KANSASWORKS STATE BOARD

AGENDA

Wednesday, May 19, 2021
9:00 AM – 11:30 AM

Microsoft Teams meeting

Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 785-414-8630,,535501765# United States, Topeka
Phone Conference ID: 535 501 765#

I. Welcome, Call to Order and Introductions: David Harwood, Chair

II. Public Comment Period

III. Chair Report: David Harwood

IV. Consent Agenda: David Harwood
a. February 10, 2021 KWSB Meeting Minutes
Recommended Action: Approve consent agenda as presented.

V. Legislative Update: David Soffer, Legislative & Policy Director, Kansas Department of Commerce

VI. 2021-2023 Final/Draft Strategic Plan: David Harwood

VII. Title II Presentation: Connie Beene, Senior Director, Adult & Career Technical Education, Kansas Board of Regents

VIII. Labor Market Report: Emilie Doerksen, Labor Economist, Kansas Department of Labor

IX. Upcoming KWSB Meetings:
August 4, 2021
November 3, 2021

X. Adjournment

KANSASWORKS STATE BOARD

DRAFT MINUTES/MOTIONS

Wednesday, February 10, 2021
9:00 AM – 11:30 AM
MS Teams Meeting

David Harwood, **KANSAS**WORKS State Board Chair

Consent Agenda and Actions Approved as Follows:

Consent Agenda:
a. February 10, 2021 KWSB Meeting Minutes
Mathew Hall moved to approve, Daniel Decker seconded, motion passed.

KWSB Meeting Adjourned – 11:00 AM
Todd Newkirk moved to approve, Dan Decker seconded, motion passed.

DRAFT

KANSASWORKS STATE BOARD

2021-2023 • STRATEGIC PLAN

VISION:

The Kansas workforce system will be the national leader in meeting business talent needs, growing the economy, and providing access to quality careers for every Kansan through integrated service delivery.

MISSION:

The **KANSAS**WORKS mission is to deliver a qualified workforce through training and matching services available to Kansans supporting businesses, growing regional economies and improving the prosperity of all.

GOALS:

Advance a "One **KANSAS**WORKS" experience.

- Lead efforts to enhance, coordinate, and standardize state and local workforce system websites and tools with an emphasis on a consistent experience across the state.
- Develop and provide guidance to the state and local workforce system outlining an approach for strategic business engagement.
- Coordinate with state and local partners to assess and improve virtual and in-person service delivery and communication and outreach.

Coordinate and integrate efforts to build virtual service delivery capacity and outcomes for system staff and customers.

- Research, synthesize, and disseminate current practices, promising approaches, and challenges related to virtual workforce service delivery in Kansas and across the country.
- Lead efforts to develop workforce system partner staff and customer (job seeker and employer) skills and capacity to engage in virtual service delivery and remote work opportunities.

Establish coordinated workforce planning, investments, and operations, aligned to build relevant knowledge, skills, and abilities to meet industry needs in order to attract and retain people in our state.

- Establish and implement a plan to ensure consistent access to accurate, up-to-date labor market information (LMI), and analysis of LMI, that is comprehensive, simple, graphical, and designed for use by multiple audiences statewide.
- Expand understanding of and access to career pathways to support upskilling opportunities using work-based learning and other types of training.

2021-2023 • STRATEGIC PLAN

Plan Purpose: **to guide the focus, oversight and investments of the KWSB over the next two years.**

Goal Group: Kansas One **Goal Statement:** Advancing a One **KANSAS**WORKS Experience

Strategy 1	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Lead efforts to enhance, coordinate, and standardize state and local workforce system websites and tools with an emphasis on a consistent experience across the state.	1. Develop and provide guidance and technical assistance so that all local area workforce websites have consistent state-level program and service information for job seeker and business customers. Include guidance on consistent WIOA program information that should be included. 2. Coordinate with state workforce system partners to develop consistency on state-level workforce partner websites (KanVet, KWSB website, Kansas Career Navigator, Kansas Apprenticeship). 3. Assess and identify any additional KansasWorks virtual platforms/tools are needed to foster customer engagement, communications, and service delivery, including video and scheduling tool to schedule virtual and in-person appointments. 4. Based on assessment, increase marketing/communications through KansasWorks to make customers	Examples: • Adoption of guidance • Website analytics (traffic / clicks / time on site / search terms) • Customer feedback • WIOA performance indicators / outcomes of website use (self-service tracker, wage data collected once employed)	•	• Connect social media / outreach to source of website traffic • Strategy connects to KansasWorks site functionality/tools. • Is there a need for an updated communications plan across the goal areas? • Must ensure that efforts include a focus on providing effective, accessible, and equitable tools and services for demographics and populations with particular needs and potential barriers, e.g., individuals with disabilities, older Kansans, individuals at different reading levels, etc..

	aware of available services and how to access them.			• Explore opportunities to link KansasWorks to frequently-used tools/platforms like LinkedIn and others.

Strategy 2	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Develop and provide guidance to the state and local workforce system outlining an approach for strategic business engagement that is: • coordinated across workforce system partners to provide one contact for business • founded on the analysis of accurate and comprehensive LMI (per first strategy) • focused on identifying the skills needed to fill current and projected talent needs (i.e. "bridge the understanding gap") • designed to use the knowledge gleaned regarding businesses' talent needs to inform the design and delivery	1. State agency partners collaborate with the local system to develop a coordinated business engagement framework (for SWDB review and approval) . 2. State agency partners collaborate with local system to develop a training/technical assistance plan to build local capacity to effectively implement the guidance and identifies the tools, training and technical assistance needed as well as outlining accountability for implementation.	Examples: • Customer satisfaction • Annual survey (Iowa example) • Testimonials of success stories • Tracking business referrals • Number of position filled	•	Group recommends that the guidance consider: • encouraging use of industry partnerships for feedback loop • working with businesses to translate their true needs into job postings • helping businesses understand how the public system can support them • Showcasing success stories for businesses including students trained in different skills/have obtained micro-credentials

of training and career services				

Strategy 3	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Coordinate with state and local partners to assess and improve virtual and in-person service delivery and communication and outreach.	1. Leverage the "Workforce 2.0" needs assessment develop recommendations / strategies to improve the Workforce System services delivery model through customer/staff survey results, best practices and lessons learned. 2. Use KWSB levers (e.g., policy, oversight, technical assistance) to enhance the coordination and provision of workforce services and wrap-around supports like childcare for job seekers/workers to enable their participation in both / either virtual (including remote work) and direct delivery. a. Include improved service delivery strategies in local, regional, and state WIOA plans. 3. Provide technical assistance, guidance, and best practices.	• Job seeker referrals • Customer satisfaction • Testimonials of success stories • WIOA performance measures	•	Emphasize improving customer experience and reducing duplication

Goal Group: Virtual Services

Goal Statement: Coordinate and integrate efforts to build virtual service delivery capacity and outcomes for system staff and customers.

Strategy 1	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Research, synthesize, and disseminate current practices, promising approaches, and challenges related to virtual	1. Conduct an assessment to understand the current Kansas landscape around virtual workforce service delivery, promising practices, and challenges/barriers. a. Review Wichita State's assessment questions and suggest questions/areas of	• A consolidated set of key virtual services challenges/barriers and current and promising practices and tools, from Kansas and elsewhere in the	•	• Wichita State is currently conducting a virtual services assessment in local areas for Commerce; KWSB can leverage this effort for researching the state landscape.

workforce service delivery in Kansas and across the country.	exploration the KWSB would like to add. b. Review assessment findings when available (anticipated by end of March). c. Leverage "Workforce 2.0" work with NGA for gathering and reviewing system customer and staff data (see Strategy #2, below). d. Look at workforce system metrics/data to understand how customers are accessing virtual services and what the results and outcomes are. **2.** 2. Conduct research to identify best-practice virtual services tools and models being used in the Midwest, in "like" states such as Nebraska, Iowa, and the Dakotas. **3.** Research and synthesize best practices for job seekers/workers, employers, and workforce system staff.	country. Focus on "like" peer states, e.g., Nebraska, Iowa, and the Dakotas. • Customer input on virtual services challenges and needs (may be an output of survey work in tandem with "Workforce 2.0" work in Strategy #2) • Data analysis identifying where and how customers are accessing KW services virtually, what services they are accessing most, and where they might be "falling through the cracks" or running into roadblocks. This should include demographic analysis for different populations, income levels, urban/rural scenarios, etc.		• The "Workforce 2.0" work being pursued with NGA will include staff and customer surveys. This work can be leveraged for both Strategy #1 and Strategy #2. • Relevant work being done by other organizations should also be leveraged, e.g., the Kauffman Foundation's education and entrepreneurship work and the "Strategically Virtual" work being done by the Heldrich Center for Workforce development at Rutgers. • Researching practices from across the country will likely require research and synthesis support.

Strategy 2	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Lead efforts to develop workforce system partner staff and customer (job seeker and employer) skills and capacity to engage in virtual service delivery and remote work opportunities.	1. Conduct a baseline survey of system partner staff and system job seeker and employer customers to understand their needs, barriers, and interests related to virtual service delivery and offering/engaging in remote work opportunities. Leverage the "Workforce 2.0" work being done with NGA for customer and staff survey data. 2. Develop an approach for implementing statewide, cross-partner staff development/training around virtual service delivery for WIOA core partners. 3. Develop a training approach for building customers' digital/technology literacy skills to position them to participate in virtual workforce services and take advantage of remote work opportunities. 4. Network with other state-level agencies and organizations to assist local system partners in mitigating job seeker barriers such as lack of broadband access, laptops/tablets, necessary software, etc. One particular partnership might be with libraries; libraries offer internet access and other kinds of assistance to residents that could help address identified barriers. Staff in libraries can help extend the "reach" of workforce services. Explore library system partnership at the state level and consider piloting workforce system/library partnerships in a few local areas. 5. Expand the availability of online and hybrid in-person/online training for job seekers and incumbent workers (for example, through the KWSB's oversight of the ETPL). This should include a focus not just on live virtual training, but also asynchronous/self-paced training.	• Baseline survey results, sorted and analyzed by respondent group, demographic/population group, etc. • Follow-up survey results, sorted and analyzed by respondent group, demographic/population group, etc. • Increase in the number of providers of virtually-delivered live and asynchronous/self-paced training/virtually-delivered programs that are available to KW customers through the ETPL • Expansion of partnerships with other agencies and organizations that focus on barrier mitigation • Data/metrics related to business customers of the system, e.g., Kansas Works	•	• Baseline survey input should inform training and related efforts. Surveys must be designed to assess the needs of various demographic and population groups, e.g., the needs of youth vs. those of older Kansans, individuals with disabilities, individuals at different reading levels, etc. • SHRM and other industry/employer-facing organizations could provide insights on business needs. • Staff training is a strategy for improving employee retention and fostering more collaborative and integrated service delivery across WIOA partners. • Must ensure that staff and customer skill development

	6. Lead efforts to assist business customers in the state with finding candidates virtually and employing and managing virtual workers. 7. Conduct follow-up surveys to assess the impact/results of system staff and customer capacity-building efforts, including increase in skill levels, comfort levels, etc.	data on job postings tagged as virtual, how businesses are accessing the system, business customers' success in filling jobs via Kansas Works compared to other platforms, etc.		efforts include a focus on providing effective, accessible, and equitable tools and services for demographics and populations with particular needs and potential barriers, e.g., older Kansans, individuals with disabilities, individuals at different reading levels, etc. • Employer customer efforts must address the needs of all sizes of businesses.

