

KANSAS WORKS STATE BOARD

AGENDA

July 27, 2010 • 10 AM – 2 PM

Capitol Plaza Hotel • Emerald Ballroom I & II

1717 SW Topeka Boulevard

Topeka, KS 66612

- I. Call to OrderMike Fleming, Chair
- II. Introduction of New Board MembersMike Fleming, Chair
- III. Approval of MinutesMike Fleming, Chair
- IV. Strategic Planning Committee Update.....Mike Fleming, Chair
- V. Report from Policy Committee.....Candy Shively
 - a. Substantial changes (*request motion to approve*)
 - i. 3-20 Rapid Response Statewide Activities
 - ii. 3-31 Data Collection
- VI. Adult Basic Education Overview and Outcomes.....Dianne Glass
- VII. The Link between Small Business & the Workforce System.....Debbie Franklin, Regional Labor Force Analyst and WIRED Project Director
- VIII. Understanding Labor Market Information DataInayat Noormohmad, KDOL Director/Sr. Labor Economist
- IX. Technical Education Authority UpdateBlake Flanders
- X. State’s UpdateCaleb Asher
- XI. Chair’s UpdateMike Fleming, Chair
- XII. AdjournmentMike Fleming, Chair

KANSASWORKS STATE BOARD

Meeting Minutes

April 27, 2010

Kansas Association for Justice Building

719 SW Van Buren

Topeka, KS 66612

Call to Order

The meeting was called to order by Chairman Mike Fleming. Mike thanked all members and guests in attendance and lead the Pledge of Allegiance.

Introduction of New Board Members

Mike introduced and welcomed two new board members: Brian Threadgold, Manger of IBEW Local #226 who replaces Lloyd Lavin; and Deb Shepard, Organizer/Contract Administrator for the Society of Professional and Engineering Employees in Aerospace, who joins the board as a labor representative. The remaining board members introduced themselves.

Approval of Minutes

Mike entertained a motion for approval of the minutes from the January 21, 2010 meeting.

Larissa Long made the motion to approve the minutes, which was seconded by Vern Jarboe. The motion passed unanimously.

KWSB Retreat Update

Many of the board members attended the retreat in February. A number of issues were discussed and a purpose and five goals were drafted. The board reviewed and discussed the purpose and goals along with suggested language changes submitted by Candy Shively.

Vern made the motion to approve the goals as proposed by Candy. Criss Mayfield seconded the motion, which passed unanimously. The purpose and goals of the **KANSASWORKS** State Board are as follows:

Purpose

Position **KANSASWORKS** as THE premier workforce system in the state.

Goals

1. Champion a unified statewide vision and direction for the **KANSASWORKS** system.
2. Engage in active and intentional communication and collaboration to achieve desired outcomes.
3. Catalyze energies around best practice models of training and job matching.
4. Steer continuous system improvement through high standards of performance and accountability.
5. Articulate the Kansas experience and showcase success to garner new financial resources and drive the national workforce dialogue.

The board then discussed what to focus on for the next six to nine months.

Blake suggested looking at examples from other states. If Kansas is going to be the premier workforce system and this board is a unifier, it comes down to the strategic use of resources. Kansas has not been good at positioning the resources in the past. It was recently learned that another state has collapsed many of the federal funding streams to provide job training for everyone not just those qualifying people. Those are promising practices to be looked at and with the representation of several agencies that have those federal funds instead of everyone doing their own thing.

Ed Berger suggested the first goal be the focus as it creates an umbrella of coordination and collaboration.

Vern suggested goals three, four and five. He felt many times the board is more on the receiving end than creating energy around any particular innovation.

Mike thanked members for their input and requested a subcommittee be formed to further investigate how to put these goals into practice with the ultimate goal being to reshape the meetings so there is more than reporting to the state board. Vern Jarboe, Ed Berger, Blake Flanders and Mike Fleming will serve on the subcommittee.

Report from the Policy Committee

Doug Kinsinger recognized the committee members and a number of staff for their work on the policies and then stated the first four policies will require action while the last three will be only informational.

2-08 Work Opportunity Tax Credit Program

This policy was revised to align with new federal regulations that include two new target areas, which are unemployed veterans and disconnected youth. Standard language changes were also included. Public comments were solicited; none were received. **Doug made the motion to approve the policy as presented. Ed Berger seconded the motion.**

Vern questioned the use of board time to review grammatical changes and changes that are required by the federal government. He suggested doing this by e-mail or telephone.

Doug explained Policy Committee time is not spent reviewing grammatical changes, but rather the substantial changes that alter a process or have an impact on how business is done. The same level of review should also happen at the state board level. The grammatical changes just happen to coincide with the substantial changes.

Cindy Nau additionally explained that one of the policies to be reviewed and approved today includes a modification permitting Commerce to make federally mandated changes to policies without going through the entire policy process, which will relieve some policy review time.

Mike called the question. **The board unanimously approved the motion.**

3-03 Transfer of Funds between Adult and Dislocated Worker Programs

This policy was revised to align with waivers that were approved by the US Department of Labor. The waiver now allows for fifty percent of funds to be transferred between adult and dislocated workers. Previously, it allowed a transfer of 100 percent. In addition, standard changes were completed and public comments were solicited; none were received. **Doug made the motion to approve the policy, which was seconded by Candy Shivley. The motion was approved unanimously.**

3-15 WIA On-the-Job and Customized Training

This policy was revised to align with waivers approved by the US Department of Labor. The waiver increases the employer reimbursement for on-the-job training to a sliding scale based on the size of the business. Standard changes were done and public comments were solicited; none were received. **Doug made the motion to approve the policy, which was seconded by Ed Berger. The motion passed unanimously.**

1-01 Workforce Services Policy Process

This policy was revised to allow federal changes to be adopted into state policy without having to go through the full policy process. A process for rescinding a policy was also added. Public comments were solicited; none were received. **Doug made the motion to approve the policy as presented, which was seconded by Criss Mayfield. The motion was approved unanimously.**

3-19 Management Information Systems Manual {rescinded; no action required}

This policy was reviewed and revised to remove process matters from policy matters. This policy has been rescinded and made into a reference manual, which is currently being updated. The policy matters are in policy *3-31 Data Collection*, which is out for public comment and will come to the full board for approval in July.

3-01 Local Area Incumbent Workers Training Program {rescinded; no action required}

This policy was rescinded as the waiver for this policy was denied. An alternate waiver plan has been submitted and we are currently awaiting response for USDOL.

3-09 Recapture & Reallocation of Local WIA Formula Funds {rescinded; no action required}

The waiver that supported this policy was denied; thus the policy was rescinded.

Press Conference

Deputy Secretary Caleb Asher discussed the research and work done on the *Come Home* campaign. The Kansas Department of Commerce developed the campaign to promote the quality of life in Kansas in an effort to reach out to former Kansans who have left the state and try to move them back home to meet workforce needs. The market is 25 to 38 year-olds in the target cities of St Louis, Denver, Dallas, Minneapolis and Chicago. The ThinkKansas.com Web site was retooled to provide Kansas' quality of life information such as cost of living, school systems, career opportunities and stories of people who have chosen Kansas as their home. The site includes 25 testimonial videos of Kansans telling their story about why they chose to live here.

Other industry leaders spoke to Kansas' need for a skilled workforce and expressed hopes this campaign would help bring that need to light. Caleb thanked the board for accommodating the public launch of this campaign.

Local Area Updates

Local Area I

Bob Dalke reported adult basic education providers have been very productive over the last few months.

In regards to the energy innovation movement in western Kansas, Local Area I is one of the prime target areas. The area is working in conjunction with the state energy sector partnership grant. Project proposals have been received from many of the business and industries to institute training along the lines of renewable energy, construction and operation. Within the next year there will be substantial movement and hiring. One of the challenges identified is that while wind energy is in innovation, you hear new things on a daily basis. Keith Meyers shared with me that Seaman's has developed new products that will do away with maintenance needs by reducing gearage. So, while the area is training for maintenance there is a need to keep eyes and ears open for innovation. There is a lot of potential for small industries and innovators.

The area has over 200 youth signed up for the summer program and ready to go as soon as school is out in May. Bob opened the floor for questions.

Doug asked about the local area's 42.5 percent spent on participant training and inquired as to whether substantial changes had to be made to accommodate that.

