

**Planning Guidance for Submission of the
Local Area Integrated Workforce Plan**

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

**for the period
January 1, 2013 - December 31, 2017**

Planning Guidance for Submission of the Local Workforce Plan

Introduction

Current local plans for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act expire December 31, 2012. In order to receive federal allotments, the State Department of Commerce, requires the Local Workforce Investment Board (LWIB) to modify its current plan for the period of January 1, 2013 through December 31, 2017. The purpose of this document is to provide guidance to the Local Board for the modification of its plan.

Public Comment

The LWIB, in partnership with their appropriate Chief Elected Officials (CEOs), must develop and submit a comprehensive plan to Commerce that identifies and describes certain policies, procedures, and activities in the local area, and that is consistent with the State Workforce Investment Board's Strategic Vision for the Implementation of the Workforce Investment and Wagner-Peyser Acts. The local area plan must be developed in collaboration with other partners, particularly the One-Stop partners. The Local Board must provide an opportunity for public input on the development of its plan prior to its submission. As a required attachment:

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 businesses and labor organizations. The Local Board should also provide information indicating that WIA Section 167 grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations, have been given an opportunity to comment on the Local Area Plan Modification.
2. Summarize and include the list of organizations from which information and suggestions were solicited, any comments received regarding the plan and how these items were addressed by the Local Board.

Submission

Submit plans via e-mail to sweidenbach@kansascommerce.com by 4:00 p.m. Friday, December 14, 2012. **No hard copies of Local Area plans will be accepted.**

Software

The plan must be written in Microsoft Word (or software that recognizes this file format). The signed *Assurances and Disclosures, Attestation* and any other documents containing signatures must be scanned and submitted in a pdf format.

Format

The plan must adhere to the following format:

- * Organize the plan by sections, following the same order as the planning guidance;
- * Include a table of contents with page numbers;
- * Begin each section on a new page;
- * Place all Attachments at the end of the plan;
- * Set the left text margin at one inch;
- * Use font size 12 or greater.

Important Dates

November 14, 2012	Publication Notice to make the draft plan available for public input
December 14, 2012	Plan to be received by Commerce
December 30, 2012	Plan approved by Commerce

This guidance organizes into three key sections the information that each LWIB must include in its proposed Integrated Workforce Plan:

Section I provides the elements required for the *Local Workforce Strategic Plan*. The elements in this section represent the high-level vision, goals, economic and workforce analysis, strategies, and outcomes that the LWIB and its strategic partners collaboratively identify for the local workforce system's future. The elements in this section are intended to serve as a vehicle for the LWIB, CEO/LEO, local staff, and other partners to identify broad goals and strategies for the local workforce investment area.

Section II provides the elements for the *Local Operational Plan*. A Local Area's operational plan must make clear how specific workforce programs will operationalize, administer, and implement systems and structures to achieve the vision, strategies, and goals identified by the LWIB Strategic Plan.

Section III provides a list of *Assurances* in which the Local Workforce Area assures the Department that it is complying with applicable laws, state policies and, where appropriate, attaches local policies and procedures or other supporting documentation.

Section I. Local Workforce Investment Board Strategic Plan

A Local Area Integrated Workforce Plan must identify the programs included in the plan, and include the following key elements. Please note that, where appropriate, narratives in each section of the plan may contain Web links to external supporting documents.

Local Workforce Investment Board Vision: This portion of the Integrated Workforce Plan must describe the LWIB's strategic vision for the local economy and overarching goals for the local workforce system. This vision should provide the strategic direction for the local workforce system and guide investments in workforce preparation, skill development, education and training, and major initiatives supporting the LWIB's vision. The plan also must specifically address the LWIB's vision for aligning efforts among workforce development partners to achieve accessible, seamless, integrated, and comprehensive service, and how programs and activities described in the plan will support the local and state economic development needs and the employment and training needs of all working-age youth and adults in the Local Area. The plan must include a description of the methods used for joint planning, and coordination of the programs and activities included in the plan.