Goal Group: Upskilling

Goal Statement: Establish coordinated workforce planning, investments, and operations, aligned to build relevant knowledge, skills and abilities (KSA) to meet industry needs in order to attract and retain people in our state.

Strategy 1	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Establish and implement a plan to ensure consistent access to accurate, up to date Labor Market Information (LMI), and analysis of LMI, that is comprehensive, simple, graphical and designed for use by multiple audiences statewide (job seekers, businesses, and workforce system staff)	Establish a cross-program, state and local workgroup to: • Identify essential, predictive and most recent labor market data sources, elements and tools for analysis to benefit business/job seeker customers and front-line staff • Determine an approach for ensuring access to those data sources and tools as well as analysis of data • Develop a plan to communicate/message the availability of the data and tools as well as guidance for use	• Expanded LMI offerings • Development of a visual tool (ex. dashboard that will show addition, and timing for addition, of new data elements) and include predictive analytics	•	Workgroup should leverage existing resources and tools including: • Commerce/KBOR joint EMSI license • Carl Perkins local area efforts to update data re: in-demand jobs which occur every two years. • KS Department of Labor data and expertise

Strategy 2	Action Steps	Potential Progress Indicators	Status Updates	Notes and Considerations
Expand understanding of and access to career pathways to support upskilling opportunities using work-based learning and other types of training by: • Coordinating across partners and programs to support services and investments in business-informed career pathways • Building on existing CTE career pathway maps to build out a comprehensive set for key occupations as identified through LMI and business input. • Developing and implementing a communications and training approach to ensure the local workforce system has knowledge of existing career pathways tools and the capacity to use them effectively with both job seeker and business customers.	Create a cross-program career pathways team to: • Identify opportunities for partners and programs to support investment in and access to career pathways • Identify missing key occupations and complete mapping process, informed by business, to create a comprehensive and consistent set of maps • Draft a recommended communications/training plan to roll-out maps and other career pathways tools to the public, business partners, state and local staff to ensure they have the knowledge/capacity to effectively use the maps with job seeker and business customers	• Listing by program/funding stream of resources to support career pathways • Development of comprehensive set of career pathways maps that include key occupations from the targeted sectors listed in KS Framework for Growth • Development of draft communication/training plan	•	Group recommends the team consider: • Posting listing of available career pathways resources on website for easy access by public • Leveraging KBOR's program called Degree Stats (steps from entry to advanced, wages, time to complete, credentials required) • Looking at Lynda.com – helps to lay out an entire career pathway – map and training courses • Ensuring the paths encompass business retention efforts and all viable routes for occupations • Working with existing training providers to form a stepped training and OJT approach to growing customers to better career paths • Potential outcomes for Board to consider for this strategy:

				○ Quality of jobs, the average job salary increases due to catering for high income jobs. ○ Ability to attract innovative and hi-tech companies that need the talent we are helping develop at cost effective ways.

Title II - Adult Education Update

Connie Beene

Sr. Director, Adult & Career Technical Education

May 19, 2021

Kansas Board of Regents
Building a Future for Kansas Families, Businesses and the Economy

1

- Staffing Update
- Adult Education Center Status
- Statewide Outreach Campaign
- Consistent funding for Accelerating Opportunity – Kansas (AO-K)

2

Serving Students at the Workplace

- "Because We Care"
- University Kansas Hospital System, KCK
- Expanding to other locations
- Partnership between UKHS and Kansas City Kansas Community College

3

Accelerating Opportunity @ Work

- Funded by Walmart, Inc.
- Employees pursue education at the workplace
- Adult education center provides customized:
  - Curriculum Development
  - Academic Instruction
  - Credential Attainment Costs
- Industries eligible:
  - Retail
  - Hospitality
  - Food Service
  - Tourism
  - Manufacturing
  - Construction

4

- Kansas Pathway to Career
  - Alternative path to high school equivalency
  - Approved by legislature in 2019
  - Thirteen completers thus far
    - Must meet criteria for high school equivalency established by KBOR
  - Eligibility requirements:
    - 21 or older
    - No high school diploma nor enrolled in a high school program
    - Accepted into a Kansas adult education program
    - Declare an Accelerating Opportunity - Kansas (AO-K) career pathway

https://www.kansasregents.org/students/pathway-to-career-high-school-equivalency

5

- Integrating Academics with CTE Grant Initiative
  - Benefit all students, no just those qualifying for AO-K
  - Academic instruction provided by adult education program in collaboration with career technical education
  - Critical for colleges and adult education staff to determine gap areas and subsequently implement academic interventions to address those deficiencies
  - Braided funding initiative with AEFLA and Perkins funds
  - Increased services for students in correctional facilities

- New RFP just released, project planning and implementation Summer/Fall 2021

Questions?

6

Labor Market Conditions

KANSASWORKS State Board Meeting - May 2021

Emilie Doerksen, Labor Economist

Kansas Department of Labor

Covered Employment

Employment and Wages

Quarterly Census of Employment and Wages (QCEW)

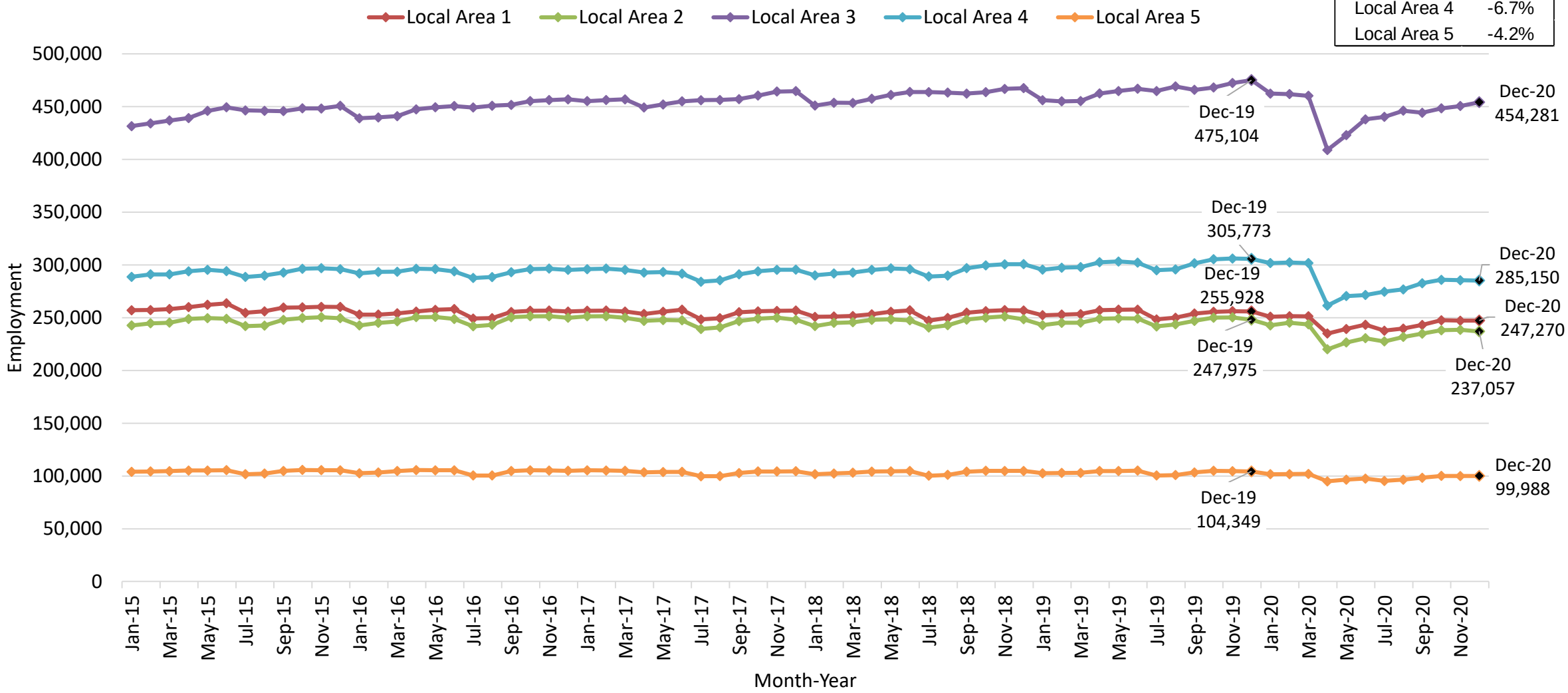
Kansas
Department of Labor

Covered Employment

- Quarterly count of employment and wages reported by employers covered by unemployment insurance (UI) laws
  - Includes more than 95% of U.S. jobs
  - Classified by industry using the North American Industry Classification System (NAICS)
  - Data is collected quarterly and published approximately 5-6 months after the end of the quarter
- Employment data represent the number of covered workers who worked during, or received pay for, the pay period that included the 12th day of the month
  - Not included: active-duty military, proprietors, the unincorporated self-employed, unpaid family members, certain farm and domestic workers, and railroad workers covered by the railroad unemployment insurance system

