Non -Expense Items	-	-	-	-
	TOTAL NON-EXPENSE	-	-	-	10,346
	GRAND TOTAL	-	-	-	209,603
	Planning Allocation	-	-	-	-
	Difference	-	-	-	209,603

Attachment G

Area IV Summary	Account Title Fund Index	DPN-ACTIVITIES 3151 3161	WIA FED FUND SET ASIDE 3270 3253	TRADE ADJ ACT- ADMIN 3273 3235
Object Code		FY10 BUDGET	FY10 BUDGET	FY10 BUDGET
	Percent of funding	0%	4%	0%
1000	SALARIES AND WAGES	-	45,368	2,363
2001	Communication	-	510	-
2101	Freight and Express	-	-	-
2201	Printing and Advertising	-	-	-
2301	Rents	-	3,533	-
2401	Repairing and Service	-	-	-
2501	In-State Travel-Subsistence	-	6,120	-
2502	Out-of-State Travel-Subsistence	-	-	-
2503	International Travel	-	-	-
2601	Fees – Other Services	-	-	-
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	-	10,163	-
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	-	-	-
3601	Professional and Scientific	-	-	-
3701	Stationery	-	102	-
3901	Other Supplies	-	-	-
	TOTAL COMMODITIES	-	102	-
4001	Furniture	-	-	-
4101	Computers	-	-	-
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	-	-	-
	SUB TOTAL STATE OPERATIONS	-	55,633	2,363
5001	Federal Aid Payments	-	-	-
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	-
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	-	7,713	402
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	-	7,713	402
	GRAND TOTAL	-	63,346	2,765
	Planning Allocation	-	-	-
	Difference	-	63,346	2,765

Attachment G

Area IV Summary	Account Title Fund Index	LCL VETS EMPLOY REP 3274 3240	DISABLE VETS OUTREACH 3274 3242	VETS ASSISTANCE PROGRAM 3274 3244
Object Code		FY10 BUDGET	FY10 BUDGET	FY10 BUDGET
	Percent of funding	0%	20%	2%
1000	SALARIES AND WAGES	-	222,917	19,917
2001	Communication	819	3,284	-
2101	Freight and Express	-	-	-
2201	Printing and Advertising	20	80	-
2301	Rents	6,188	27,693	-
2401	Repairing and Service	72	288	-
2501	In-State Travel-Subsistence	2,200	3,200	-
2502	Out-of-State Travel-Subsistence	-	-	-
2503	International Travel	-	-	-
2601	Fees – Other Services	95	434	-
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	9,394	34,979	-
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	150	783	-
3601	Professional and Scientific	-	-	-
3701	Stationery	591	2,364	-
3901	Other Supplies	-	-	-
	TOTAL COMMODITIES	741	3,147	-
4001	Furniture	-	-	-
4101	Computers	-	-	-
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	-	-	-
	SUB TOTAL STATE OPERATIONS	10,135	261,043	19,917
5001	Federal Aid Payments	-	-	-
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	-
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	-	37,896	3,386
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	-	37,896	3,386
	GRAND TOTAL	10,135	298,939	23,303
	Planning Allocation	-	-	-
	Difference	10,135	298,939	23,303