Economic and Workforce Information Analysis: The Integrated Workforce Plan must describe the labor market and economic context in which the LWIB's workforce system (including all the programs in the Integrated Workforce Plan) is operating, based on accurate and timely labor-market, demographic, and economic information, with particular attention given to high-need, under-served, under-employed, and/or low-skilled subpopulations. (WIA Sections 112(b)(4), 112(b)(17)(A)(iv), 112(b)(18), W-P Sections 8(b) and 15.) This description should include an assessment of the needs of constituents within the Local Area who will become,

or currently comprise, the Local Area's workforce, particularly those needs which can be addressed by the programs included in the Integrated Workforce Plan.

The Local Area's analysis of the current regional economy and future trends of the economy forms the foundation for strategic planning. For its analysis, the LWIB may use the workforce information produced by the state workforce agency as well as other data available from Federal, state, and private sector sources, and informed by the business representatives of the local and state workforce investment boards. The Integrated Workforce Plan must include the following specific information, consistent with Section 112(b)(4) of the Act:

An assessment of the current situation and projected trends of the Local Area's economy, industries and occupations, including major economic regions and industrial and occupational sectors

An assessment of the workforce skills and knowledge individuals need to find current and future employment in the Local Area, particularly those skills and knowledge identified by employers as necessary for economic growth in the state

A description of the characteristics and employment-related needs of the Local Area's population, and diverse sub-populations, including those from racial, ethnic, linguistic groups, older persons, and individuals with disabilities

Based on the assessments above, an analysis of the skill and education gaps for all individuals within the Local Area, particularly for those individuals targeted by the programs included in the Integrated Workforce Plan

An analysis of the challenges associated with the Local Area's population attaining the education, skills, and training needed to obtain employment

A discussion of the ability of Local Area Integrated Workforce Plan programs to meet the skill needs of employers in the Local Area and state and close any skill gaps

Local Area Strategies: The Integrated Workforce Plan must describe the key strategies the Local Area intends to implement, based on its economic analysis, to achieve the LWIB's vision and goals.

Cross-Program Strategies – The plan must discuss integrated cross-program strategies for specific populations and sub-populations identified in the Local Area's economic analysis, strategies for meeting the workforce needs of the Local Area's employers, and regional and sector strategies tailored to the Local Area's economy.

Partnerships – The plan must include a discussion of key strategic partnerships that are necessary to successfully implement the strategies, specify roles of specific state, regional and local entities and programs, and discuss how the strategies will meet the needs of employers and of each sub-population. (WIA Sections 111(d)(2), 112(b)(8), W-P Section 8(c).)

Partnerships – The plan must include a discussion of key strategic partnerships that are necessary to successfully implement the strategies, specify roles of specific state and local entities and programs, and discuss how the strategies will meet the needs of employers and of each sub-population. (WIA Sections 111(d)(2), 112(b)(8), W-P Section 8(c).)

Leveraging Resources – The plan must discuss how the Local Area will coordinate discretionary and formula-based investments across programs and in support of the governor’s vision. The Local Area’s planned commitment of Federal and non-Federal funds to these investments must be included. The plan must also describe how the Local Area will use program funds to leverage other Federal, state, local, and private resources, in order to effectively and efficiently provide services. (WIA Section 112(b)(10))

Policy Alignment – The plan must discuss how the Local Area will align policies, operations, administrative systems, and other procedures to assure coordination and avoid duplication of workforce programs and activities outlined in WIA Section 121(b).
(WIA Sections 111(d)(2)(A), 112(b)(8)(A), 121(b), 20 CFR 661.205(b)(1).)

LWIBs may discuss goals it intends to achieve in addition to those developed through negotiation with the State Department of Commerce. Does the Local Area examine broader economic and social indicators? For example, is the Local Area attempting to increase the percentage of workers employed in family wage jobs; increase earnings to support a better quality of life; increase the number of employers with job opportunities; or increase high school and college graduation rates as metrics? In sum, the Local Area should describe its desired results for the Local Area workforce investment system and the metrics it is using to measure those results.

Section II. Local Area Operational Plan

Overview of the Workforce System: The Local Area Operational Plan must present an overview of the workforce system in the Local Area.

Organization – The overview must describe organization and delivery systems at the local level for the programs covered in the plan, particularly how this organization effectively supports the coordination and alignment of the Local Area’s workforce programs and supports integrated service delivery. The overview must include a description of the key Local Area administrative personnel of the programs described in Section I of the Integrated Workforce Plan, and the organizational structure and membership roster of LWIB members and their organizational affiliation (see required Attachments.)