Total Covered Employment
Not Seasonally Adjusted
January 2015 - December 2020

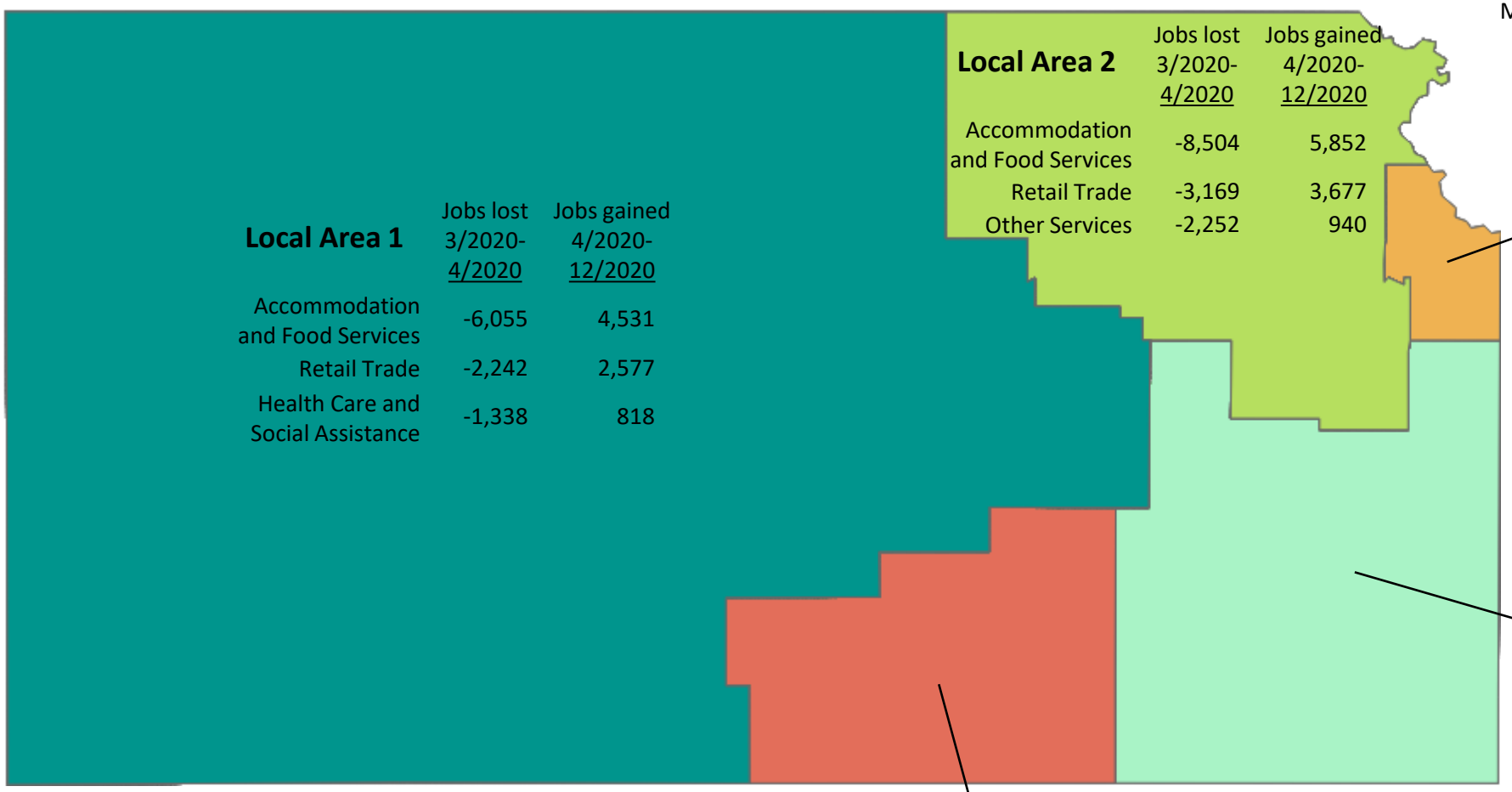
Over-the-Year % Change	
Kansas	-4.5%
Local Area 1	-3.4%
Local Area 2	-4.4%
Local Area 3	-4.4%
Local Area 4	-6.7%
Local Area 5	-4.2%



Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Quarterly Census of Employment and Wages (QCEW)

Private Sector Industries with Largest Decline in Jobs from March 2020 – April 2020

Kansas	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Accommodation and Food Services	-41,341	29,961
Retail Trade	-18,225	21,179
Manufacturing	-18,178	5,838



Local Area 1	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Accommodation and Food Services	-6,055	4,531
Retail Trade	-2,242	2,577
Health Care and Social Assistance	-1,338	818

Local Area 2	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Accommodation and Food Services	-8,504	5,852
Retail Trade	-3,169	3,677
Other Services	-2,252	940

Local Area 3	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Accommodation and Food Services	-14,166	10,684
Retail Trade	-8,482	9,169
Health Care and Social Assistance	-5,542	5,638

Local Area 4	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Manufacturing	-11,001	1,599
Accommodation and Food Services	-10,035	7,353
Retail Trade	-3,868	4,676

Local Area 5	Jobs lost 3/2020-4/2020	Jobs gained 4/2020-12/2020
Accommodation and Food Services	-2,513	1,549
Manufacturing	-1,372	1,016
Health Care and Social Assistance	-817	452

Payroll Survey Data

Jobs, Hours, and Earnings

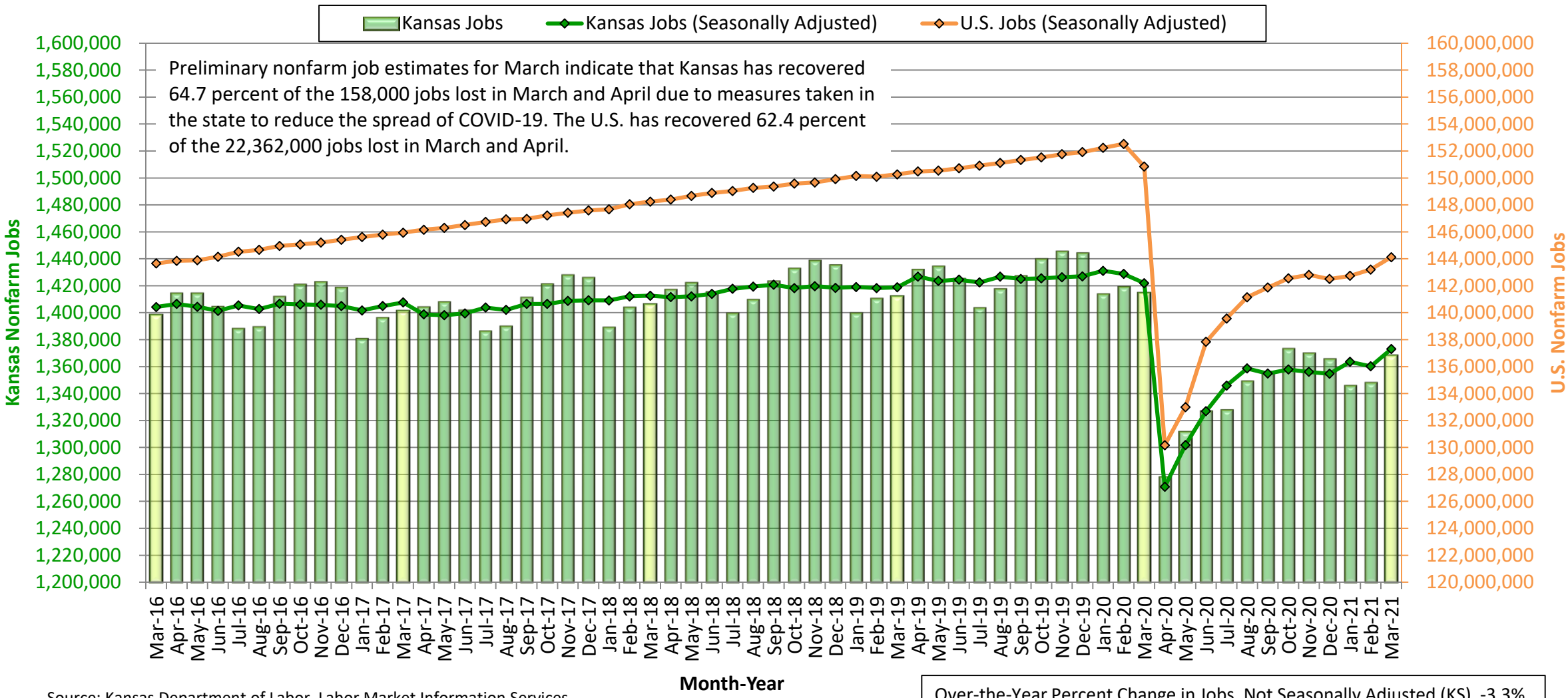
Current Employment Statistics (CES Program)

Kansas
Department of Labor

Payroll Survey

- Survey of Employers – how many people on the payroll?
- Concepts:
  - A job is a person on payroll who received pay for any part of the pay period that includes the 12th of the month
  - Not included: self employed, volunteer, family workers (not paid), farm workers, military

Nonfarm Jobs
Kansas and U.S.
March 2016 to March 2021



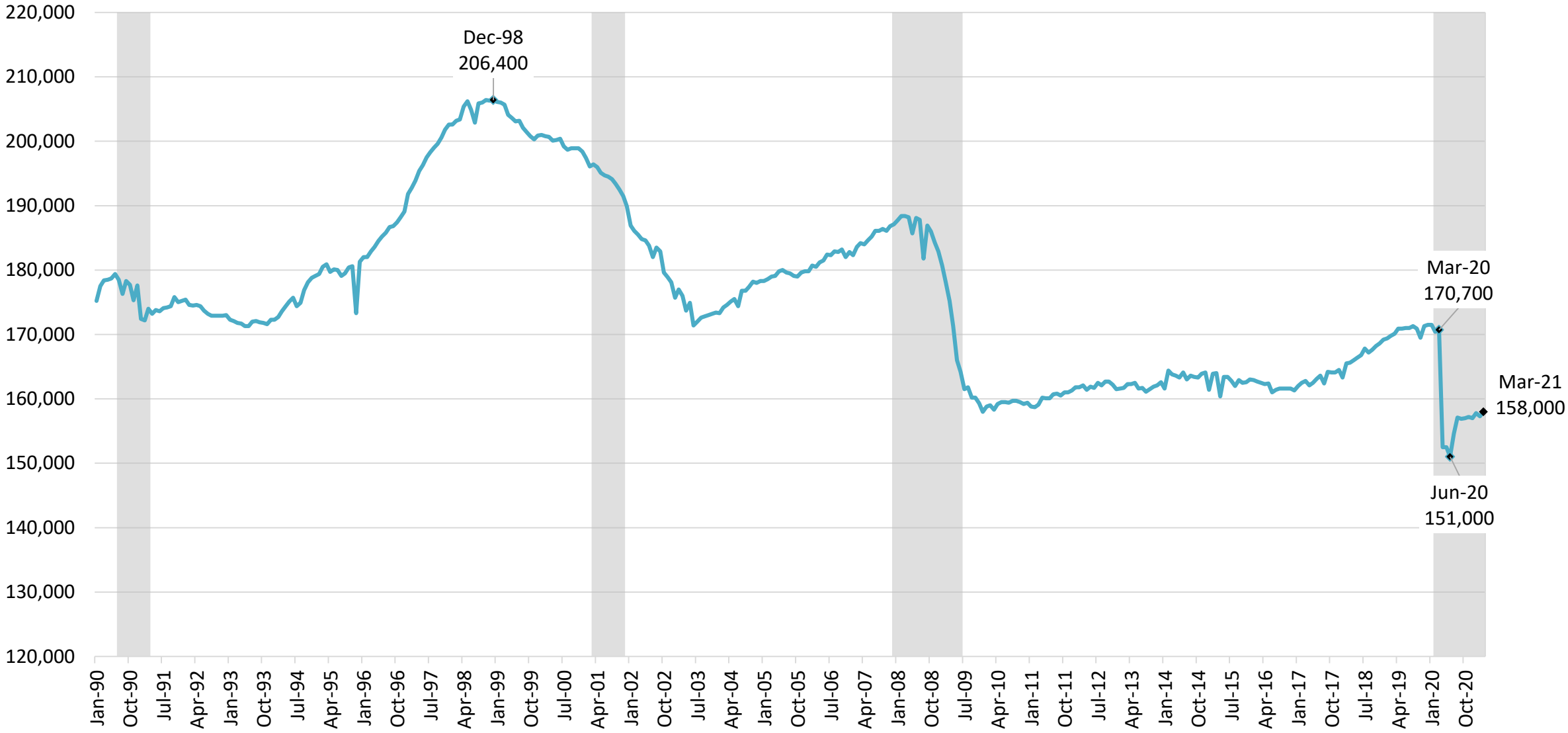
Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Employment Statistics (CES)