Bob explained it was not necessarily a challenge. When someone begins training a significant amount of money is invested into supportive services, particularly transportation. Individuals are driving a significant distance to go to school. Some of them are on unemployment until they exhaust it. Then they receive an allowance each week. It is not the amount they received in unemployment, but a small amount of money to assist while they are in training.

Local Area II

Kris Kitchen reported Local Area II is updating computers in all of the workforce centers and they continue to partner with the Kansas Department of Corrections on the ex-offender referral process.

Kris discussed the partnership with SRS on the food stamp assistance program. The project began in November. Currently there are 269 people enrolled.

The summer program will be very small. The area is working with SRS to see if that program can help. If not, it will be very bleak.

Mike asked Kris about the ex offender referral process and how many ex-offenders they are working with. Local Area II has partnered with the Kansas Department of Commerce and the Juvenile Justice Authority. This is a year round program, which is really a statewide project.

Several youth are served in the program. Students are enrolled before they are released into the community. Youth receive assistance getting their resumes ready and honing their job interview skills. Area II continues to work with the women's correctional facility. The numbers enrolled are not real high, but many core and intensive services are done and reflect in the low recidivism numbers.

Local Area III

Trent Howerton reported Local Area III worked on a number of employer training contracts. WIRED money was utilized for employers that wanted to do some incumbent worker training.

The partnership with the NBC affiliate continues and Area III has a weekly spot. The station has asked staff to cover various core service topics. In the last few weeks video résumés have been the focus. If the employers see individuals on TV they would like to hire they can contact a workforce center to interview the individual. Area III is waiting to see the results of the effort.

Local Area IV

Keith Lawing reported Area IV received a 7.5 million dollar national emergency grant on March 1st to serve the laid-off aviation workers in the area. That is a significant development for the area because it is funding than the last two years of WIA formula funds combined. The goal is to serve eleven hundred of the aviation workers who responded to surveys last fall on training needs. Almost seven hundred have been processed. This has been accomplished by staff working evenings and weekends. Staff from Area IV's partners was hired to work part time after hours. This helped tremendously because Area IV did not have to bring in new staff to do a very labor-intensive, short-time job. There is now a secondary waiting list of the individuals.

A number of the large companies have also applied for Trade Adjustment Act assistance. As those petitions are approved Area IV would like to leverage the national emergency grant and co-enroll those individuals. In some instances, Trade Adjustment Act folks will not be able to use the supportive services funding, but they will try "to take cookies out of a different cookie jar" for those individual customers.

While Spirit, a large company, has had no lay-offs other aircraft companies are continuing to lay-off and have even laid-off workers in the last three weeks. It is not the hundreds or the thousands that were seen in 2009. It is smaller numbers. These companies are expecting realignment and expecting to start staffing up again in 2011. The area is confident things will continue to turn around.

Summer youth is gearing up and will kick off officially Saturday. There are secured worksites, youth are enrolled. All summer youth placements will go through a Work Ready component.

Local Area V

Renea Cavaness reported Local Area V served a little over 3,454 adults and dislocated workers since July 1 at a cost of \$316.77 per participant. Five-hundred and seventy youth have been served and the area has less than \$200,000 left to serve youth. A Summer Youth program is dependant upon a TANF waiver.

The area is working on providing more intensive services before exit. All partners have agreed intensive services are the key to success. The area has high unemployment rates, one county is at eleven percent, and other counties are over nine percent. That remains a challenge.

Workforce System & Adult Education Partnerships

Keith Lawing explained the funds the workforce system is most familiar with are the Title IB funds of the Workforce Investment Act. Adult Basic Education (ABE) has Title II funds. Historically, these two programs, not only in Kansas, but nationally, have not been closely aligned. Many factors play into this and there really isn't a very good model anywhere in a very systematic fashion. There are pockets of best practices that have emerged, but a stronger connection to ABE partners needs to exist.

Two events have occurred. Last year the State of Kansas received incentive funds because it did well across the board in the WIA program and the ABE Perkins funds. The money received actually went to the Board of Regents. This is historically one of the reasons the two partners do not work well together. The Board of Regents put out a competitive grant proposal for the ABE providers called Kan Go grants. Each local area received thirty thousand dollars in non-competitive funding. Eleven grants were awarded in amounts from \$13,000 to \$100,000 with the purpose better aligning the systems to transition individuals from the ABE system to skills training.

The outcomes of these grants are due in May. Most or all of the local areas are working in some way with those eleven grants and we really hope to see some best practices emerge from those partnerships.

The second event was the grant received from the national fund for workforce solutions. The goal is to look at policies that are a barrier to moving low-skilled, low-income people to high-skilled, high-paying jobs. ABE is a critical piece if we are going to have the kind of system in place to meet the demand of employers. A lot of companies are looking at retirements right now. It is not really a labor shortage Kansas has, it's a skills gap. We are trying to shore that up through services with ABE programs. In partnership with ABE, a summit was held in Wichita that was attended by all ABE providers and representatives from all of the workforce boards. Outcomes of the summit were provided (see Attachment A).

Mike Fleming acknowledged Keith for organizing Tech Ed Day on the Hill and asked if there was anything the state board should do to further the conversation.

Keith acknowledged Blake Flanders as a partner for Tech Ed Day and explained one roll for state and local boards is for members to help raise the voice and profile of technical education—it is critical to the Kansas economy. There is a need for stronger technical education programs and if we don't start working on them now we are going to pay a heavy price later.

Technical Education Authority Update

Blake Flanders state the authority approved a couple of new programs to address bioscience. An advanced applied laboratory technician program now exists at Manhattan Area Tech College, which is going to be for people that have a significant amount of education (at least an associate's degree).

Alignment of all of our automotive technology programs in the state was also approved. Kansas has twenty-one colleges offering automotive technology. It is a very popular program.

The Tech Ed Authority Chairman has asked that every technical program possible issue students an educational credential, which is a typical certificate or an associate's degree. At the same time an industry recognized certificate should be issued that has been verified by a third party. Educators say the student successfully completed the courses and a third party gives an assessment, administered by that third party. The student must pass it. This already exists in some cases.

The Authority is also having business and industry identify some value-added exit points that may not be directly in line with traditional academia. Sometimes there is a value for students completing four or five courses or areas in which they can become employed immediately and then continue with their schooling while working. Institutions should receive credit for getting individuals to that point.

The Authority is excited about that project moving forward and anticipate one of these alignments per month. There will also be a bit more uniformity in programs, but there will be enough flexibility that if there is a unique local need they can also address that as well.

Green jobs Survey

Inayat Noormohmad and Kristen Rottinghouse provided results of the Kansas Green Jobs Survey. The publication is about sixty pages, a short version handout was provided with explanation.

State's Update

Caleb explained the state performance report. While Kansas is exceeding most standards, we are failing the *entered employment rate* for adult and dislocated worker. These are third quarter results.

The state is concerned about the renegotiation of our performance. The regional director and staff will help us work through the renegotiation efforts. We wanted to look at our third quarter numbers to determine if we did need to enter into a renegotiation—if not for this year probably for next year.

Current year allocations are out. Kansas will receive over \$2.5 million more than was received last year. Those dollars will go out to the local areas. David Brennan just sent out preliminary information to local directors on Friday to give them a heads up on what is coming. There will be a more formal communication coming soon.

The Department of Administration has gotten involved with the Career Zoom, Kansas Career Pipeline and **KANSASWORKS.com** integrated site due to the cost involved. This has slowed down the process. The partner groups are looking at being creative to make it work. The director of purchases believes in this project and is willing to talk with some folks within the department to find ways to creatively move this forward. The end goal is to deliver a comprehensive selection of services, products and tools in an integrated way so everything from assessment to training around the state to labor exchange are incorporated.

Keith Meyers presented an update on the State Energy Sector Partnership Training (SESPT) Grant. In January Kansas was awarded an SESPT Grant of \$5.9 million dollars. Kansas has awarded the first two training grants and there are four other prospective offers to consider. Opportunities continually spring up.

One other highlight is RFPs have been released to Kansas community colleges to provide training to contractors in green construction fields. It is a two-day program on roles in the green environment. It helps contractors and those that work in the construction field with the first step into green construction and also gives recognition that there are green construction training dollars available to further that opportunity for employers.