Attachment G

Area IV Summary	Account Title Fund Index	WP FED FUND 7B 3275 3260	WP 7A 3275 3270	Budget Total
Object Code		FY10 BUDGET	FY10 BUDGET	FY10 BUDGET
	Percent of funding	3%	61%	
1000	SALARIES AND WAGES	35,178	666,138	1,052,742
2001	Communication	821	13,826	20,196
2101	Freight and Express	-	-	260
2201	Printing and Advertising	20	290	410
2301	Rents	6,555	103,165	167,534
2401	Repairing and Service	72	1,310	1,742
2501	In-State Travel-Subsistence	616	8,414	22,170
2502	Out-of-State Travel-Subsistence	-	-	4,080
2503	International Travel	-	-	-
2601	Fees – Other Services	101	1,601	33,239
2701	Fees – Professional Services	-	-	-
2801	Utilities	-	-	-
2901	Other Contractual Services	-	-	-
	TOTAL CONTRACTUAL SERVICES	8,185	128,606	249,631
3001	Clothing	-	-	-
3201	Food for Human Consumption	-	-	-
3401	Maint Construct Materials	-	-	-
3501	Motor Vehicle Parts	150	2,654	4,237
3601	Professional and Scientific	-	-	-
3701	Stationery	836	11,247	18,200
3901	Other Supplies	-	-	-
	TOTAL COMMODITIES	986	13,901	22,437
4001	Furniture	-	-	-
4101	Computers	980	13,070	14,050
4201	Building Improvements	-	-	-
4601	Telecommunications	-	-	-
	TOTAL CAPITAL OUTLAY	980	13,070	14,050
	SUB TOTAL STATE OPERATIONS	45,329	821,714	1,338,860
5001	Federal Aid Payments	-	-	76,532
5101	State Aid Payments	-	-	-
5501	State Special Grants	-	-	-
5701	Training Travel and Subsistence	-	-	-
5901	Other Grants	-	-	-
	TOTAL GRANTS	-	-	76,532
6001	Debt Payments	-	-	-
6101	Payment for Interest	-	-	-
	TOTAL DEBT SERVICE	-	-	-
7301	Transfers	5,980	113,243	178,966
7501	Loans	-	-	-
7901	Other Non -Expense Items	-	-	-
	TOTAL NON-EXPENSE	5,980	113,243	178,966
	GRAND TOTAL	51,309	934,958	1,594,358
	Planning Allocation	-	-	-
	Difference	51,309	934,958	1,594,358

**ADDENDUM TO THE
MEMORANDUM OF UNDERSTANDING BETWEEN
THE WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS
AND THE ONE STOP PARTNERS IN LOCAL AREA IV**

In addition to the conditions agreed to in the Memorandum of Understanding between the partners, the WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS AND the MIDKANSAS COMMUNITY ACTION PROGRAM agree:

- 1) The Workforce Alliance of South Central Kansas will provide space for use by MidCap at the Cowley Workforce Center, 22215 Tupper Road, at Strother Field in Winfield, Kansas for program operations.
- 2) The MidKansas Community Action Program will provide space for use by the Workforce Alliance of South Central Kansas at 730 N. Cliff Drive, Augusta, Kansas for program operations.

This addendum, effective August 1, 2007 constitutes the entire agreement between the parties. All amendments and/or changes shall be by written instrument executed by the parties hereto. It may be nullified by either party upon a written 60 day notice to the other party.

For the Workforce Alliance
Of South Central Kansas

For the MidKansas Community
Action Program

Keith Lawing, Executive Director
date-----

Joe Ramirez, Executive Director
date-----

Attachments H and I

Note: The WIA and ARRA budgets are not final.

Attachment J

See Attachment B.

Attachment K

LWIB Directory
Local Area 4

1 **Members Name** Debby Alford **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Bombardier Aerospace
Position/Title Learning Leader
Address 610 S. Tyler
Wichita, KS 67209
Telephone (316)946-2190 **FAX** (316)946-6360 **Email** debby.alford@aero.bombardier.com
Category(ies) Represented:
Business

2 **Members Name** Mike Beene **Appointment Begins** 3/25/2009 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** Yes
Business Organization Kansas Department of Commerce
Position/Title State Operations Director
Address 1000 SW Jackson Suite 100
Topeka, KS 66612
Telephone (620) 704-5091 **FAX** (785) 296-1404 **Email** mbeene@kansascommerce.com
Category(ies) Represented:
Employment Service/WP
Veterans

3 **Members Name** Brian Black **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Spirit AeroSystems
Position/Title Community Relations
Address PO Box 780008 Mc K12-14.
Wichita, KS 67278
Telephone 316-523-5691 **FAX** **Email** brian.black@spiritaero.com
Category(ies) Represented: Business

Attachment K

LWIB Directory
Local Area 4

7 Members Name Mark Conway (Chair) **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Remediation Contractors, Inc.
Position/Title President
Address 1114 S. Santa Fe
Wichita, KS 67211
Telephone (316)269-1549 **FAX** **Email** mconway@remediationcontractors.com
Category(ies) Represented:
Business

8 Members Name Anne Corrison **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Knight Foundation
Position/Title Program Director
Address 200 W. Douglass, Suite 250
Wichita, KS 67202
Telephone (316) 616-6157 **FAX** **Email** Corrison@knightfoundation.org
Category(ies) Represented:
Business