Over-the-Year Percent Change in Jobs, Not Seasonally Adjusted (KS) -3.3%
Over-the-Year Percent Change in Jobs, Not Seasonally Adjusted (US) -4.4%

Seasonally Adjusted Nonfarm Jobs Kansas							
	Employment Level			February to April loss		April to March recovery	
	Feb-20	Apr-20	Mar-21	Jobs lost	% lost	Jobs recovered	% recovered
Total Nonfarm	1,428,800	1,270,800	1,373,000	-158,000	-11.1%	102,200	64.7%
Total Private	1,168,700	1,021,700	1,126,200	-147,000	-12.6%	104,500	71.1%
Mining and Logging	6,500	5,900	5,800	-600	-9.2%	-100	N/A
Construction	64,900	60,800	66,200	-4,100	-6.3%	5,400	131.7%
Manufacturing	170,400	152,500	158,000	-17,900	-10.5%	5,500	30.7%
Trade, Transportation, and Utilities	267,100	242,900	267,500	-24,200	-9.1%	24,600	101.7%
Information	18,200	16,600	16,200	-1,600	-8.8%	-400	N/A
Financial Activities	78,200	76,400	75,700	-1,800	-2.3%	-700	N/A
Professional and Business Services	175,700	160,700	173,300	-15,000	-8.5%	12,600	84.0%
Education and Health Services	205,200	188,200	198,900	-17,000	-8.3%	10,700	62.9%
Leisure and Hospitality	130,900	75,200	115,700	-55,700	-42.6%	40,500	72.7%
Other Services	51,600	42,500	48,900	-9,100	-17.6%	6,400	70.3%
Government	260,100	249,100	246,800	-11,000	-4.2%	-2,300	N/A

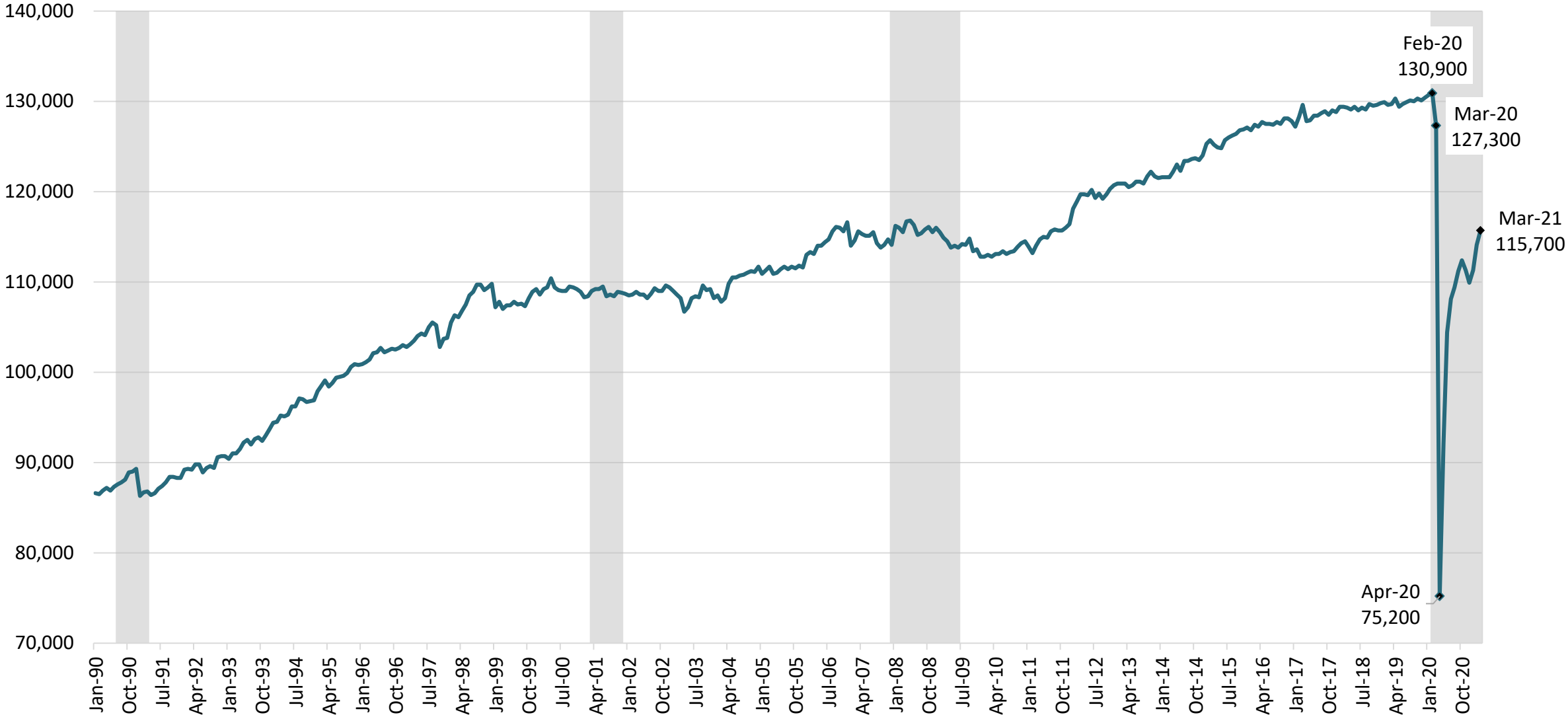
Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Employment Statistics (CES)

Manufacturing Jobs
Kansas
January 1990 to March 2021



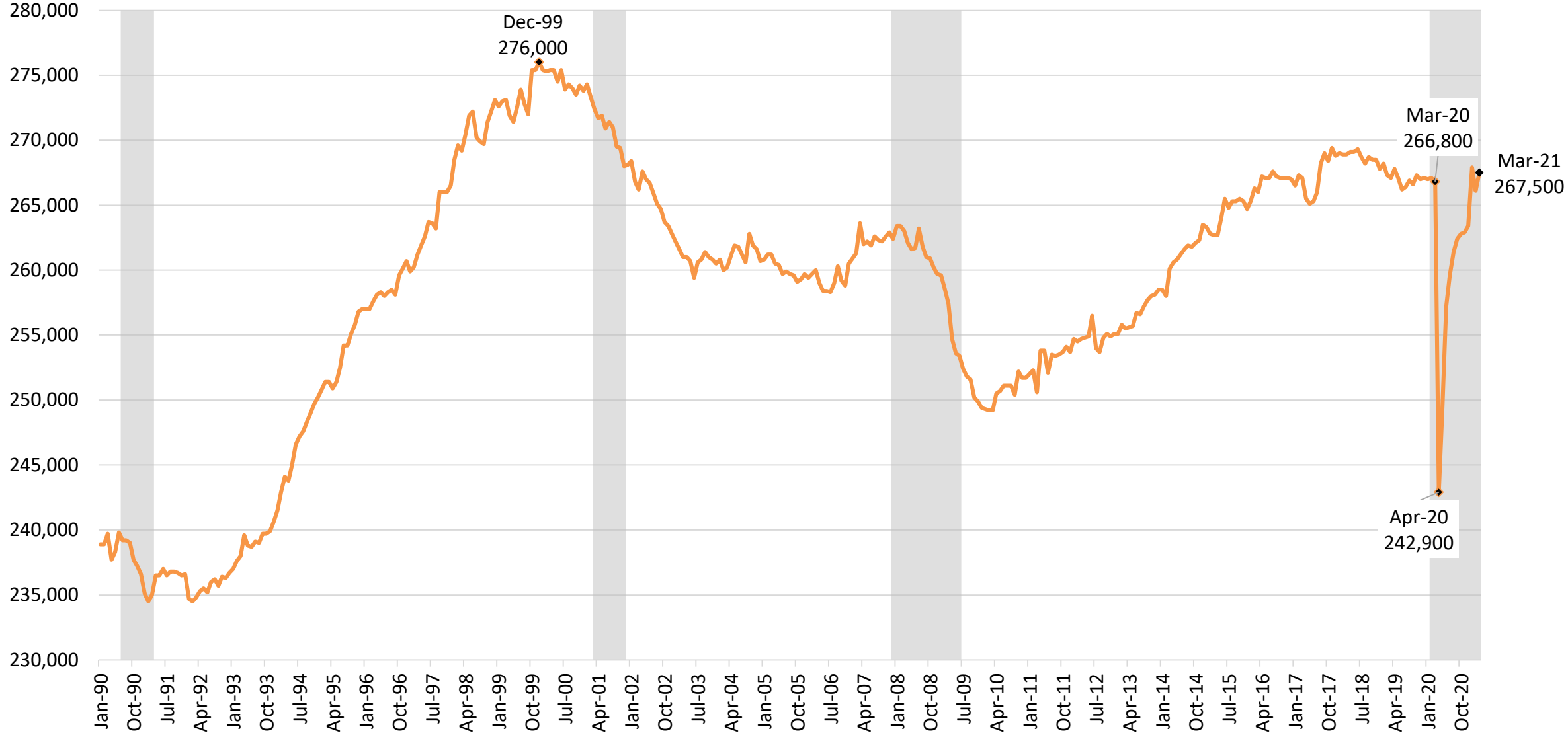
Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Employment Statistics (CES)

Leisure and Hospitality Jobs
Kansas
January 1990 to March 2021



Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Employment Statistics (CES)

Trade, Transportation, and Utilities Jobs
Kansas
January 1990 to March 2021



Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Employment Statistics (CES)

Household Survey Data

Unemployment, Employment, and Labor Force

Local Area Unemployment Statistics (LAUS Program)

Kansas Department of Labor

Household Survey

- Survey of people at home – are you employed, unemployed, not looking for work?
- Concepts:
  - Includes only people 16 and over who are not institutionalized or on active military duty
  - Employed includes full and part-time workers as well as self employed workers
  - Reference week – the calendar week that includes the 12th day of the month

Civilian Noninstitutional Population 16+

Excludes people <16 years, institutionalized, and active duty military

Labor Force

Sum of employed and unemployed

Employed

- Worked at all as a paid employee
- Worked 15 hours or more as an unpaid worker in a family business
- Had a job or business from which they were temporarily absent
- Self employed