Caleb stated that in his meetings with other states that had received the SESPT funds he found many have not even put together an SESPT group yet nor have they started getting people trained. Kansas is moving full steam ahead with this.

Kansas to be one of six states to receive an award from the National Governors Association to increase postsecondary certification/degree attainment by adults. Kathy Hund, Director of Training and Education, will be attending a planning meeting on September 17 in Wichita. It will include legislative leaders, business leader, Kansas Board of Regents members, KWSB members, and college and university presidents.

Commerce will be submitting a waiver from standard performance measures to allow TANF-funded Summer Youth participants during summer 2010 to be measured by the same ARRA performance of Work Readiness that was allowed last summer, even if local areas use their formula allocation to support the TANF-funded youth participation. This will allow leverage of TANF Contingency funds to pay the hourly wages of TANF youth participants while using WIA formula dollars to cover some of the costs not reimbursable by TANF contingency funds. Typically, the use of formula WIA dollars results in the requirement to show literacy/numeracy gains and other performance standards difficult to obtain during a limited summer employment program.

Commerce has expanded its HiDef video conferencing and managed to save just over \$100,000 of travel costs in the first six months of use. Area I used the equipment and was pleased with the results. There are still issues to be resolved and once they are resolved Commerce will officially launch a marketing campaign, which includes Web presence (links on **KANSASWORKS.com** and **KansasCommerce.com**), employer-focused radio ads and possibly a statewide open house to show off the equipment.

Chair's Update

Mike Fleming announced there is pilot Process Flow Technology Certificate course offered through Hutchinson Community College (HCC). The process technology involves every aspect of chemical processing including extracting and refining chemicals, such as oil and natural gas, refining them and carefully monitoring the process that makes it happen. The RA WORKS! Grant can pay for qualified dislocated workers to take the courses. There is still room for six participants.

Dislocated worker participants will need a Kansas *WORKReady!* Bronze-level certificate, must have access to a high speed internet and have the initiative for learning through self-paced on-line modules. If you know anyone that would fit this description, contact Dave Mullins at HCC at (620) 728-8123 or Nancy Lister, RA WORKS! Project Coordinator, at (785) 296-1865.

Adjournment

The next meeting will be held July 27, 2010. Meeting adjourned at 2:17 p.m.

ATTENDANCE

BOARD MEMBERS	PRESENT
Mike Fleming, Chair	X
Eddie Estes, Vice Chair	E
Ed Berger	X
Rod Blackburn	X
Phillip Chappuie	X
Tim Cotter	X
Blake Flanders	X
Jack Fowler	E
Jim Garner	E
Robert Giesen	X
Judy Gifford	E
Dianne Glass	E
Vernon Jarboe	X
Martin Kennedy	X
Doug Kinsinger	X
Patricia Kirkman	E
Larissa Long	X
Alise Martiny	E
Criss Mayfield	X
Tony Naylor	X
Lynn Peterson	X
Deb Shepard	X
Candace Shively	X
Brian Threadgold	X
William R. Thornton	X
Debra Zehr	E

X=Present
 E=Excused Absence
 U=Unexcused
 Absence

ATTENDANCE

GUESTS
Inayat Noormohmad, Kansas Department of Labor
Jo Adams, Workforce Partnership, Local Area III
Bob Dalke, KANSASWORKS , Local Area I
Trent Howerton, Workforce Partnership, Local Area III
Kris Kitchen, Heartland Works, Local Area II
Angela Berland, Kansas Department of Labor
Kristen Rottinghaus, Kansas Department of Labor
Renea Cavaness, KANSASWORKS , Local Area V
Jim Snyder, Silver Haired Legislature
Keith Lawing, Workforce Alliance, Local Area IV
Areon Kelvington, US DOL Veteran's
Angela Kreps, Kansas Bio

COMMERCE STAFF	
Linda Weaver	Jon Pettus
Christine Bohannon	Christy Doherty
Shelly Thompson	David Brennan
Susan Weidenbach	Joseph Frederickson
Keith Meyers	Ursula Hendrickson
Kathy Hund	Candace Molzhon
Wallace Vaughn	Caleb Asher
Ann Duffy	DeAnn Gideon
Mike Beene	Shelly Jones

BOARD STAFF
Cindy Nau

4/29/10

TO: State Workforce Board

FR: Keith Lawing, Workforce Alliance of South Central Kansas

RE: Report on WIA Title IB and Title II Collaboration

The scope of the Workforce Investment Act of 1998 (WIA) goes well beyond the Title IB programs that are most familiar to the state and local workforce boards, and includes the Adult Education and Family Literacy program (ABE), which is Title II of WIA. The Title II funds do not come through the Kansas Department of Commerce, but are administered through the Kansas Board of Regents (KBOR). Over the years, both nationally and in Kansas, the WIA Title IB and Title II programs have not been closely aligned. There are a variety of factors for this, but there is a growing recognition of the need for closer collaboration between these programs. Two significant events have recently occurred in Kansas to improve alignment of these programs, the KAN-GO grants released from KBOR last year, and a meeting on March 2, 2010 that included all the local workforce boards and the WIA Title II ABE providers in Kansas. This memo/report summarizes the initial outcomes that have occurred from these two events.

Supported by performance incentive funds Kansas received as result of exceeding a series of WIA performance goals, KBOR released a competitive grant project in August of 2009 to encourage ABE providers to partner with the Local Workforce Investment Boards and WIA Title IB programs (KAN-GO initiative). There were 11 grants awarded to ABE providers for a total of 455,000. The awards ranged from \$13,275 to \$100,000. (The Local Workforce Boards also received \$150,000 as an award – each area was allocated \$30,000—but this was non-competitive.) The outcomes from the KAN-GO grants are due in May.

In 2008, the Workforce Alliance of South Central Kansas (WA) was awarded a grant from the National Fund for Workforce Solutions to strengthen the ability of the public workforce system to prepare low skilled workers for high skill and high demand careers. Recognizing the critical role ABE programs have serving low skilled workers, increasing the level of collaboration between the Title IB and Title II WIA programs became a priority for this initiative.

On March 2, 2010, the WA hosted a Summit for all the ABE and LWIBs in Kansas at the Wichita Workforce Center. Nearly all the ABE programs and all the LWIBs were represented. The session was designed to educate the participants on the respective programs (i.e. performance goals, eligibility requirements, funding restrictions etc...), and highlight best practices that have emerged from the KAN-GO grants and previous collaborative processes among the LWIBs and ABE providers in Kansas.

The Summit was successful for a number of reasons. The participants developed a better understanding on the operational processes for the WIA Title IB and Title II programs, several

existing examples were cited of partnerships between LWIBs and ABE programs, and there does appear to be a strong and sincere commitment for greater collaboration amongst these partners and programs.

The ABE providers are currently responding to a Request for Proposals (RFP) released by KBOR to operate the WIA Title II programs, and respondents are required to demonstrate a partnership with the LWIBs and the One-Stop Workforce Centers. These are due on April 29.

The efforts to strengthen and enhance the partnerships between the WIA Title IB and Title II providers described above are only in the beginning phases. I am confident the relationships are going to continue to grow and get better. A brief summary of some of the ongoing and planned collaboration between the LWIBs and ABE partners from each local area is below.

Local Area Summaries:

-Local Area I: Is in process of updating and strengthening MOUs with multiple ABE providers in the area. They are working on an umbrella MOU with specific attachments recognizing the unique differences between services delivered through each provider and their specific processes.

The most significant thing that is on the road to implementation in LAI is to have all ABE providers utilizing Kansas Works, so referrals can be tracked between organizations, co-enroll participants when that is appropriate, and share in the final performance outcomes for participants. In meetings with ABE partners subsequent to the meeting in Wichita, they have gathered support and positive feedback from the ABE side. Kansas Works performance tracking brings significant value to ABE, because it provides an opportunity for them to be able to monitor their performance in the common measures.

-Local Area II: Partnership/cross training meetings have been scheduled with all of the Title II partners for the first two weeks in May. Besides learning about the services that each partner provides, they will be discussing how they can cooperate on programs and projects to reduce duplication and increase services to common customers.