9 Members Name Tim Cotter **Appointment Begins** 7/1/2009 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Envision
Position/Title Director of Human Resources
Address 2301 S. Water
Wichita, KS 67213
Telephone (316)267-2244 **FAX** (316)267-4312 **Email** tim.cotter@envionus.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory
Local Area 4

10 **Members Name** Nikki Freeman **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Wesley Medical Center
Position/Title Director, Human Resources
Address 550 N Hillside
Wichita, KS 67214
Telephone 316-962-2600 **FAX** **Email** nfreeman@wesley.com
Category(ies) Represented:
Business

11 **Members Name** Robert Giesen **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization B&B Electric Motor Co.
Position/Title President/Owner
Address 332 Lulu
Wichita, KS 67211
Telephone (316)267-1238 **FAX** (316)267-0599 **Email** bbemc@msn.com
Category(ies) Represented:
Business

12 **Members Name** Lisa Harms **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Cessna Aircraft Company
Position/Title Workforce Planning Analyst
Address PO Box 7704
Wichita, KS 67277
Telephone (316) 517-1726 **FAX** **Email** LDHarms@cessna.textron.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory
Local Area 4

13 Members Name Carl Harris **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Carl Harris Company, Inc.
Position/Title General Manager
Address 1245 South Santa Fe
Wichita, KS 67211
Telephone (316)267-8700 **FAX** **Email** carl@carlharriscompany.com
Category(ies) Represented:
Business

14 Members Name Pat Hanrahan **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization United Way or the Plains
Position/Title President
Address 245 N Water
Wichita, KS 67202
Telephone (316)267-1321 **FAX** **Email** phanrahan@unitedwayof the plains.org
Category(ies) Represented:
Community Based Organization

15 Members Name Clark Jacobs **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Hutchinson County Community College
Position/Title Director, Business and Industry Training
Address 1300 N. Plum
Hutchinson, KS 67501
Telephone (620)728-8123 **FAX** (620)728-8161 **Email** jacobsc@hutchcc.edu
Category(ies) Represented:
Local Education

Attachment K

LWIB Directory
Local Area 4

16 **Members Name** Linda K. Jolly **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization El Dorado Inc.
Position/Title Executive Vice President
Address 201 E. Central
El Dorado, KS 67042
Telephone (316) 321-1485 **FAX** (316) 321-5419 **Email** lkjolly@eldorado-inc.com
Category(ies) Represented:
Business

17 **Members Name** Patrick Jonas **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Cerebral Palsy Research Foundation
Position/Title President
Address 5111 E. 21st Street
Wichita, KS 67208
Telephone (316)688-1888 **FAX** (316)688-0602 **Email** patj@cprf.org
Category(ies) Represented:
Community Based Organization

18 **Members Name** Ann Konecny **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Foley Equipment Company
Position/Title President and CEO
Address 1550 S. West St.
Wichita, KS 67213
Telephone (361)943-4211 **FAX** (316)943-6563 **Email** kswheatley@foleyeq.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory
Local Area 4

19 Members Name Keith Lawing **Appointment Begins** 3/25/2009 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** Yes
Business Organization Workforce Alliance of South Central Kansas
Position/Title Executive Director
Address 150 N Main, Suite 200
Wichita, KS 67202
Telephone (316) 771-6600 **FAX** (316) 771-6600 **Email** keith@workforce-ks.com
Category(ies) Represented:
Trade Act
WIA Title 1B

20 Members Name Sheryl Linton **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Kansas Department of Labor
Position/Title Regional Manager
Address 402 E. Second Street
Wichita, KS 67202
Telephone (316)266-8635 **FAX** **Email** sheryl.linton@dol.ks.gov
Category(ies) Represented:
Unemployment Insurance

21 Members Name Patrick McAtee **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Cowley County Community College
Position/Title President
Address PO Box 1147
Arkansas City, KS 67005
Telephone (620)442-1990 **FAX** (620)441-5354 **Email** mcatee@cowley.edu
Category(ies) Represented:
Local Education