Unemployed

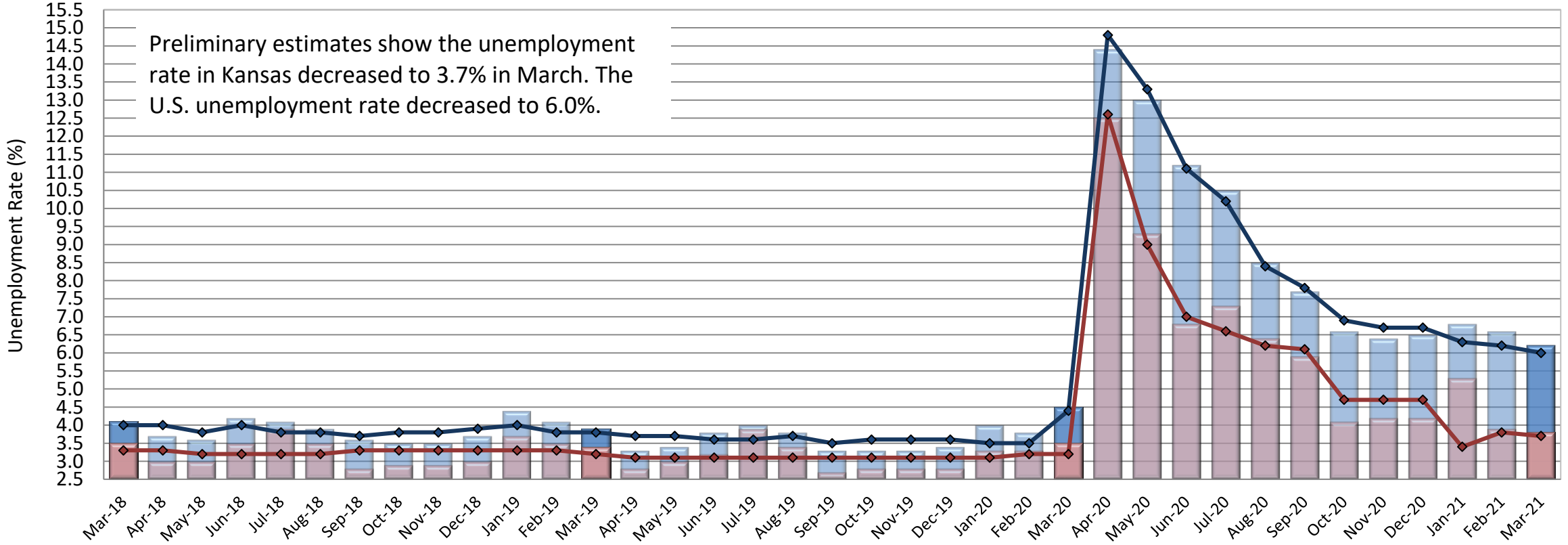
- Did not meet criteria for employed
- Made specific efforts to find employment during 4 week period ending in the reference week
- Waiting to be recalled to a job they are temporarily laid off from
- Were available for work

Not in the Labor Force

Examples:

- Retirees not working
- Students not working
- Disabled persons who cannot work
- Persons not working and discouraged from seeking work
- Volunteers working for religious/charitable organizations

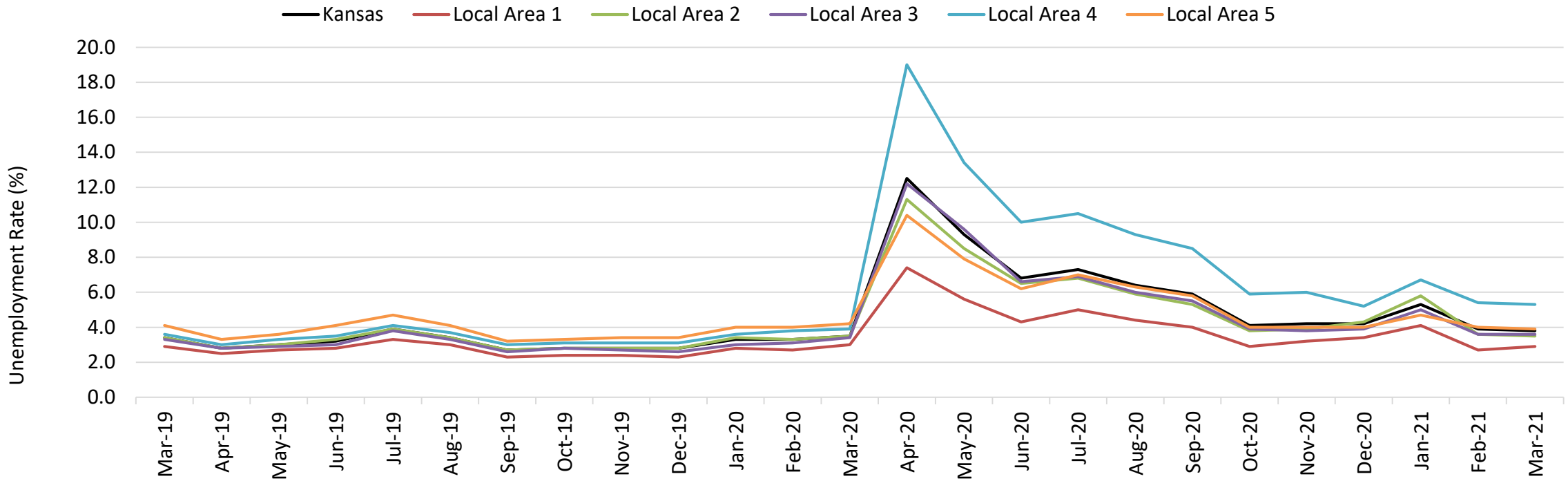
Unemployment Rate
Kansas and U.S.
March 2018 - March 2021



	Mar -18	Apr-18	May -18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar -19	Apr-19	May -19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar -20	Apr-20	May -20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar -21
U.S.	4.1	3.7	3.6	4.2	4.1	3.9	3.6	3.5	3.5	3.7	4.4	4.1	3.9	3.3	3.4	3.8	4.0	3.8	3.3	3.3	3.3	3.4	4.0	3.8	4.5	14.4	13.0	11.2	10.5	8.5	7.7	6.6	6.4	6.5	6.8	6.6	6.2
Kansas	3.5	3.0	3.0	3.5	3.9	3.5	2.8	2.9	2.9	3.0	3.7	3.5	3.4	2.8	3.0	3.2	3.9	3.4	2.7	2.8	2.8	2.8	3.3	3.3	3.5	12.5	9.3	6.8	7.3	6.4	5.9	4.1	4.2	4.2	5.3	3.9	3.8
U.S. SA	4.0	4.0	3.8	4.0	3.8	3.8	3.7	3.8	3.8	3.9	4.0	3.8	3.8	3.7	3.7	3.6	3.6	3.7	3.5	3.6	3.6	3.6	3.5	3.5	4.4	14.8	13.3	11.1	10.2	8.4	7.8	6.9	6.7	6.7	6.3	6.2	6.0
Kansas SA	3.3	3.3	3.2	3.2	3.2	3.2	3.3	3.3	3.3	3.3	3.3	3.3	3.2	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.1	3.2	3.2	12.6	9.0	7.0	6.6	6.2	6.1	4.7	4.7	4.7	3.4	3.8	3.7

Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Local Area Unemployment Statistics (LAUS)

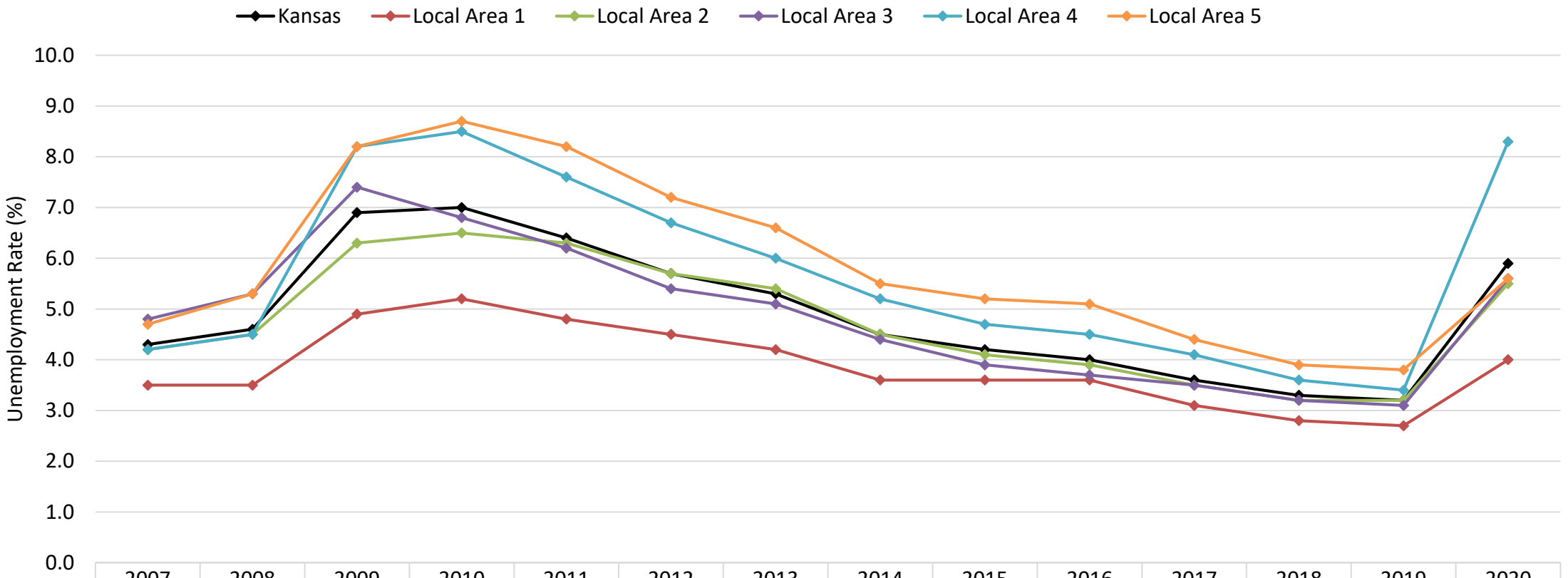
Unemployment Rate
Not Seasonally Adjusted
March 2019 - March 2021



	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Kansas	3.4	2.8	3.0	3.2	3.9	3.4	2.7	2.8	2.8	2.8	3.3	3.3	3.5	12.5	9.3	6.8	7.3	6.4	5.9	4.1	4.2	4.2	5.3	3.9	3.8
Local Area 1	2.9	2.5	2.7	2.8	3.3	3.0	2.3	2.4	2.4	2.3	2.8	2.7	3.0	7.4	5.6	4.3	5.0	4.4	4.0	2.9	3.2	3.4	4.1	2.7	2.9
Local Area 2	3.4	2.8	3.0	3.3	3.9	3.4	2.7	2.8	2.8	2.8	3.4	3.3	3.5	11.3	8.5	6.5	6.8	5.9	5.3	3.8	3.9	4.3	5.8	3.6	3.5
Local Area 3	3.3	2.8	2.9	3.0	3.8	3.3	2.6	2.8	2.7	2.6	3.0	3.1	3.4	12.2	9.6	6.6	6.9	6.0	5.5	3.9	3.8	3.9	5.0	3.6	3.6
Local Area 4	3.6	3.0	3.3	3.5	4.1	3.7	3.0	3.1	3.1	3.1	3.6	3.8	3.9	19.0	13.4	10.0	10.5	9.3	8.5	5.9	6.0	5.2	6.7	5.4	5.3
Local Area 5	4.1	3.3	3.6	4.1	4.7	4.1	3.2	3.3	3.4	3.4	4.0	4.0	4.2	10.4	7.9	6.2	7.0	6.3	5.8	4.0	4.0	4.0	4.7	4.0	3.9

Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Local Area Unemployment Statistics (LAUS)

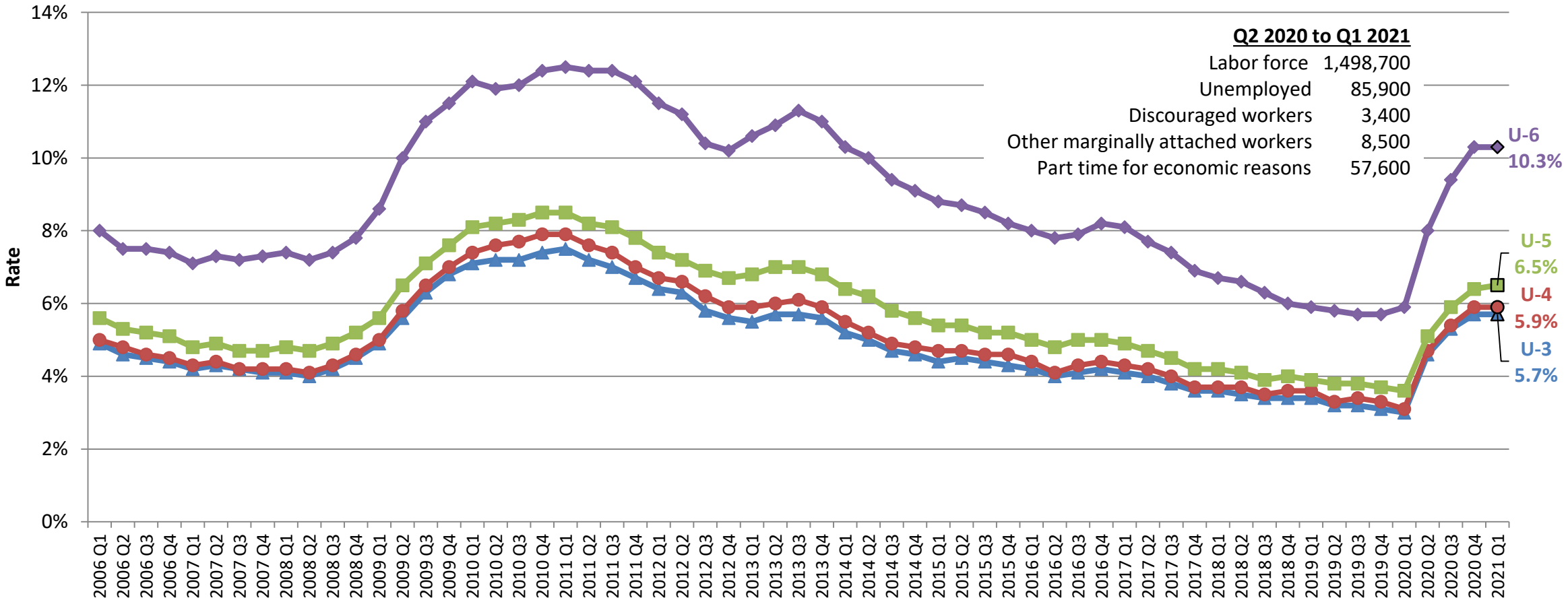
Annual Unemployment Rate
2007 - 2020



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Kansas	4.3	4.6	6.9	7.0	6.4	5.7	5.3	4.5	4.2	4.0	3.6	3.3	3.2	5.9
Local Area 1	3.5	3.5	4.9	5.2	4.8	4.5	4.2	3.6	3.6	3.6	3.1	2.8	2.7	4.0
Local Area 2	4.2	4.5	6.3	6.5	6.3	5.7	5.4	4.5	4.1	3.9	3.5	3.2	3.2	5.5
Local Area 3	4.8	5.3	7.4	6.8	6.2	5.4	5.1	4.4	3.9	3.7	3.5	3.2	3.1	5.6
Local Area 4	4.2	4.5	8.2	8.5	7.6	6.7	6.0	5.2	4.7	4.5	4.1	3.6	3.4	8.3
Local Area 5	4.7	5.3	8.2	8.7	8.2	7.2	6.6	5.5	5.2	5.1	4.4	3.9	3.8	5.6

Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Local Area Unemployment Statistics (LAUS)

Kansas Labor Underutilization (4 qtr Rolling Average)



U-3, Total unemployed, as a percent of the civilian labor force (this is the definition used for the official unemployment rate).
U-4, Total unemployed plus discouraged workers, as a percent of the civilian labor force plus discouraged workers.
U-5, Total unemployed, plus discouraged workers, plus all other marginally attached workers, as a percent of the civilian labor force plus all marginally attached workers.
U-6, Total unemployed, plus all marginally attached workers, plus total employed part time for economic reasons, as a percent of the civilian labor force plus all marginally attached workers.

Source: Kansas Department of Labor, Labor Market Information Services and the Bureau of Labor Statistics; Current Population Survey (CPS)

Unemployment Insurance Data

UI Claimants, CARES Act

Kansas Department of Labor Administrative Data

Kansas
Department of Labor

Unemployment Programs

- Filing for state Unemployment Insurance (UI) is the first step for affected workers

* Pending amendments to K.S.A. 44-704

- Pandemic Emergency Unemployment Compensation (PEUC) is a federal extension of benefits for those who have exhausted UI
- Extended through the week ending 9/4/21

- Pandemic Unemployment Assistance (PUA) expands access to unemployment by including those who are unemployed as a direct result of COVID-19 and not eligible for UI or PEUC
  - *such as self-employed, independent contractors, gig workers, employees of religious organizations and those who lack sufficient work history or have been disqualified for state benefits*
- Extended through the week ending 9/4/21

Last updated: 4/12/21

Unemployment Programs

FPUC

- Federal Pandemic Unemployment Compensation (FPUC) provides a $300 per week benefit for any claimant that is eligible for any underlying unemployment compensation program
- Extended through the week ending 9/4/21

LWA EXPIRED

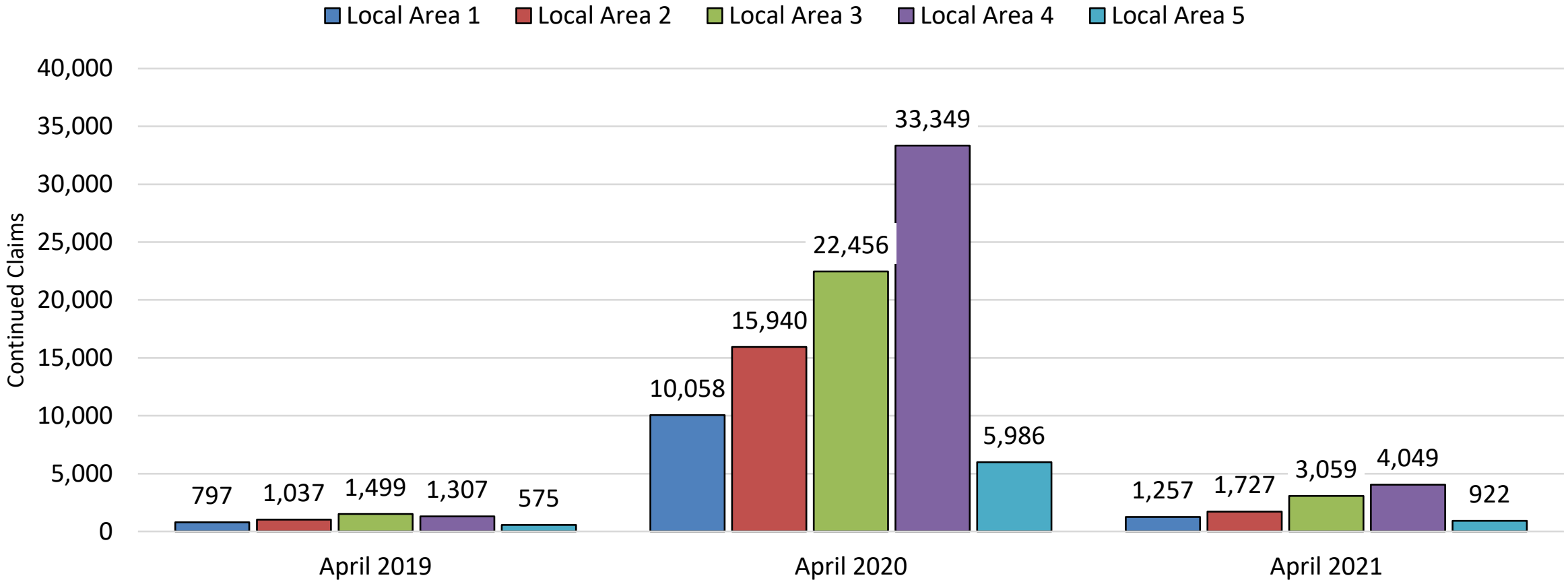
- Lost Wages Assistance (LWA) was funded by FEMA to provide $300 per week to supplement unemployment benefits to eligible claimants
- Available for any claims for the weeks ending Aug. 1, 2020, through Sept. 5, 2020

MEUC

- Mixed Earner Unemployment Compensation (MEUC) provides an additional $100 benefit and is only available for claimants eligible to receive UI or PEUC
- Claimants must have earned at least $5,000 in self-employment income in the most recent taxable year, prior to the individual's application for UI benefits
- This program will require a separate application; details to come
- Extended through the week ending 9/4/21

Last updated: 4/12/21

Average Weekly Continued Claims by Local Area
Unique Claimants by Week Claimed
April 2019 - April 2021

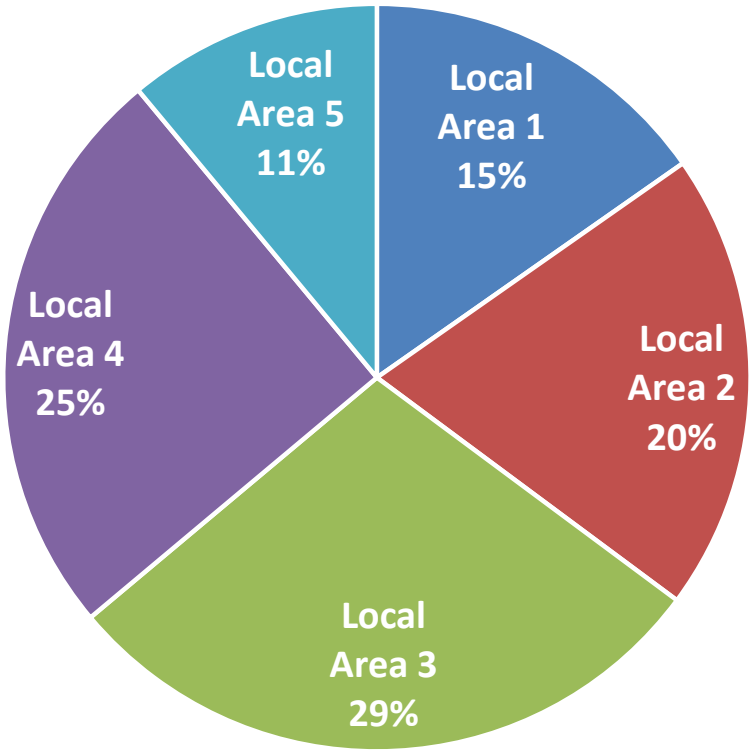


Source: Kansas Department of Labor, Labor Market Information Services; Unemployment Insurance Statistics