Staff in the Topeka WFC recently developed a 3-hour Job Readiness workshop that they will be giving to students in the ABE program at Washburn Tech. The workshop was created in collaboration with the ABE partner. They have given the workshop once to customers in the WFC and will be facilitating the workshop at Washburn Tech for about 30 ABE students this week.

Heartland Works also recently finalized WorkReady partnerships with the ABE programs at Cloud County Community College, which oversees the Concordia, Clay Center, and Junction City ABE programs. In consultation with Local Area I, Heartland Works is partnering with Concordia. In addition, they finalized a WorkReady partnership with the ABE Center at Ottawa.

-Local Area III: The Workforce Partnership is working with Kathy Hund to facilitate a joint meeting with the ABE/GED providers in Local Area III to improve service coordination. In addition, the Workforce Partnership agreed to send all of the WIA state incentive funds to two ABE/GED providers in the area to allow them to pay staff to administer WorkKeys. Workforce Partnership is also taking staff to the ABE sites to help proctor WorkKeys assessments. This activity predates the March 2 meeting in Wichita.

-Local Area IV: The WA is working with Butler Community College, Cowley Community College and the Wichita Area Technical College to support their responses to the RFP from KBOR, specifically in dual enrollment of ABE and skills training programs and improved transition services for ABE completers to enter into skills training programs. The WA, through its PACES project, is also providing \$20,000 grants (non-federal funds) to these ABE partners, and also Hutchinson Community College, to support and expand transition strategies and activities for ABE participants.

-Local Area V: Southeast KANSASWORKS have been in the process of updating and strengthening MOU's with ABE partners. They recently met with all LA V ABE partners and recognized some needed changes. (consideration of each entities common measures, raising the bar for the CASAS scoring to mirror ABE, as there was a window of participants that weren't eligible for WIA but have to complete higher CASAS scores for post secondary enrollment than those who are WIA eligible). All parties are going to be focusing on working collaborative for job placements, retention with follow-up. Several of the ABE programs may be combined and provided by one entity.

It is anticipated that once the RFP's have been awarded to the ABE providers a follow up session to the March 2 summit will be held to continue to develop and fine tune the emerging Title IB and Title II partnerships.

Kansas Department of Commerce
Workforce ~~Development~~Services
Policy and Procedures Manual

Policy Number: 3-20-001 (This policy replaces ~~E&T Policy 300-30-033-20-00~~ Statewide Rapid Response Activities)

Originating Office: Workforce ~~Development~~Services

Subject: Statewide Rapid Response Activities

Issued: June 8, 2005

Revised: July 9, 2010 Policy Committee; July 27, 2010 KANSASWORKS State Board

Programs: Workforce Investment Act (WIA)

Purpose: To transmit procedures for Statewide Rapid Response Activities.

Reference: WIA Section 133 (a)(2)

Background: This document describes how rapid response activities will be carried out in the state.

Action: Disseminate to all interested parties.

Contact: Questions should be directed to the State Rapid Response Coordinator, (785) 296-0607 Armand Corpolongo, (785) 296-7876, TTY: 711(785) 296-3487, e-mail-acorpolongo@kansascommerce.com
workforcesvcs@kansasworks.com.

Attachment: None.

Statewide Rapid Response Activities

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Statewide Rapid Response Activities

Definitions

COBRA - Consolidated Omnibus Budget and Reconciliation Act of 1986. This law provides some workers with the right to continue health benefit coverage for a limited time after job loss.

Declining Industry - An industry experiencing a statewide decline in total employment in excess of five percent over the past two calendar years.

HIPAA - Health Insurance Portability and Accountability Act of 1996. This law provides important protections for workers and their families who have a preexisting medical condition or who might otherwise suffer discrimination in health coverage based on factors that relate to an individual's health.

Incumbent Worker - Current employees in a *declining industry*. Incumbent workers need not meet the dislocated worker definition to receive for intensive and training services under the Workforce Investment Act (WIA).

Rapid Response - Activities necessary to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following either a permanent closure or mass layoff, or a natural or other disaster resulting in a mass job dislocation.

Background

~~Per the 1998 Workforce Investment Act, not~~ ~~Not~~ more than 25 percent of the total amount allotted to the state each program year for dislocated worker services may be reserved to provide statewide rapid response activities. Rapid Response funds are used to prepare materials, travel to early intervention sites, pay and train staff, ~~pay costs associated with informational meetings,~~ pay costs associated with transition committees and provide disaster and emergency services. The ~~State Dislocated Worker Unit~~ State Rapid Response Coordinator serves as the central point of communication, receiving and distributing information as needed, particularly if an employer has several locations in different regions of the state. The Kansas Department of Commerce ~~(Commerce); State Dislocated Worker Unit~~ State Rapid Response Coordinator, ~~is is~~ responsible for ~~providing~~ overseeing statewide Rapid Response services. ~~The State Dislocated Worker Unit may designate an individual or team of individuals to carry out certain aspects of its responsibilities.~~ Commerce contracts with the local areas to provide many aspects of Rapid Response. Each local area has a designated Local Rapid Response Coordinator who works closely with the State Rapid Response Coordinator.

~~State Dislocated Worker Unit~~ State Rapid Response Coordinator Responsibilities

~~State Dislocated Worker Unit~~ State Rapid Response Coordinator responsibilities ~~for Rapid Response~~ include the following:

- Provide overall grant management of the Rapid Response program;
- Serve as the central point of communication; for statewide One-Stop Centers;
- Provide training and technical assistance to the local areas;
- Develop prospective strategies for addressing dislocation events that ensure rapid access to the broad range of allowable assistance in conjunction with other appropriate federal, state and local service

agencies and officials, employer associations, technical or other business councils and labor organizations;

- ~~Compile information and distribute it to the **KANSASWORKS** State Board, the USDOL, and others as needed;~~
- ~~Serve as the state **Worker and Retraining Notification (WARN)** contact. **Once a WARN notice has been received, Ee-mail WARN notices this to Llocal Rapid Response Coordinators, local UI representatives, local Regional Operations Managers state Business Executive and Industry Liaisons and the sState Trade ActAA Coordinator within 24 hours. Fax a copy of the letter to the local Coordinator;**~~
- Establish and maintain the WARN online data base;
- ~~Coordinate the flow of information to the National Dislocated Worker Helpline;~~
- ~~Coordinate and provide related staff development activities;~~
- ~~Coordinate outreach efforts regarding Rapid Response;~~
- Establish and maintain dislocated worker and Rapid Response information on the Department of Commerce ~~and **KANSASWORKS.com** -Wweb sites;~~
- ~~Initiate early intervention services;~~
- ~~Maintain an official file for all Rapid Response activities, including the Customer Satisfaction Surveys;~~
- Oversee the preparation of the annual Mass Layoff Statistics Report;
- ~~Work with Local Coordinators to ensure the materials for informational packets are up-to-date, appropriate and useful;~~
- ~~Print materials and folders and deliver informational packets;~~
- Review and make recommendations on requests for Rapid Response services;
- ~~Monitor participation in all planned activities to ensure appropriate and meaningful activities and programs are being provided;~~
- ~~Develop and maintain communication and coordination with the Llocal workforce investment Bboards (LWIBs), chief elected officials (CEOs), business retention and recruitment organizations, economic development agencies, employer associations, business councils, labor organizations, and technical councils to ensure all employer needs are met, including those related to Rapid Response;~~
- ~~Work with the Kansas Department of Labor (KDOL) , Labor Market Information Services (-LMIS) unit, to develop resources to provide economic trends, current labor market information and employer and worker needs;~~
- Prepare National Emergency Grants (**NEG**); ~~and~~
- ~~Continually evaluate and improve Rapid Response customer services; evaluate customer satisfaction measures, and share this information with the State Board.~~
- ~~Work with the State Trade Act Coordinator following the certification of a petition and;~~
- ~~Keep the **KANSASWORKS** State Board informed of all Rapid Response activities.~~

~~The State Dislocated Worker Unit will print handout materials and folders to be included in the informational packets. Local Areas will be invited to produce additional materials specific to their areas.~~

~~It is the responsibility of the State Dislocated Worker Unit to notify and coordinate with the Local Boards, CEOs, business retention and recruitment organizations, economic development agencies, employer associations, business councils, labor organizations, and technical councils to develop a coordinated response to layoff events. It is also the responsibility of the State Dislocated Worker Unit to develop an application for a National Emergency Grant, as appropriate.~~