Local Board – The Local Area Operational Plan must describe how the LWIB effectively coordinates and aligns the resources and policies of all the programs included in the plan, and specifically, must include the following items related to the LWIB:

How the board collaborated in the development of the plan, and how it will collaborate in carrying out the functions described in WIA Section 111(d). (WIA Sections 111(a), (b), (d), 112(b)(1); 20 CFR 661.205.)

How the LWIB will effectively represent the interests, needs, and priorities of the Vocational Rehabilitation program and how the employment needs of individuals with disabilities in the Local Area will be addressed.

Operating Systems and Policies Supporting the Local Area’s Strategies: The Local Area Operational Plan must describe: Local Area operating systems that support coordinated implementation of Local Area strategies (e.g. labor market information systems, data systems, communication systems, etc.) (WIA Section 112(b)(8)(A) and

Local Area policies that support the coordinated implementation of the Local Area's strategies. (WIA Section 112(b)(8)(A).)

Job Seeker Service Delivery: How the delivery of services to jobseeker customers will be aligned across programs.

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. Reference the Local Area Integration Plan in this section.

Describe innovative service delivery strategies that have been or will be developed and implemented by the LWIB:

- a. Increase services to workers in need
- b. 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
- c. Ensure education and training results in employment or the next level of education
- d. Strategically use resources to quickly deliver innovative services
- e. Provide targeted work experiences to prepare individuals for opportunities in new industries and occupations, particularly using Registered Apprenticeship
- f. Provide summer youth work experience

Services to State Target Populations - The Local Area Operational Plan must describe how all the programs described in the plan will work together to ensure that customers who need a broad range of services receive them. This is an opportunity for the Local Area to describe how One-Stop Career Center services will address more specific needs of targeted sub-populations identified in the economic analysis. The Local Area Operational Plan must describe how the Local Area will:

Serve employment, re-employment, and training needs of unemployment compensation claimants; the long-term unemployed; the under-employed; dislocated workers (including trade-impacted dislocated workers and displaced homemakers); low-income individuals (including recipients of public assistance); migrant and seasonal farmworkers; veterans; individuals with limited English proficiency; homeless individuals; ex-offenders; older workers; individuals training for nontraditional employment; and individuals with multiple challenges to employment. (WIA Sections 112(b)(17)(A), (b)(17)(B), (b)(8)(A), 20 CFR 652.207, 663.600-.640, 29 CFR part 37.)

Serve the employment and training needs of individuals with disabilities. The discussion must include the Local Area's long-term strategy to improve services to and employment outcomes of individuals with disabilities, including plans for the promotion and development of employment opportunities, job counseling, and placement for individuals with disabilities. (W-P Section 8(b); WIA Section 112(b)(17)(A)(iv), 20 CFR 663.230, 663.640, 667.275(a).)

Describe the type and availability of WIA title I Youth activities, including an identification of successful providers of such activities. (WIA Section 118(b)(6), 20 CFR 661.350(a)(7).)

Deliver comprehensive services for eligible youth, particularly youth with significant barriers to employment. (WIA Section 112(b)(18)(A).) The discussion must include how the Local Area coordinates youth activities, including coordination of WIA Youth activities with the services provided by the Job Corps program in the state. Job Corps services include outreach and admissions, center operations, and career placement and transition services. (WIA Sections 112(b)(18)(C), 129.)

Services to Employers and Employer Customers, including Registered Apprenticeship Sponsors: The Local Area Operational Plan must describe how the Local Area will coordinate efforts of the multiple programs included in the plan to meet the needs of business customers of the One-Stop system in an integrated fashion, such as hiring plans, training needs, skill development, or other identified needs. The Local Area Operational Plan should also describe how the Local Area will use program funds to expand the participation of business in the Local workforce investment system. (WIA Sections 111(d)(2), 112(a), 112(b)(8), 112(b)(10), W-P Section 8, 20 CFR 661.205(b)(1).)

Trade Adjustment Assistance (TAA): Local Areas must describe how they will coordinate WIA and other programs with TAA to provide seamless services to participants, and how they:

Participate in early intervention (e.g. rapid response) to worker groups on whose behalf a TAA petition has been filed. (WIA Sections 112(b)(17)(A)(ii), 134(a)(2)(A), 20 CFR 665.300-.340.)