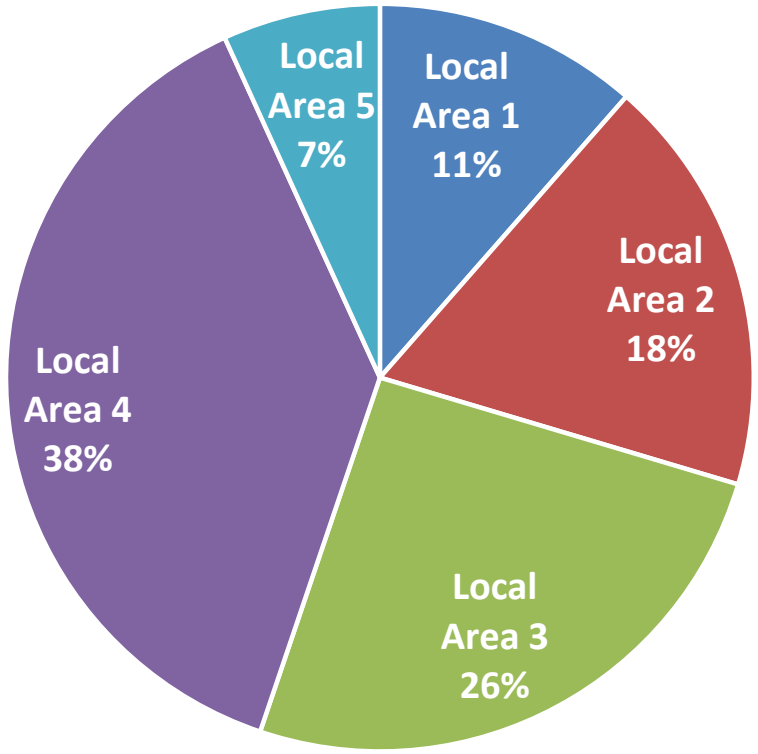
Note: This chart includes continued claims for Regular UI, PEUC, and TRA.
April 2019 averages based on claims for weeks ending 4/6/19 - 5/4/19
April 2020 averages based on claims for weeks ending 4/4/20 - 5/2/20
April 2021 averages based on claims for weeks ending 4/3/21 - 5/1/21

Average Weekly Continued Claims by Local Area

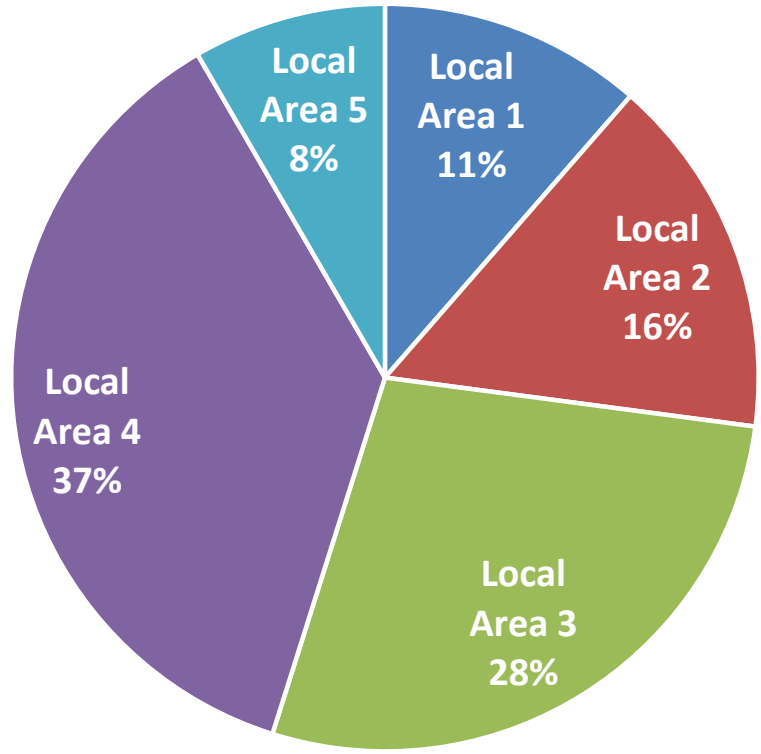
April 2019



April 2020



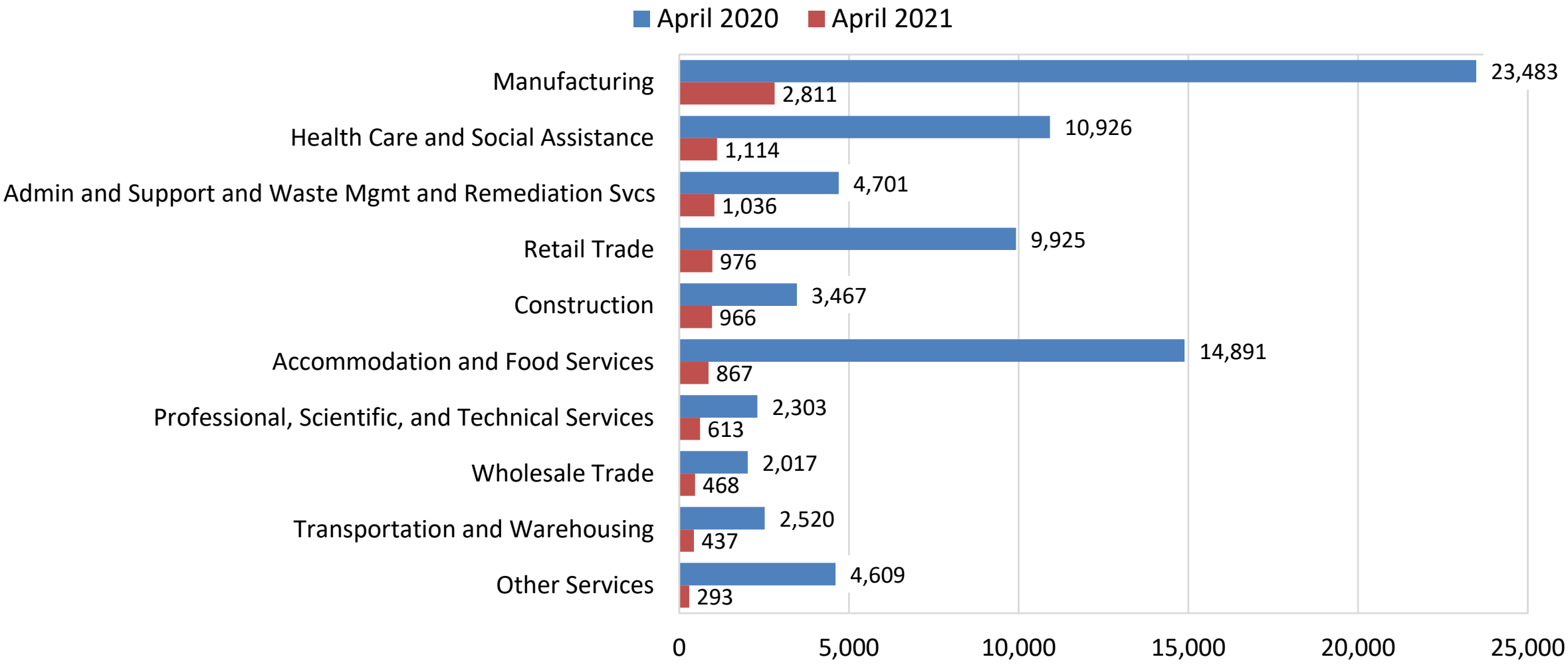
April 2021



Source: Kansas Department of Labor, Labor Market Information Services; Unemployment Insurance Statistics

Note: These charts include continued claims for Regular UI, PEUC, and TRA.
April 2019 averages based on claims for weeks ending 4/6/19 - 5/4/19
April 2020 averages based on claims for weeks ending 4/4/20 - 5/2/20
April 2021 averages based on claims for weeks ending 4/3/21 - 5/1/21

Top 10 Industries by Average Weekly Continued Claims for April 2021
Unique Claimants by Week Claimed



Source: Kansas Department of Labor, Labor Market Information Services; Unemployment Insurance Statistics

Note: This chart includes continued claims for Regular UI, PEUC, and TRA.
April 2020 averages based on claims for weeks ending 4/4/20 - 5/2/20
April 2021 averages based on claims for weeks ending 4/3/21 - 5/1/21

Industries with Highest Number of Average Weekly Continued Claims for April 2021

Local Area 1

	April 2019 Average	April 2020 Average	April 2021 Average
Manufacturing	173	1,996	242
Health Care and Social Assistance	102	1,678	168
Retail Trade	86	1,144	145

Local Area 2

	April 2019 Average	April 2020 Average	April 2021 Average
Construction	215	859	237
Manufacturing	183	3,113	203
Accommodation and Food Services	51	3,512	194

Local Area 3

	April 2019 Average	April 2020 Average	April 2021 Average
Manufacturing	115	1,936	652
Admin & Support, Waste Mgmt & Remediation Svcs	193	1,493	301
Health Care and Social Assistance	135	3,236	281

Local Area 4

	April 2019 Average	April 2020 Average	April 2021 Average
Manufacturing	215	14,348	1,430
Admin & Support, Waste Mgmt & Remediation Svcs	133	1,837	426
Health Care and Social Assistance	144	3,006	349

Local Area 5

	April 2019 Average	April 2020 Average	April 2021 Average
Manufacturing	149	2,090	284
Health Care and Social Assistance	83	809	129
Construction	117	389	100

Source: Kansas Department of Labor, Labor Market Information Services; Unemployment Insurance Statistics

Note: This map includes continued claims for Regular UI, PEUC, and TRA.
April 2019 averages based on claims for weeks ending 4/6/19 - 5/4/19
April 2020 averages based on claims for weeks ending 4/4/20 - 5/2/20
April 2021 averages based on claims for weeks ending 4/3/21 - 5/1/21

Questions?

Kansas
Department of Labor

Labor Market Information Services

401 SW Topeka Blvd. Topeka Ks 66603

Email: KDOL.Laborstats@ks.gov

Web: www.dol.ks.gov

Kansas Department of Labor

KANSASWORKS State Board
May 19, 2021
FY21 / Quarter 3
Workforce Program Initiatives Summary

PROGRAM SUMMARY UPDATES

WORKFORCE INNOVATION AND OPPORTUNITY CONFERENCE

The 3rd Annual Workforce Innovation and Opportunity Conference, hosted by the Kansas Board of Regents and the Kansas Department of Commerce, will be held on October 4 & 5 at the Hyatt Regency Hotel in Wichita. The 2021 conference will focus on the Future of Work & Innovation, and registration is now open at www.wichita.edu/workforce

KANSAS HEALTH PROFESSION OPPORTUNITY PROJECT (KHPOP)

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

The Office of Family Assistance has awarded Kansas Department of Commerce (KDOC) an additional $3 million, Supplement and Extension, to extend Year 5 of the grant for an additional year. This was funded through the CARES Act.