~~Other responsibilities of the State Dislocated Worker Unit to include the following:~~

- ~~● Appropriate response when 50 or more workers are affected—
 - ~~○ Bring together a team (including a designated Unemployment Insurance representative whenever appropriate) for a meeting, or to develop an alternative method of service if a meeting cannot be arranged; and~~
 - ~~○ Assemble informational packets to include a full array of services available through the One-Stop delivery system.~~~~
- ~~● Appropriate response when less than 50 workers are affected, or the layoff notice is less than 24 hours—
 - ~~○ Conduct a meeting alone or with a reduced team; and~~
 - ~~○ Assemble informational packets to include a full array of services available through the One-Stop delivery system.~~~~
- ~~● Oversee the development of additional materials to be included in the informational packets, including survey questions.~~
- ~~● Work with employers, affected employees (and their spouses if appropriate), and union representatives to identify the types of services the employer and the affected workers need, and conduct outreach if the layoff has already occurred and the affected employees are no longer available at the layoff site.~~
- ~~● Monitor participation in all planned activities to ensure appropriate and meaningful activities and programs are being provided.~~
- ~~● Compile information, including evaluations of customer satisfaction measures, and distribute to the Local Boards, the CEOs, the One-Stop partners, and others requiring this information. The State Dislocated Worker Unit will collect Attendance Sign-in Sheets and Early Intervention Needs Assessments/Customer Satisfaction Surveys from all attendees at every Rapid Response informational meeting. At a minimum the surveys will ask the following:
 - ~~○ Whether those laid off learned when and how to access the services discussed at the meeting;~~
 - ~~○ Which of the informational areas presented were most useful to them;~~
 - ~~○ Were the presenters knowledgeable about their programs;~~
 - ~~○ Was the meeting well coordinated;~~
 - ~~○ Would they like to participate in workshops such as Job Seeking Skills, Resume Writing, etc.;~~
 - ~~○ If interested in retraining, what type of retraining would they like: GED, OJT, Classroom training (by type, in order of preference);~~
 - ~~○ Overall comments and suggestions for improvement;~~
 - ~~○ Overall satisfaction level with the informational meeting; and~~
 - ~~○ Other general customer satisfaction questions.~~~~

~~Copies of the sign-in sheets and summaries of the Customer Satisfaction Surveys results should be shared with the employer, and other appropriate members of the Rapid Response delegation. All completed surveys will be maintained by the Dislocated Worker Unit to become part of the Official File. These will be used to evaluate customer satisfaction.~~

Local Rapid Response Coordinator Responsibilities:

Local Rapid Response Coordinator responsibilities include the following:

- Initiate early intervention services. Immediate contact shall be made with the employer and/or representatives of the affected workers. Immediate shall be within 48 hours of notification that a layoff incident has occurred;
- Make initial contact with State Unemployment Insurance (UI) officials to inform them of the layoff and to arrange for a UI staff person to serve as the local contact and designee for on-site meetings to discuss UI benefits;
- Notify affected Workforce Center Operator and Workforce Center partner agencies of a layoff incident. Notification shall occur as soon as all pertinent information is gathered unless the employer requests otherwise;
- Contact Commerce to request statewide materials and folders as well as collection and assimilation of information to be provided at employee meetings. The Coordinator shall determine if such information is relevant and complies with applicable standards for Rapid Response. Agency and service provider materials shall be made available to the Coordinator in advance of all employee meetings. The Coordinator shall notify entities if the materials do not meet standards. The Coordinator shall assemble all such materials in a packet for distribution at local employee meetings and shall coordinate the distribution of these materials with the Workforce Center Operator(s) whose jurisdiction covers the affected employer and laid-off workers;
- Work with employers, affected employees, and union representatives to identify the types of services the employer and the affected workers need;
- Conduct outreach if the layoff has already occurred and the affected employees are no longer available at the layoff site;
- Organize and manage meetings for impacted employees informing them of services and programs available to them including, but not limited to, the following:
 - Career counseling and job search assistance
 - Resume preparation and interviewing assistance
 - Education and training opportunities
 - Labor Market information and reemployment prospects
 - Unemployment Insurance (a designated representative is on-site whenever possible. Non-UI team members may provide general information about Unemployment Insurance, but may not perform the duties of an Unemployment Insurance representative);
 - Local supportive services (i.e. legal aid, United Way, faith-based and community organizations, food and clothing banks, mental health and family counseling, and other relevant services such as displaced homemaker services);
 - COBRA and HIPAA (written information at a minimum);
 - Information on "How to Survive a Layoff" (written information at a minimum)
 - Other available resources to meet the short and long-term assistance needs of the affected workers:
 - Entities that may participate in Rapid Response meetings include, but are not limited to, the following:
 - Chambers of Commerce;
 - Consumer credit counseling;
 - Economic development organizations;
 - Education institutions;

- Elected officials;
- Kansas Department of Social and Rehabilitation Services;
- Training providers;
- LWIB ~~social~~ Boards;
- Faith-based and community organizations;
- Veterans office;
- Workforce ~~C~~centers;
- Small Business Administration;
- Unemployment ~~I~~nsurance; and
- United Way agencies.

o In most cases, these are agencies affected workers are referred to.

- Identify special needs requirements and provide accommodations – language interpretation or handouts, hearing-impaired services; and/or services for people with disabilities;
- Administer and collect survey information including the following:
 - Individual background information;
 - Job information about the position they were laid off from;
 - Future plans/interests/needs and ;
 - Satisfaction about the meeting.
- Once the surveys are collected, make sure copies go to the State Rapid Response Coordinator for compilation of data by KDOL, LMIS. Also, to ensure proper and appropriate follow-up occurs, the referral process should be followed;
- Submit a quarterly report to the State Rapid Response Coordinator; and the LWIB concerning Rapid Response activities during the quarter, including a summary of expenses incurred. This report shall be submitted ~~made available not~~ no later than 30 days following the end of each quarter and;
- Compile an annual report on the effectiveness of the Rapid Response effort in the ~~L~~ocal ~~W~~orkforce ~~I~~nvestment ~~A~~rea, evaluate the strengths and weaknesses and provide productive recommendations to Commerce on how the system ~~can~~may be improved. The annual report shall be submitted to the State Rapid Response Coordinator within 60 days after the end of the fiscal year.

Worker Adjustment and Retraining Notification (WARN) Database

The ~~State Dislocated Worker Unit~~ State Rapid Response Coordinator reports on Rapid Response activities using the interactive WARN Database. The WARN Database contains the name and address of the company, appropriate contacts (including the names and contact information for union officials), number of affected workers, and significant dates relating to Rapid Response activities. ~~The WARN Database information is included with the Customer Satisfaction Surveys in the Official File and is used to evaluate the quantity and quality of Rapid Response services.~~

The WARN Database ~~and Trade Act program activities are is~~ incorporated into KANSASWORKSansasWorks.com. Enrollments in Rapid Response activities and National Emergency GrantsNEGs are tracked in ServiceLink. The ~~State Dislocated Worker Unit~~ State Rapid Response Coordinator maintains reports on services.

[Click here to access the WARN Database.](#) [If the link fails, the WARN Database may be found at KANSASWORKS.com. Click Resources > Employer Resources > Other Federal Programs. Then click Closings and Mass Layoffs. Scroll to the bottom of the page and click Search our database.](#)

Initiation of a Rapid Response

Rapid Response activities are initiated when the ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) becomes aware of an impending layoff of any size. ~~The procedures for responding to a WARN notification vary depending on where the WARN notice is initiated.~~ These responsibilities to respond are as follows: [A WARN notice may be initiated from the following:](#)

- ~~Employer - State Dislocated Worker Unit~~ [Upon receipt of the official WARN notification from the employer, State Rapid Response Coordinator receives an official WARN notification from the employer](#) - ~~The State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) contacts the employer within 4824 hours of ~~thea~~ [WARN](#) notice [to offer Rapid Response services](#).
- [Kansas Department of Commerce](#) - Any Commerce employee who receives notification of non-WARN information must send that information to the ~~State Dislocated Worker Unit~~ [State Rapid Response Coordinator](#) within 24 hours. The ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) contacts the employer ~~and the local Rapid Response delegation~~ within 4824 hours from the time they are notified.
- ~~One-Stop Workforce Center Partner~~ - If a ~~One-Stop W~~ [workforce C](#) ~~center~~ partner (who is not part of the local Rapid Response delegation) receives or learns of a layoff, they must notify the ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#). The ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) contacts the employer within 4824 hours of learning of the layoff.
- ~~Newspaper Articles or Broadcast News~~ - The ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) contacts the employer within 4824 hours of receiving information from newspaper articles or broadcast news.
- ~~Other~~ [Notifications](#) - Other notifications may include phoned-in leads, employer contacts, notification from the USDOL, or Trade Act program certifications. The ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) contacts the employer within 4824 hours of learning of the impending layoff.