Attachment K

LWIB Directory
Local Area 4

22 **Members Name** Paul Meals **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization SRS Wichita Regional Office
Position/Title Program Administrator
Address P.O. Box 518
Wichita, KS 67201
Telephone (316)337-6306 **FAX** (316) 337-7000 **Email** PMeals@srs.ks.gov
Category(ies) Represented:
Vocational Rehabilitation

23 **Members Name** Scott Moore **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization City of Wichita
Position/Title Assistant City Manager
Address 455 N. Main
Wichita, KS 67202
Telephone (316)268-4351 **FAX** (316)268-4519 **Email** smoore@wichita.gov
Category(ies) Represented:
Community Services Block Grants

24 **Members Name** Beverly Morlan **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization American Red Cross
Position/Title Executive Director
Address 1900 E. Douglas
Wichita, KS 67203
Telephone (316)219-4086 **FAX** **Email** morlanb@usa.redcross.org
Category(ies) Represented:
Title V Older Americans

Attachment K

LWIB Directory Local Area 4

25 **Members Name** Tony Naylor **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Wichita Electrical Apprenticeship, Local #271
Position/Title Training Director
Address 810 W 13th Street
Wichita, KS 67203
Telephone (316)264-9231 **FAX** **Email** tnaylor@wejatc.org
Category(ies) Represented:
Organized Labor

26 **Members Name** Ronald Ratzlaff **Appointment Begins** 10/27/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Larksfield Place
Position/Title Human Resource Director
Address 7373 E. 29th St. N.
Wichita, KS 67226
Telephone (316)636-1000 **FAX** (316)636-5790 **Email** rratzlaff@larksfieldplace.org
Category(ies) Represented:
Business

27 **Members Name** Larry Seger **Appointment Begins** 7/31/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization TECT Aerospace Corp
Position/Title Director, Human Resources
Address 2872 N. Ridge Road
Wichita, KS 67205
Telephone (316)529-5113 **FAX** (316)944-4607 **Email** lseger@aero.tect.corp.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory
Local Area 4

28 **Members Name** Mike Semler **Appointment Begins** 7/1/2006 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Royal Caribbean International
Position/Title Director, Trade Support Service
Address 4729 Palisade
Wichita, KS 67217
Telephone (316)554-5000 **FAX** (316)529-3562 **Email** msemler@rccl.com
Category(ies) Represented:
Business

29 **Members Name** Donna Smith **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Hawker Beechcraft
Position/Title Principal Human Resource Generalist
Address P.O. Box 2903
Wichita, KS 67201
Telephone (316)676-8338 **FAX** **Email** donna_smith@hawkerbeechcraft.com
Category(ies) Represented:
Business

30 **Members Name** Richard Taylor **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Plumbers & Pipefitters Apprenticeship Trng of KS
Position/Title Business Manager Financial Secretary
Address 1330 E. First Street, Suite 110
Wichita, KS 67214
Telephone (316)265-4291 **FAX** (316)265-5731 **Email** rtaylor@ua441.org
Category(ies) Represented:
Organized Labor

Attachment K

LWIB Directory
Local Area 4

31 **Members Name** Debra Teufel **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Cowley County Economic Development Partnership
Position/Title Director
Address P.O. Box 832
Winfield, KS 67156
Telephone (620) 221-9951 **FAX** (620)-221-7782 **Email** dteufel@cowleycounty.org
Category(ies) Represented:
Economic Development

32 **Members Name** Dale Tower **Appointment Begins** 7/1/2008 **Ends** 6/30/2011
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Flinthills Services
Position/Title CDDO Director
Address 730 Cliff Drive
Augusta, KS 67010
Telephone (316)322-877 **FAX** **Email** dtower@flinthills.kscoxmail.com
Category(ies) Represented:
Community Based Organization

33 **Members Name** Dave Unruh **Appointment Begins** 3/25/2009 **Ends** 6/30/2009
Filled New Position No **Reappointed** No **Replaced Existing Position** Yes
Business Organization Sedgwick County
Position/Title Commissioner
Address 525 N Main, Suite 300
Wichita, KS 67203
Telephone (316) 660-9300 **FAX** **Email** dunruh@sedgwick.gov
Category(ies) Represented:
Chief Elected Official/Designee