Provide core and intensive services to TAA participants, as indicated in the encouragement of co-enrollment policies provided in TEGL 21-00. The description should provide detailed information on how assessments are utilized to identify participants' service needs, including whether participants need training according to the six criteria for TAA-approved training. (20 CFR 617.21(c), 617.22(a))

Other Specific Requirements: Local Areas should address the following items in their submitted Local Area Plan:

Identify the One-Stop operator. 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 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 (see Required Attachments).

Describe the Local Board policies and procedures for implementing the Branding policy adopted by the KANSASWORKS State Board.

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

Describe the Local Board policies and procedures for implementing Training Expenditure Monitoring Policy adopted by the KANSASWORKS State Board. Include Local Area Performance for the last three years ending June 30, 2012.

Describe the Local Board policies and procedures for local monitoring, to include the following:

- Monitoring activity schedules;
- Reviewing documentation;
- Resolving findings; and
- Corrective Action.

Fiscal Controls- Describe the Local Board fiscal policies and procedures, to include the following:

- Processing financial data and preparing reports to meet Federal and State policies and regulations;
- Separate tracking of ARRA funds, per funding stream;
- Local reporting requirements;
- 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);
- Purchasing goods and services; and
- Billing and payments.

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

- Scope of complaint/grievance procedures;
- Local definitions relating to complaint/grievance procedures;
- Procedures from initial filing through the appeal process;
- Criteria and selection process for choosing an impartial hearing officer when needed; and
- Copies of applicable forms (see Required Attachments).

One-Stop Certification (see **Attachment to Guidance**)

It is the responsibility of the **KANSASWORKS** State Board to assist the Governor in the development and continuous improvement of a statewide workforce system. The **KANSASWORKS** State Board has developed these instructions to assure statewide consistency of programs and activities carried out by one-stop partners through the establishment of minimum standards for certification of workforce centers within the statewide workforce system.

Required Attachments to the Local Plan

The following are required Attachments to the local plan:

- A. Agreements/Contracts between the CEO and the Local Board for administrative services (i.e., any agreements/contracts for Administrative Entity or Fiscal Agent services);
- B. Local Performance Measures and Standards for the last three years ending June 30, 2012;
- C. Complaint and Grievance Forms;
- D. Equal Opportunity and Affirmative Action policy;
- E. Local Area Service Delivery Integration Plan;
- F. CEO Agreement;
- G. Directory for the Local Board (see Note below);
- H. Directory for the CEO;
- I. Directory for the Youth Council;
- J. Memorandums of Understanding (as described in WIA Section 121);
- K. One-Stop Certification documentation for each Workforce Center;
- L. Comments received during the public review period regarding the plan; and
- M. Other Attachments as required by plan guidance.

(Continue denoting any additional attachments as needed).

Note: Directories for the Local Board, the CEO, and the Youth Council must include each member's name, title, business, business address, telephone number, and the entities they represent.

Section III. Integrated Workforce Plan Assurances and Disclosures (next page)

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

**FOR THE PERIOD
January 1, 2013 through December 31, 2017**

ASSURANCES AND DISCLOSURES

This Plan represents a contract between the undersigned Local Workforce Investment Board and the Kansas Department of Commerce. The Plan will maximize resources available under Title I of the Workforce Investment Act of 1998, and the Wagner-Peyser Act and to coordinate these resources with other State and local programs within the Local Board's designated geographical local area. This contract is effective for the period January 1, 2013, through December 31, 2017, in accordance with the provisions of the Workforce Investment Act and the Wagner-Peyser Act. We the undersigned hereby certify we will operate our Workforce Investment Act and Wagner-Peyser Act programs in accordance with this Local Plan and any other applicable federal regulations, State laws, regulations, policies, and technical assistance requirements.

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

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

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

By signing this document, the WIA Title I grant recipient or subrecipient certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency, according to applicable principles found at 20 CFR 667.200(d).

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

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

Certification Regarding Drug-Free Workplace

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

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

Certification Regarding Lobbying

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

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

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

Nondiscrimination

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

- Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I--financially assisted program or activity;
- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination in educational programs on the basis of gender.