Employer Contact

~~The state has developed procedures for the Rapid Response teams to ensure services are provided prior to the layoff date, onsite at the company and on company time, whenever possible.~~ The ~~State Dislocated Worker Unit~~ [State or Local Rapid Response Coordinator](#) makes immediate contact [with the employer](#) to determine the ~~employer's~~ layoff plans and to schedule ~~pre-layoff or post-layoff~~ informational meetings for the affected workers. ~~The goal is to hold pre-layoff meetings at the work-site;~~ however, ~~The goal is to hold pre-layoff meetings at the work site to accommodate the employer and promote better attendance.~~ [the details are determined based on the employer's needs and desires.](#) Every effort is made

to best accommodate the employer and promote attendance. Post-layoff informational meetings may also be arranged and held, if necessary.

~~Post layoff informational meetings may also be arranged and held if necessary. The State Dislocated Worker Unit conducts an assessment of Early Intervention Needs to determine the short and long term assistance needs of the affected workers, and if there is any potential for averting the layoff in consultation with federal, state, local, or private sector economic development agencies.~~

Union Contact

When the affected workers are organized under a union, the ~~State Dislocated Worker Unit~~Local Rapid Response Coordinator notifies the local or regional union office of the time, date, and location of the pre-layoff informational meeting so the union may promote the meeting to its members. If meetings cannot be held at the work site, the union hall may be a suitable alternative. The order of preference for meeting location is first, the work site; second, the union facility; and third, another location approved by labor and management.

Labor Management Committee

The ~~State Dislocated Worker Unit~~State Rapid Response Coordinator may provide guidance and/or financial assistance in establishing a ~~L~~abor-~~M~~anagement ~~C~~ommittee voluntarily agreed to by labor and management or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community, as appropriate. The committee may devise and oversee an implementation strategy that responds to the reemployment needs of the workers. The ~~State Dislocated Worker Unit~~State Rapid Response Coordinator may provide the following assistance to the ~~L~~abor-~~M~~anagement ~~C~~ommittee:

- Training and technical assistance;
- Funding for the ~~L~~abor management committee's operating costs (typically, such support lasts no longer than six months); and
- A list of potential candidates to serve as a neutral chairperson.

Meeting Agenda

~~The State Dislocated Worker Unit ensures information on the following is provided at each meeting:~~

- ~~Local supportive services (i.e. legal aid, United Way, faith-based and community organizations, food and clothing banks, mental health and family counseling, and other relevant services such as displaced homemaker services);~~
- ~~COBRA and HIPAA (written information at a minimum);~~
- ~~Early Intervention Needs survey (to determine assistance needs of the workers);~~
- ~~Customer Satisfaction Survey;~~
- ~~Educational opportunities;~~
- ~~Information concerning the topics of "Emotional Response to a Layoff", "Money Management After the Paycheck Stops", and "Starting Your Own Business" (unless the employer specifically requests that these topics not be covered);~~

- ~~Job Service program services and reemployment prospects in the local community;~~
- ~~Unemployment Insurance (a designated representative is on site whenever possible. Non UI team members may provide general information about Unemployment Insurance, but may not perform the duties of an Unemployment Insurance representative);~~
- ~~WIA programs and services; and~~
- ~~Other available resources to meet the short and long term assistance needs of the affected workers.~~

~~Following federal certification of a Trade Act petition, the State Dislocated Worker Unit arranges a separate Trade Act information meeting for any affected workers.~~

~~As a result of information collected through the rapid response meeting, the One Stop Center determines that it is appropriate to provide services such as the following:~~

- ~~Changing technology in the workplace;~~
- ~~Community hospital, health department, and mental health services;~~
- ~~Community supportive services;~~
- ~~Coping with anger and loss;~~
- ~~Crisis intervention;~~
- ~~Debt solutions;~~
- ~~Displaced homemaker services;~~
- ~~Entrepreneurship (starting your own business);~~
- ~~GED orientation;~~
- ~~Going through the transition process;~~
- ~~Interviewing techniques;~~
- ~~Job search workshops and tips, including Internet searches;~~
- ~~Planning for the future;~~
- ~~Resume writing;~~
- ~~Orientation to One Stop Center services;~~
- ~~Security and violence issues;~~
- ~~Self marketing;~~
- ~~Stress management;~~
- ~~Toll free help hotlines;~~
- ~~Trade Act program information;~~
- ~~WIA eligibility determination; and~~
- ~~Others topics, as available locally.~~

~~The State Dislocated Worker Unit works with employers, affected employees, or their representatives to determine the type of services the employer and the affected workers need. During a pre-layoff meeting for workers, an employee customer satisfaction survey is provided to each worker. This survey asks the affected workers to identify the types of services they need and if they are interested in further education and training. The State Dislocated Worker Unit uses this tool to help identify the needs of the affected workers (including those with multiple barriers to employment and training) and to plan early intervention strategies to provide appropriate services such as retraining, job development, counseling, and referrals to other state or private agencies.~~

~~The State Dislocated Worker Unit who is facilitating or presenting the pre-layoff informational meeting arranges for interpreters if any of the affected workers attending the meeting have a disability requiring communication via sign language, or cannot speak or understand English. Materials in alternative language formats may be provided upon request.~~

~~As a result of information collected through Early Intervention, laid-off workers are provided a full range of core, intensive, training, and other individually appropriate local partner services. One-Stop Center staff may provide services such as job search, job seeking skills, workshops, and resume writing at the work site or at the One-Stop Center.~~

Rapid Response Services and One-Stop Workforce Center Activities

As part of all Rapid Response meetings, information is presented about services available through KANSASWORKS—the statewide Workforce One-Stop delivery system ~~is presented~~. Staff that deliver services in the One-Stop Workforce Centers may provide information during the Rapid Response meetings or this will be covered by the Local Rapid Response Coordinator. Eligible dislocated workers are provided services at the meetings or are referred to the One-Stop Workforce Center for further evaluation and services. These services must include, but aren't not limited to:

- WIA eligibility determination
- Case management
- Skills assessment
- Resume writing and interview techniques
- Labor market information
- Job matching services
- Occupational training

Rapid Response as a Business Service

The ~~State Dislocated Worker Unit~~ State Rapid Response Coordinator may develop additional activities to provide effective Rapid Response services upon notification of a permanent closure, layoff, or other disasters resulting in a mass job dislocation. ~~State Dislocated Worker Unit~~ These services may include the following:

- Assistance to local communities, Local BoardLWIBs, and CEOs to develop a coordinated response to dislocation events, and, as needed, obtain access to state economic development assistance. Such coordinated response may include the development of an application for National Emergency Grants for discretionary funds;
- Linkages with appropriate agencies, employer associations, Local BoardLWIBs, business councils, and labor organizations for developing a strategy to serve impacted employees and to provide emergency assistance adapted to the particular closing, layoff, or natural disaster;
- Strategies for layoff aversion in conjunction with economic development agencies, including Department of Commerce programs and available state and local business retention and recruitment activities. Such activities may include identifying strategies for the possible aversion of layoffs, coordinating feasibility studies, or avoiding plant closure through an option for a company or the workers to purchase the plant or business and continue its ~~in~~ operation; and

- Interpretation of the requirements of all workforce development programs and their implementing regulations.

Engaging Partners in Rapid Response Activities

The State Dislocated Worker Unit may receive communication of a layoff or plant closure in a number of ways. Examples of notification that warrant contact with an employer include the following:

- News articles or announcements;
- Telephone contact from workers facing a potential layoff;
- Notice from Department of Commerce staff or other One-Stop partners; or
- Worker Adjustment and Retraining Notification letter (WARN notice).