Attachment K

LWIB Directory
Local Area 4

34 **Members Name** Dr. Jacqueline Vietti **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Butler County Community College
Position/Title President
Address 901 S. Haverhill Road
El Dorado, KS 67042
Telephone (316)322-3100 **FAX** (316)322-3318 **Email** jvietti@butlercc.edu
Category(ies) Represented:
Adult Education/Literacy
Post Secondary/Carl Perkins

35 **Members Name** Steve Webb **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization BKD
Position/Title Senior Manager
Address 1551 N. Waterfront Parkway
Wichita, KS 67206
Telephone (316)265-2811 **FAX** **Email** swebb@bkd.com
Category(ies) Represented:
Business

36 **Members Name** John Weber **Appointment Begins** 7/1/2007 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** No
Business Organization Manpower Professional
Position/Title Area Manager
Address 800 E. Douglas
Wichita, KS 67202
Telephone (316)946-0093 **FAX** **Email** john.weber@na.manpower.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory
Local Area 4

37 **Members Name** E. Rene' White **Appointment Begins** 2/25/2009 **Ends** 6/30/2010
Filled New Position No **Reappointed** No **Replaced Existing Position** Yes
Business Organization INTRUST Bank
Position/Title Vice President, Human Resources
Address PO Box 1
Wichita, KS 67201
Telephone (316) 383-1111 **FAX** **Email** rene.white@intrustbank.com.com
Category(ies) Represented:
Business

Attachment K

LWIB Directory Local Area 4

Summary

Local Area 4

Category	Number of Members		Status
	Required	Active	
Adult Education/Literacy	1	1	OK
Business	19	19	OK
Community Based Organization	2	3	OK
Community Services Block Grants	1	1	OK
Economic Development	2	2	OK
Employment Service/WP	1	1	OK
Local Education	2	2	OK
Migrant Seasonal Farm Workers	1	1	OK
Native Americans	1	1	OK
Organized Labor	2	2	OK
Other	1	1	OK
Post Secondary/Carl Perkins	1	1	OK
Title V Older Americans	1	1	OK
Trade Act	1	1	OK
Veterans	1	1	OK
Vocational Rehabilitation	1	1	OK
WIA Title IB	1	1	OK

Youth Council Directory

Local Area 4

Member Suzie Ahlstrand

Telephone (316)268-1135

FAX (316)265-7502

Business Wichita Metro Chamber of Commerce

Position/Title Business Education Team

Address 350 W. Douglas Ave
Wichita, KS 67202

Email Suzie@wacc.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

Member Dawn Befort

Telephone (316)660-5587

FAX (316)660-5267

Business Sedgwick County

Position/Title Permanency Coordinating Council

Address 1015 S. Minnesota
Wichita, KS 67211

Email dbefort@dc18.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

Comments

Member	Sue Givens	Telephone	316-322-4800	FAX	(316)267-4312
Business	El Dorado Public Schools	Position/Title	Superintendent		
Address	124 West Central Ave. El Dorado, KS 67213	Email	sgivens@eldoradoschools.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: Represents USD 490

Member	Gail Lotson	Telephone	(316)462-3700	FAX	(316)337-9103
Business	Housing Services	Position/Title	Section Eight Program Coordinator		
Address	332 N. Riverview Wichita, KS 67203	Email	glotson@wichita.gov		

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

Member	Tony Naylor	Telephone	(316)264-9231	FAX	
Business	Wichita Electrical Apprenticeship	Position/Title	Training Director		
Address	810 W. 13 th St Wichita, KS 67203	Email	tnaylor@wejatc.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)

Attachment M

Other (determined appropriate by the Local Board Chair in cooperation with the CEO)

Comments

Attachment M

Member Donna Smith

Telephone (316)676-8338

FAX

Business Hawker Beechcraft

Position/Title Principal Human Resource Generalist

Address P.O. Box 2903

Email donna_smith@rac.ray.com

Wichita, KS 67201

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

Member Jim Means

Telephone (316)973-3687

FAX (316)973-3683

Business USD 259

Position/Title Executive Director

Address 820 S. Osage, Room A-4

Email jmeans2@usd259.net

Wichita, KS 67213

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 Represents USD 259

Youth Council Summary

Local Area 4

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

Attachment O

Public Comment, Organizations and Individuals Solicited

There were no public comments received.