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

Nepotism

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

Assurances and Disclosures

Signature Page

Local Workforce Development Board Chair

Signature

Name (printed or typed)

Date

Chief Elected Official Board Chair

Signature

Name (printed or typed)

Date

Local Area Grant Subrecipient

Signature

Name (printed or typed)

**Kansas Department of Commerce
Deputy Secretary, Workforce Services**

Signature

Name (printed or typed)

One-Stop Center Certification

Introduction: It is the responsibility of the **KANSASWORKS** State Board to assist the Governor in the development and continuous improvement of a statewide workforce system. The **KANSASWORKS** State Board has developed this document to assure statewide consistency of programs and activities carried out by one-stop partners through the establishment of minimum standards for certification of workforce centers within the statewide workforce system. **KANSASWORKS** provides services to all employers and all job seekers. A core set of services will be available, free of charge, to all who seek them through local workforce centers, whether a comprehensive one-atop center or affiliated site.

A comprehensive one-stop center is a workforce center where all core services are available and where all required workforce investment programs are collocated for easy customer access.

Affiliated sites are physical or electronically/technologically linked workforce centers that provide one or more of the required programs, services and activities through a network of eligible one-stop partners. Information on the availability of core services is available regardless of where the individual initially enters the statewide workforce investment system.

Affiliated sites may also include specialized centers and sites that may have a specialization in addressing special needs.

The system is governed locally by a partnership between the Local Workforce Investment Board (LWIB) and their respective Chief Elected Officials (CEOs). This partnership is responsible for the design of a local system which meets customer needs and the minimum standards contained in this document.

Guiding Principles: The **KANSASWORKS** system is based on a collaboration of workforce service providers who collectively assure the services identified in this document are available in an integrated manner to meet individual customer needs. The system design must be based on these guiding principles:

- Adherence to a locally developed strategic plan that encourages a common direction among diverse employment, education and training programs;
- Universal access by employers and job seekers with multiple access points, each of which meets the requirements of the **KANSASWORKS** brand policy (*#3-30 State Workforce System Brand*);
- Customer choice with respect to both the method of access and the information and services provided;
- Ease of customer access with center locations being based on population density and other factors that make locations convenient for customer use, with a minimum of one comprehensive one-stop center per local workforce investment area that has all required program services collocated and offers all of the core services;
- Service delivery that is driven by individual customer needs rather than program offerings;

- Training and services designed to respond to the marketplace;
- Integration of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation per the approved Local Area Integration Plan developed per *Policy #4-04 KANSASWORKS Service Delivery Integration and Functional Management*;
- Staff, facilities and services supported by customer satisfaction measures directed toward continuous improvement;
- Maximum utilization of resources through collocation and shared operating costs; and
- Accountability focused on results and documented by performance measures.

Local System Configuration: The KANSASWORKS service delivery model must include a minimum of one comprehensive one-stop center and as many affiliated sites as deemed appropriate by the LWIB.

Workforce center locations will be based on factors that make locations convenient for customers to access. Other factors to consider include, but are not limited to, accessibility for individuals with disabilities, public transit routes, commuting patterns for jobs, conventional wisdom in the region regarding acceptable travel distance for services, proximity of ancillary services, parking, unemployment level, and poverty level.

Each local workforce system must adhere to the common set of minimum standards contained in this document.

Minimum Standards for Comprehensive One-Stop Centers

Policy standards are only minimums and LWIBs/CEOs are encouraged to extend beyond these to better serve customers.

Each comprehensive one-stop center must meet the following minimum standards:

1. Customer services as follows:
 - a. Core services for employers
 - b. Core services for job seekers
 - c. Intensive services for job seekers
 - d. Training services for job seekers
2. Mandatory system programs and partners
3. A continuous improvement process to address customer satisfaction.
4. Facilities that accommodate:
 - a. both individual and group work with customers;

- b. a common reception area;
- c. a self-serve resource area A “resource room,” which at a minimum offers the following services to customers:
 - Labor exchange tools, including labor exchange using KANSASWORKS.com
 - Computer applications software
 - Resume writing software
 - Career exploration software
 - Job, career, and skill self-assessment tools
 - Career, job, and labor market information
 - Career planning information
 - Job search information
 - Interviewing information
 - Information on resumes, cover letters, etc.
 - Information on job retention
 - Directories
 - Periodicals
- d. space for itinerant staff; and,
- e. space for employer interview functions.