The State Dislocated Worker Unit has established a statewide notification system to communicate notices of layoff or plant closures to One-Stop partners, Rapid Response team members, and other appropriate entities. Once initial contact is established, Rapid Response assistance is provided to employers and employees in accordance with federal and state workforce policy. To coordinate this effort the State Dislocated Worker Unit accomplishes the following:

- Coordinates with the Local Boards and CEOs, as appropriate;
- Coordinates with local program providers to bring information to dislocated workers about emergency services and human service programs within their area;
- Coordinates with the One-Stop Centers to arrange for program representatives to provide information about workforce development programs, including information on the Trade Act program;
- Creates and issues agendas to the employer and participating members;
- Determines workshops and/or demonstrations appropriate for each situation. (i.e. workforce information, Internet demonstrations, résumé preparation, interviewing workshops, etc.);
- Surveys the laid off workers prior to the meeting to determine their interests, concerns, and needs; and
- Works with the employer to determine meeting dates and times, making provisions for interpreters, room accommodations, specialized equipment, and demonstrations.

Entities that may participate in Rapid Response meetings include, but are not limited to, the following:

- Chambers of Commerce;
- Consumer credit counseling;
- Economic development organizations;
- Education institutions;
- Elected officials;
- Kansas Department of Health and Human Services;
- Job Service program;
- Training providers;
- Local Boards;
- Faith based and community organizations;
- Veterans office;
- One-Stop Centers;
- Small Business Administration;

- ~~Unemployment Insurance; and~~
- ~~United Way agencies.~~

National Emergency Grant

Layoffs of over 150 workers may require ~~an National Emergency Grant (NEG), that may be used to fund additional services such as a temporary Career Center at the work site or other services and workshops as listed earlier above.~~ ~~National Emergency Grants (NEGs)~~ are discretionary awards that temporarily expand service capacity at the ~~S~~state and local levels through time-limited funding assistance in response to significant dislocation events.

Rapid Response State Reserve Funds

The ~~State Dislocated Worker Unit~~State Rapid Response Coordinator may appropriate Rapid Response ~~25%~~ Reserve Funds; either separately or in conjunction with ~~an~~ NEG for projects addressing qualifying local or statewide dislocated worker events. In such cases, a request letter is sent to the ~~State Dislocated Worker Unit~~State Rapid Response Coordinator to describe the qualifying needs and outline the projected budget, numbers to be served; and additional Rapid Response related services to be provided. Approval of such requests and funding negotiations are made on an individual basis and depend on availability of funds.

Services Following a Disaster

If the Federal Emergency Management Agency (FEMA) organizes services for disaster victims, the ~~State Dislocated Worker Unit~~State Rapid Response Coordinator will assess the need for ~~an~~ NEG within 24 hours. The ~~State Dislocated Worker Unit~~State Rapid Response Coordinator will contact FEMA to secure a list of job orders required to assist disaster victims and to begin the cleanup afterwards.

FEMA will set up Disaster Centers. These centers will include ~~Job Service~~Workforce Center, ~~U~~nemployment ~~I~~nsurance; and WIA job training programs. Other agencies and programs typically represented are American Red Cross, Internal Revenue Service, Kansas Attorney General, Kansas State Emergency Management Agency, local ~~L~~aw ~~E~~nforcement ~~A~~gencies, Salvation Army, Small Business Administration, Social and Rehabilitation Services; and other appropriate local service organizations.

If FEMA is not involved in a local disaster, the ~~State Dislocated Worker Unit~~State Rapid Response Coordinator will contact the following to organize services for disaster victims: ~~C~~hamber of ~~C~~ommerce, city clerk and/or administrator, city mayor; Red Cross, Salvation Army; and employers affected by the disaster. Once these contacts are made, the information regarding the services available to assist those who lost their jobs due to the disaster should be provided. A temporary office in the area may be set up to provide these services. Workers who have lost their jobs due to the disaster may be offered the following additional services:

- Classroom training;
- Day care;
- Jobs at work sites, including wages and benefits;
- Mileage;
- On-the-job training;
- Out-of-area job search and relocation;

- Outreach and communications;
- Tools needed on the job; and
- Work-related physical exams and medical exams.

Layoff Aversion

~~The Kansas Department of Commerce, Dislocated Worker Unit, and the Kansas Department of Labor, Labor Market Information Services, work together toward the goal of layoff aversion by identifying struggling companies. An annual Mass Layoff Statistics Report will be prepared utilizing the Occupational Employment Statistics (OES) program administered by the LMIS Unit to pinpoint declining industries. Where warranted, specialized analysis will be conducted to study pockets of declining activity at the regional or county level. For purposes of the report, a "declining industry" will be defined as an industry, computed at the two-digit level, experiencing a statewide decline in total employment in excess of five percent over the past two calendar years. The Mass Layoff Statistics Report will be distributed to Commerce, the State Board, the Local Boards and other partners.~~

~~The state may use WIA Rapid Response funds for Incumbent Worker Training as part of a layoff aversion strategy. Incumbent Workers do not have to meet the definition for intensive and training services for employed adults and dislocated workers under WIA.~~

~~Toward the goal of Layoff Aversion, the State Dislocated Worker Unit/State Rapid Response Coordinator may also support pre-feasibility studies of avoiding a plant closure through such options as a company or group, including the workers, to purchase the plant or company and continue its ~~in~~ operation.~~

~~The State Dislocated Worker Unit/State Rapid Response Coordinator will coordinate with the Kansas Industrial Retraining (KIR) Program. The KIR Program helps employers restructure their business operations through incorporation of one or more of the following: existing technology, product diversification and/or new product development, ~~development and incorporation of new technology, diversification of production and development and implementation of new production.~~ The KIR Program can provide funds (up to \$2,000 per trainee) to help employers retrain employees who are likely to be displaced because of obsolete or inadequate job skills and/or knowledge. Employers are required to match state program funds and must show financial strength adequate to accomplish the goals of the project.~~

~~The State Rapid Response Coordinator will also work with KDOL to promote the Shared Work program. The Shared Work Program is designed to help both employers and employees. It is an alternative for employers faced with a reduction in workforce and allows an employer to divide the available work or hours of work among a specified group of affected employees in lieu of a layoff. Shared Work allows the employees to receive a portion of their unemployment insurance benefits while working reduced hours.~~

Incumbent Worker Training

~~The state may use WIA Rapid Response funds to assist in devising and overseeing strategies for providing Incumbent Worker Training, including employer loan programs for employee skill upgrading, to train workers in declining occupations who might not be eligible for KIR training, or for whom KIR funds are not available. Incumbent Workers do not have to meet the definition for intensive and training services for employed adults and dislocated workers under WIA. "Incumbent Worker" may be defined with input from the State Board.~~

Services to Special Audiences

~~At a minimum, the State Dislocated Worker Unit facilitating or presenting the pre-layoff informational meeting will be expected to work with interpreters if any of the affected workers attending the meeting have a hearing disability requiring communication via sign language, or cannot speak or readily understand English. Materials in alternative language formats may be provided upon request if they are available.~~

DRAFT

**Kansas Department of Commerce
Workforce Services
Policy and Procedures Manual**

Policy Number: #3-31-00 (*This replaces Policy #3-19-01*)

Originating Office: Workforce Services

Subject: ~~KANSASWORKS Management Information Systems~~Data Collection

Issued: _____, 2010 KWSB Policy Committee; _____, 2010 KWSB

Programs: Workforce Investment Act (WIA)

Purpose: This policy sets standard operating procedures for data collection including what data must be collected, verification, validation and security. The purpose is to ensure electronic databases and reports are certifiably accurate.

Reference: Workforce Investment Act of 1998, 20 CFR Part 652, TEGL 17-05

Background: It was determined that *Policy 3-19-01 Management Information Systems Manual* served more as a reference manual than a policy. Therefore, Policy 3-19 was rescinded and the details within it that were indeed policy matters were preserved and placed in this policy. The ~~remaining~~ details of Policy 3-19 that were not pulled into this policy will be updated and distributed as reference material. Until that update occurs, policy 3-19 will be posted as reference material entitled “Management Information Systems Manual”. In the event of conflict between this policy and the reference manual, this policy supersedes.

Action: Disseminate to all interested parties.