Other special features (e.g., activities area for small children) are encouraged to support a customer-friendly system.

- 5. Services supported by Wagner-Peyser.
- 6. A customer flow incorporating affiliate sites designed so that regardless of where the customer enters the system, the customer will not have to go to more than two locations to access all of the core services.
- 7. The LWIB will ensure the local delivery system addresses:
 - i. Contributions by programs/ partners of appropriate staff positions to the integrated service delivery system.
 - ii. Local Area Memoranda of Understanding detailing resource integration and cost allocation among partners.

Affiliated sites may provide any combination of the above minimum standards.

Minimum Standards for Both Comprehensive One-Stop Centers & Affiliated Sites

All workforce centers (comprehensive and affiliated) must meet the following minimum standards:

- 1. System outreach and customer relations as required by the **KANSASWORKS** brand - The local system must ensure the comprehensive one-stop center(s), its affiliated sites and website(s) are easy to identify, locate and access and utilize common publicity and branding per the *State Workforce System Brand Policy*

2. A service-delivery system of management and staff development must be in place per the *KANSASWORKS Service Delivery Integration and Functional Management Policy* which supports integration, collocation and functional management of service providers.
 - a. Upon customer entry each workforce center must have staff to welcome and direct customers to appropriate services per state and local integration policies.
3. Physical and Programmatic Access to all services for persons with disabilities - Priority will be given to assuring that throughout the system persons with disabilities will have programmatic access to all services. The commitment to adequately serve persons with disabilities extends beyond the specialized services of vocational rehabilitation to the system as a whole and assumes the responsibility of continuously enhancing system capacity for achieving that aim. Each LWIB is responsible for providing, as reasonable, accommodations to serve customers, such as interpreters for individuals with hearing impairments, Braille, CD or reading aloud brochures and written materials provided, testing and class accommodations, etc.
- 4.

Certifying Workforce Centers

Introduction

The **KANSASWORKS** State Board (KWSB) strives to establish a quality-driven, comprehensive and accessible system of workforce services to benefit all Kansans who wish to take advantage of them. Therefore, to ensure consistency of quality across Kansas' workforce system a State-level certification of local workforce systems is required. Through certification both business and individual customers are assured they will receive comparable services from any local workforce system within the state.

Achievement of State-level certification allows LWIBs to benefit from a joint outreach plan, described in the *Kansas Workforce Services System Brand Policy* as well as brand recognition and easily customized outreach products. This branding of Kansas' workforce system identifies local systems and workforce centers which have attained State certification as those that have met the highest quality standards for the provision of workforce services in their community.

On-Site Review

The on-site review is an essential component of the certification process. This review gives the local board an opportunity to validate information gathered in the certification process and ask questions that may arise after review of the written material. Conversely, the LWIB is provided with an additional chance to supply information, clarify specific points, or ask questions about expectations. Combined with the certification documentation, an on-site review conducted by Commerce Workforce Compliance and Oversight (WCO) provides the local and state boards with additional insight related to certification. Notice will be given to local area executive directors prior to the on-site review indicating date and time of visit, names of Oversight and Compliance team members and specific topic areas that will be covered.

Certification

The Kansas Department of Commerce Workforce Oversight and Compliance unit will review and make recommendations for certification, technical assistance or corrective action to state program staff. Commerce Workforce Services staff will then present certification documentation to the Certification Committee for review and approval of state certification

Certification Process

Listed below are the steps involved in achieving State- certification.