Contact: Questions should be directed to WIA Administrator, (785) 296-0607, TTY: ~~(785) 296-3487711~~, e-mail workforcesvcs@kansasworks.com.

Attachment: None.

~~KANSASWORKS Management Information Systems~~ Data Collection

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Data Collection Requirements

The state and local workforce investment boards (LWIBs) are required to establish basic standard operating procedures for data collection and handling to ensure the quality and integrity of data over time. This includes standards for data verification, data validation and data security. The purpose is to ensure resulting electronic databases and reports are certifiably accurate.

Data verification is a process that involves checking the accuracy of all, or a sample of, computerized records against the original paperwork or other source(s). Although the goal of data entry is to achieve 100 percent accuracy, it is rarely accomplished due to recording or keying errors. The data verification process is the confirmation of the accuracy of all, or a sample of, keyed entries by comparison with the original source(s) to identify and correct errors.

Data validation involves checking the reasonableness of all, or a sample of, data entered into the electronic database. Although data may be correctly transcribed from forms, it may not be accurate or logical because of recording errors. For example, entering a date of program exit that is before the date of registration raises doubt about the accuracy of such entries, regardless of whether or not they were properly transcribed from the paperwork or other sources.

Data security involves ensuring only authorized staff has access to electronic databases and paper files containing sensitive client information. It is imperative that client information is protected at all times. Client information can only be released to third party agencies or entities if the client has authorized such release or the custodian of the records is presented with a valid court order requesting information pursuant to legal action.

Examples of procedures for data collection and handling to ensure the resulting electronic database is accurate include the following:

- Checking the accuracy of the computerized records against the original source (usually paper copies of records);
- Conducting random calls to participants or other sources to verify the accuracy of the information collected;
- Ensuring paper files containing client information are secured in filing cabinets and access to such files is limited to authorized personnel;
- Evaluating data collection efforts by using trained staff to randomly observe interviews and other data collection methods;
- Limiting access to client information to authorized personnel who are trained in data security and validity and have acknowledged in writing the requirement to safeguard client data; and
- Performing logical checks of the data (although data may be correctly transcribed from the original forms, it may not be accurate because of misprints, typographical errors and other mistakes).

Confidential Access to Wage Records

To calculate performance measure information, local and state level officials must access Unemployment Insurance (UI) wage records. In accordance with Kansas statute, all wage information must be kept strictly confidential and be used only for the purposes intended, which is to develop information for the performance accountability system. Each organization or entity using wage record information must ensure all staff who have access to, or who compile wage record information, are aware of the Kansas statute regarding confidentiality.

Standard Management Information System

WIA Section 185 requires grant recipients maintain and submit certain information to the U.S. Secretary of Labor for use in appraising the performance of departmental programs. Section 185(c)(2), in particular, requires the maintenance of a management information system designed to facilitate the uniform compilation and analysis of programmatic, participant and financial data necessary for reporting, monitoring and evaluation purposes.

In general, WIA, Trade Act, ARRA and Wagner-Peyser program reports shall contain information such as the following:

- Demographic characteristics of participants;
- Programs and activities in which participants are enrolled;
- Outcomes of the programs and activities for the participants;
- Costs of the programs and activities; and
- Information necessary to prepare reports concerning nondiscrimination.

The Management Information System (MIS) Reference Manual is the reference for standard data elements that must be kept up-to-date. These elements are defined and provided with a standard value in the manual.

KANSASWORKS.com and ServiceLink are the standardized data processing collection and reporting systems of Kansas for WIA, Trade Act and Wagner-Peyser programs. Each LWIB and statewide program is required to collect and submit information to the Kansas Department of Commerce (Commerce). Commerce shall oversee maintenance and adaptations to the MIS system to facilitate data entry, reporting, monitoring, evaluation and other such needs of the local areas for the required data. A request for database edits and ad hoc reports generated from KANSASWORKS.com may be submitted and processed on an area-by-area basis. For other changes, such as application changes or expansion of database collection processes, a joint development meeting with Commerce, local area and vendor staff shall be held within 30 days to define specifications. Meeting results shall include a proposed timeframe and cost estimate.

For those LWIBs electing to use management information systems other than KANSASWORKS.com, there is still ~~a requirement to collect standard data elements and submit that information for reporting purposes and, as needed, for special requests. Some types of client~~

status reports generated from the electronic database are to be kept in the participant's file to verify data entered in the electronic database. an obligation to collect all data elements necessary to support both federal and state data collection and reporting requirements for submission to the state on demand for inclusion in the MIS system. These data elements are outlined in the Management Information Systems Manual. Each local area will be responsible to resolve all data discrepancy issues between their system and the state MIS system. The state MIS system will be the basis for all federal and state outcome reporting, report validation and data validation. Some client status reports generated from the electronic database are to be kept in the participant's file to verify data entered in the electronic database. Commerce shall supply a standardized upload file format for all required MIS data.

Applicant's Certification

The signature of the applicant must be obtained attesting the information on the application is true to the best of the applicant's knowledge and there is no intent to commit fraud. The signature should acknowledge the information on the application will be used to determine eligibility, the applicant may be required to document the accuracy of the information and the information is subject to external verification and may be released for such purposes. The signature should also acknowledge that, if found ineligible subsequent to enrollment, the applicant will be terminated. If the applicant is terminated as a result of falsifying information on the application, they may also be prosecuted for fraud and/or perjury.

Eligibility verification should be made available to the applicant upon request. In the case of a minor (except for a minor who is head of household), the signature of a parent, guardian or other responsible adult is also required, along with the date the application is completed. The interviewer shall countersign and date the application.

An authorized staff member should thoroughly review the entire eligibility assessment application and determine if the information is complete, consistent and the eligibility determination is correct. If the eligibility verification is met, the staff member should sign and date the eligibility assessment.

Procedures for verification of eligibility must be included in the local strategic and operational plan.

Performance Accountability System

As part of the president's budget and performance integration initiative, the Office of Management and Budget and other federal agencies developed performance measures for certain programs with similar goals. These common measures will be used to describe in a similar manner the core purposes of the workforce system (e.g., did people find jobs, did they stay employed and did their earnings increase).

The Office of Management and Budget, as part of the President's Management Agenda, issued several directors' memoranda requiring federal programs to implement standardized outcomes for employment and training programs. These broad indicators for performance have been

refined by the Employment and Training Administration into the common measures for adult and youth that are being applied to all USDOL employment and training programs. TEGL 17-05 defines the common measures and establishes guidance for defining point of participation, point of exit and customer satisfaction requirements. Where possible, TEGL 17-05 has replaced the WIA performance outcome definition with the common measure outcome definition. Three common measures apply to programs serving adults and dislocated workers, and three common measures apply to programs serving youth.

Performance Groups and Common Measures

There are three performance groups that contain a total of nine performance measures as follows:

Adult Performance Group

1. *Entered Employment Rate* - of those not employed at participation, the number entering employment by the end of the first quarter after exit divided by the number exited during the quarter
2. *Employment Retention Rate* – of those employed in the first quarter after exit, the number employed in both the second and third quarters after exit divided by the number exited during the quarter
3. *Average Earnings* – of those employed in the first through third quarters after exit, sum of the total earnings in the second and third quarters after exit divided by the number of participants exited during the quarter

Dislocated Worker Performance Group

1. *Entered Employment Rate* - of those not employed at participation, the number entering employment by the end of the first quarter after exit divided by the number exited during the quarter
2. *Employment Retention Rate* - of those employed in the first quarter after exit, the number employed in both the second and third quarters after exit divided by the number exited during the quarter
3. *Average Earnings* - of those employed in the first through third quarters after exit, sum of the total earnings in the second and third quarters after exit divided by the number of participants exited during the quarter

Youth Performance Group

1. *Placement in Employment or Education* – of those not in post-secondary education or employment at participation, the number employed or in post-secondary education/advanced training/occupational skills training in the first quarter after exit divided by the number exited during the quarter
2. *Attainment of a Degree or Certificate* – of those enrolled in education at any point during participation, the number attaining a diploma, GED or certificate by the end of the third quarter after exit divided by the number exited during the quarter
3. *Literacy and Numeracy Gains* – the number of youth participants who increase one or more educational functioning levels divided by the number of participants who have completed a year in the program plus the number who exit before completing a full year