- Step 1: Commerce Workforce Compliance and Oversight (WCO) monitoring staff will schedule an on-site review to verify minimum standards for certification are met. WCO will schedule on-site reviews of both comprehensive one-stop center(s) and affiliated site(s) between January and May of even numbered years. WCO will give at least a 30-day notice of on-site review to the local area executive director
- Step 2: The review will verify the information within the certification documents completed for each comprehensive one-stop center(s) and affiliated site(s) within the local workforce system.
- Step 3: The monitors will provide a written report of their findings to the Certification Committee through the KWSB executive director.
- Step 4: The Certification Committee will review the report and discuss it with Commerce staff in an open meeting to determine whether State certification of the local workforce system should be granted.
- Step 5: The local area executive director, the LWIB chair, and the Deputy Secretary of Workforce Services will be notified of the Certification Committee decision.
- Step 6: If any mandatory elements of the local workforce system are missing or found to be inadequate, appropriate Workforce Services staff will be assigned to provide technical assistance to bring the local workforce system up to the level required for State certification. Assigned staff will notify the Certification Committee, WCO, and Deputy Secretary of Workforce Services the local workforce system has met requirements for State certification. Process then resumes at Step 4.

Once State certification is achieved, it is valid for two years from the date of certification. Compliance monitoring staff will begin the recertification process as indicated in Step 1 above.

Mandatory System Programs and Partners

At a minimum, access to the services from the following programs (when operating in the local area) will be included in the local **KANSASWORKS** system, i.e., either at a comprehensive one-stop center location or through referral.

- WIA Title I Adult, Dislocated Worker and Youth;
- Wagner Peyser;
- Trade Adjustment Assistance (TAA);
- Vocational Rehabilitation;
- WIA Title II Adult Education and Literacy, and State Adult Education;
- Unemployment Insurance;
- Veterans Employment Service;
- WIA Title I funded Migrant Seasonal Farm Workers;
- Senior Community Service Employment Program;
- WIA Title I Job Corps (where available);
- WIA Title I Veterans;
- WIA Title I Native Americans;
- WIA Title I Youth Opportunity Grants (where available);
- Community Services Block Grant Employment and Training (where available); and,
- Housing and Urban Development Employment and Training (where available).

LWIB/CEOs are encouraged to incorporate into the system the following services/programs as well as others based on local conditions:

- Community college and secondary career and technical education placement services, job search classes, financial aid, and related services;
- Government-compliant procurement services;
- Community mental health programs, particularly those related to job training/placement;
- Substance abuse services;
- Economic development services;
- AmeriCorps program;
- Homeless programs;
- Transportation systems and service providers; and,
- All local programs that serve a human resource function and sources of funds.

State Certification Required Documentation

APPLICATION

Complete one application per workforce center (comprehensive one-stop and affiliated).

Workforce Investment Board: _____

Application Contact Name/Title: _____

Address: _____

Phone: _____ E-Mail: _____

Workforce Center Type

- Comprehensive One-Stop Center
 Affiliated Site

Operator Name: _____

Operator Address: _____

Operator Phone: _____ E-Mail: _____

Attach the following items:

- Updated Memorandum of Understanding (MOU)
 Updated LWIB/One-Stop Operator Agreement
 Completed *LWIA Program Services Checklist*
 Completed *WIA Required Program Services*
 Signed Attestation Page
 Photos, docs, etc.

Local Workforce Investment Area Program Services Checklist

For each service category, indicate with a check mark those services offered at the location listed. Describe how those services are accessed in the workforce center, including integrated staff members. For example, “services are delivered by 3 workforce center staff and 2 partner staff as part of the Welcome Team.”

WORKFORCE CENTER: _____

Core Services

For Employers:

Core Services	<input checked="" type="checkbox"/>	Method for Delivery
Assistance in finding qualified workers	<input type="checkbox"/>	
Labor exchange using KANSASWORKS.com	<input type="checkbox"/>	
Interview facilities at workforce centers	<input type="checkbox"/>	
State and/or federally generated Labor Market Information (LMI)	<input type="checkbox"/>	
State and/or federally generated information on Americans with Disabilities Act (as amended in 2008)	<input type="checkbox"/>	
Information regarding consultations on workplace accommodations for persons with disabilities	<input type="checkbox"/>	
Information on and referral to business start-up, retention and expansion services	<input type="checkbox"/>	
Information on and referral to sources for developing customized training programs	<input type="checkbox"/>	
Rapid response to mass layoffs and plant closings	<input type="checkbox"/>	
Information about training incentives such as on-the-job training programs (based on worker eligibility); and	<input type="checkbox"/>	
State and/or federally generated information on tax credits for new hires	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

For Job Seekers:

Core Services for Job Seekers	√	Method for Delivery
Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the partner program and services comprising the KANSASWORKS system		
Program information describing eligibility requirements and application procedures		
Determinations of whether individuals are eligible to receive assistance from WIA Title I Adult or Dislocated Worker funding		
Assistance in establishing eligibility for activities available in the local area and for programs of financial aid assistance for training and education programs that are not funded under the Workforce Investment Act		
Provision of information regarding filing claims for unemployment compensation		
Provision of information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate		
Referral for all programs identified in the “system program and partners” section of this document and local option programs. This includes screening to determine likelihood of eligibility for various programs and financial assistance sources. If this service is accessed, KANSASWORKS.com will be used across programs to capture information needed to prepare a local service plan and information will be shared, as appropriate, with system partners		

Core Services for Job Seekers	√	Method for Delivery
Labor exchange using KANSASWORKS.com		
Job, career and skill self-assessment tools		
Initial assessment of skill levels, aptitudes, abilities and supportive service needs		
Employer directories for job search, e.g., KANSASWORKS.com resources, Internet-based directories, commercial products		
Resume writing software and support materials		
Local human services directory, e.g. SHARE Network		
Occupational training information		
Financial aid information		
Job search skills information		
Workplace accommodations information (describe how accommodations are provided to persons with disabilities)		
Career, job and local, regional and national labor market information, including job vacancy listings in such labor markets; information on job skills necessary to obtain the jobs described in the job vacancy listings; and information relating to local occupations in demand and the earnings and skill requirements for such occupations		
The Eligible Training Provider Consumer Report component of KANSASWORKS.com , which provides performance information and program cost information on eligible providers of training services as described in WIA Title I Section 122, by program		

Core Services for Job Seekers	√	Method for Delivery
Provision of performance information and program cost information on providers of adult education described in WIA Title II, providers of postsecondary career and technical education activities and career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)		
Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the KANSASWORKS system in the local area		
Follow up services, including counseling regarding the workplace, for customers in WIA Title I activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate		
Other		

Intensive Services

Intensive Services for Job Seekers	√	Method for Delivery
Adults and dislocated workers who are unemployed and are unable to obtain employment through core services provided and who have been determined by a workforce center partner to be in need of more intensive services in order to obtain employment		
Adults and dislocated workers who are employed, but who are determined by a workforce center partner to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency as defined by the Governor and the local area		
Comprehensive and specialized assessments of the skill levels and service needs, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals		
Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals		
Group counseling		
Individual counseling and career planning		

Intensive Services for Job Seekers	√	Method for Delivery
Case management for participants seeking training and career education services; and		
Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training		
Other		

Training Services

Training Services for Job Seekers	√	Method for Delivery
Adults and dislocated workers who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services		
Occupational skills training, including training for nontraditional employment		
On-the-job training		
Programs that combine workplace training with related instruction, which may include cooperative education programs or Registered Apprenticeship programs		
Training programs operated by the private sector		
Skill upgrading and retraining		
Entrepreneurial training		
Job readiness training		
Adult education and literacy activities		
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training		
Other		

Discretionary Services

Discretionary Services	√	Method for Delivery
Customized Screening and Referral		
Customized Fee-For-Service Employment Related Services		
Adult/Dislocated Worker Supportive Services		
Needs-Related Payments		
Incumbent Worker Training		
Business Service Center		
Day Care Facilities		
Other:		

Required WIA Services

Program Services	CHECK ALL THAT APPLY			
	Provide Information on and Referral to Program	Intake/Registration	Eligibility Determination	Enrollment in Program and Referral to Program Activity
WIA Title I Adult				
WIA Title I Dislocated Worker				
Wagner-Peyser Employment Service				
Veterans Employment Service				
Unemployment Insurance				
Trade Adjustment Assistance (TAA)				
Vocational Rehabilitation				
Secondary and/or Postsecondary Career and Technical Education				
WIA Title II Adult Education and Literacy, State Adult Education, and Partnership for Adult Learning (PAL)				
Senior Community Service Employment Program				
WIA Title I Migrant Seasonal Farm Workers				
WIA Title I Job Corps				
WIA Title I Veterans				
WIA Title I Native Americans				
Community Services Block Grant Employment and Training				
Housing and Urban Development Employment and Training				
WIA Title I Youth Services				
WIA Title I Youth Opportunity Grants				