For the full five-year grant period, the total projected participants are 2,000. KHPOP is in Year 5 Extension of the grant and currently has 2,004 participants enrolled. There have been 1,648 Healthcare Training Completions and 780 participants have been employed in healthcare. We are at 100% of our enrollment goal, 100% of our healthcare training completions and at 100% employed in healthcare goals.

WORK OPPORTUNITY TAX CREDIT (WOTC)

The Work Opportunity Tax Credit (WOTC) program is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. This allows the individual to move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers. An employer can receive a federal tax credit that varies between the amounts of $2,400 to $9,600 per applicant.

In the second quarter of FY2021, 10,217 **new** certification requests were received, resulting in 635 eligible for tax credits. 1,344 requests were denied. This is a federal tax savings to Kansas businesses of almost $1.7 million. The largest numbers of workers certified as eligible were recipients of Supplemental Nutrition Assistance Program (SNAP), followed by Rural Renewal Counties, Ex-felons, Temporary Assistance for Needy Families (TANF) and Unemployed Veterans.

The average tax credit per certification to the employer is $2,741.73.

FEDERAL BONDING

The Federal Bonding program provides individual fidelity bonds to employers for job applicants who are or may be denied coverage by commercial carriers. The Federal Bonding program is a unique hiring incentive tool that targets individuals whose backgrounds can pose significant barriers to securing or retaining employment. Job candidates benefit because they are provided a second chance to prove themselves as valuable employees. Employers benefit because they provide an avenue to hire skilled job candidates who might not be hired due to their ineligibility for bond coverage.

In the second quarter of FY2021, no employer inquired about information on the Federal Bonding program.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)

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

RESEA is provided in sixteen Job Centers around the state. There are fifteen grant-funded positions located at five Job Centers. Wagner-Peyser funded staff provides RESEA services in offices that do not have dedicated staff. Claimants scheduled for RESEA are required to report to a workforce center as a condition to receiving UI benefits. Due to COVID-19 related capacity constraints at the Kansas Department of Labor, RESEA was on hiatus until mid-March 2021.

MY (RE)EMPLOYMENT

Beginning April 2018, a new collaboration between the Kansas Departments of Commerce and Department of Labor and **KANSAS**WORKS Workforce System began providing enhanced reemployment services to Kansans who are unemployed and looking for work. The program, called "My (Re)Employment Plan" connects unemployment recipients at the midpoint of their claim with workforce service professionals in their area.

Individuals scheduled for My (Re)Employment Plan are provided, free of charge, personalized job search assistance, including:

- Creation of a "My (Re)Employment" Plan that focuses on goals and accountability.
- Skills assessment to match interests and skills with occupations.
- Resume, interview, and networking assistance.
- Labor market information highlighting current in-demand jobs.

Studies have shown that the longer a person is unemployed, the harder it is to get back to work. Instead of waiting until the end of their entitlement to benefits, recipients will be guided to make a planned approach toward getting a new job that emphasizes personal responsibility.

My (Re)Employment utilizes existing funding received from the United States Department of Labor and is provided in 21 locations across the state. Due to COVID-19 related capacity constraints at the Kansas Department of Labor, My (Re)employment is on hiatus. It is scheduled to resume June 2021.

TRADE ADJUSTMENT ASSISTANCE PROGRAM (TAA)

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S. workers who have lost or may lose their job because of foreign trade. TAA seeks to provide adversely affected workers opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

Petitions are filed with United States Department of Labor (USDOL) on behalf of a group of workers. If certified, the petition identifies the eligible worker group within a specific firm or subdivision. Benefits and services are then provided to the workers. These benefits include reemployment and case management services. Additional funded benefits include paid classroom training, income support while attending full time training, sponsored on-the-job training, customized training, and apprenticeship programs. Funding is available for out of area job search, relocation, Health Coverage Tax Credit and a wage subsidy, for older workers. The TAA unit works closely with Kansas Department of Labor (KDOL) in determining initial eligibility and throughout their enrollment in services.

Working in coordination with the rapid response team, case managers and partner staff we have been able to identify trade impacted companies and file petitions. Kansas had 4 petitions certified this quarter. These petitions identified an estimated additional 365 impacted workers.

Additional TAA staff have been hired. Meeting the demands of the workers will continue to improve. TAA continues to enroll workers using the **KansasCommerce.gov/TAA** as the first step to enrolling in services, providing quick access to needed information and services. We have two email addresses to receive requests for applications, APPLYTAA@KS.GOV and TAA-WICHITA@KS.GOV. Rapid Response meetings continue to be provided.

TAA and Workforce Innovation Opportunity Act (WIOA) staff have been collaborating on the Co-enrollment process across the state.

The following companies were certified during this quarter: Valent Aerostructures (LMI) (Wichita), NWI Holdings (Wichita), General Motors Fairfax Assembly, IT (KC), Castle Metals (Wichita), Mid Continent instrument Co. (Wichita).

FOREIGN LABOR CERTIFICATION
H-2A Temporary Agricultural Program
H-2B Temporary Non-Agricultural Program

H-2A is the temporary agricultural program which allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign works to the U.S. to perform agricultural labor or services of temporary or seasonal nature. Employment is of a seasonal nature where it is tied to certain times of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer's need to fill the position with a temporary worker will, except in extraordinary circumstances, last no longer than one year.

H-2A enrollments per local area:

	Previous Quarter	Current Quarter	Total Year-to-Date
Local Area I	147 Enrollments	80 Enrollments	227 Enrollments
Local Area II	7 Enrollments	22 Enrollments	29 Enrollments
Local Area III	2 Enrollments	2 Enrollments	4 Enrollments
Local Area IV	0 Enrollments	1 Enrollment	1 Enrollment
Local Area V	6 Enrollments	5 Enrollments	11 Enrollments
Total	162 Enrollments	110 Enrollments	272 Enrollments

Housing Inspections for the year is 444.

H-2B is the temporary non-agricultural program which allows U.S. employers who meet specific regulatory requirements to bring foreign nonimmigrant workers to the United States to fill temporary nonagricultural jobs. Before requesting H-2B classification from the U.S. Citizenship and Immigration Services (USCIS), the employer must apply for and receive a temporary labor certification for H-2B workers from the U.S. Department of Labor (DOL) or (Guam DOL if the employment will be in Guam).

H-2B / 50 enrollments for year-to-date.

JOBS FOR VETERANS GRANT (JVSG)
The Jobs for Veterans Grant (JVSG) works directly with the military installations of Fort Leavenworth, Fort Riley, McConnell Air Force Base and Forbes Field. This overview provides a snapshot of **KANSAS**WORKS veteran employment representative outreach across Kansas. JVSG staff continue to attend SHRM, Chamber of Commerce meetings, Veterans attending Colleges, Universities', Technical colleges, Native American Indian Reservations and other non-profit entities targeting veterans within Kansas to promote Workforce Center Services across Kansas ensuring that veterans, transitioning service members and military spouses are aware of services providing them **"Priority of Service"** at one of the workforce center locations.

Veterans served in the Workforce Centers During the quarter, **1,938** veterans were served within the workforce centers with **1,116** receiving further assistance by Disabled Veteran Outreach Program Specialists (DVOP) based on significant barriers to employment. This assistance consisted of customized resume assistance and/or review, workshops, and basic employable skills needed for each individual veteran's needs. Additionally, for the quarter **953** Employer engagements were made by Veteran Employment Representatives. Due to the current restrictions Veteran Employment Representatives across the state conducted email outreach to **3,221** Veterans and Transitioning Service Members throughout the quarter to offer DVOP services, advertise Virtual job fairs and workshops, and to disseminate resource information, and free training opportunities as well as Veteran news.

KANVET.org provides direct access to State of Kansas veteran-specific resources and benefits without having to navigate multiple state and federal agency websites. Over the past quarter, **1,000**-page views with the most popular being employers page, support page and college/universities page. Please take a few minutes to view the site and see what the new site brings to our Kansas Veterans, and those still serving. www.kanvet.org

Department of Defense Skillsbridge and the Army Career Skills Program (CSP) is a component of the Transition Soldier Life Cycle. Military Installations across Kansas in partnership with the local communities have recognized this program which encourages military servicemembers to capitalize on training and development opportunities throughout their military careers so that they grow and develop as soldiers and employability skills after leaving the service. Currently, the State Veteran's Employment Manager is working with all three military installations, staff and Kansas employers to meet the needs of both the servicemembers based on their knowledge, skills and abilities(KSA's) obtained while serving our nation and to meet the employer's occupational demands. Currently, there are **71** programs in and around Wichita, **23** in the Fort Riley and surrounding area and **5** located in the Leavenworth area.

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

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

Kansas enrolled **14** eligible clients to take advantage of this program so that may be able to stay free or a reduced rate throughout Hiltons across the country. Workforce Staff also promote this program for the entire state of Kansas based on the locality and employment opportunities in Kansas, of the **14** eligible clients **7** are remaining in Kansas. Additionally, with this program we have seen an influx of more servicemembers and families remaining in Kansas.

REGISTERED APPRENTICESHIP (RA)

State Apprenticeship Expansion 2020 Grant

During the quarter Kansas Department of Commerce continued working with Registered program sponsors to provide on-going programmatic support. Commerce worked on the development and execution of various trainings with Registered Apprenticeship Program Specialist. Additional, provided Registered Apprenticeship program staff guidance on the development and completion of program standards. Registered Apprenticeship staff continue to utilize the USDOL RAPIDS system that houses Registered Apprenticeship sponsor and apprentice data.

Registered Apprenticeship State Expansion (ASE) Grant

During the quarter Registered Apprenticeship has seen an increase in intermediary program sponsors, staff developed and registered several occupations, some of the new occupations are non-traditional occupations that will expand Registered Apprenticeship opportunities and participation throughout the state. The occupations will create the opportunity to target a more diverse workforce. These Registered Apprenticeship Program Specialist continue to participate in Bi-weekly Registered Apprenticeship Team calls to provide updates, share best practices and discuss and any additional training needs.

Occupations Registered During the Quarter
LINE MAINTAINER (Alternate Title: High Voltage Electrician)
FARM EQUIPMENT MECHANIC I
FIRE DEPARTMENT TRAINING OFFICER
GAS UTILITY WORKER
MECHANICAL MAINTENANCE
MACHINIST
VETERINARY/LAB ANIMAL TECH (Alternate Title: Animal Care Specialist)
PHLEBOTIMIST
PHARMACY TECHNICIAN, (Retail Store (Revised)
HEALTH INFORMATION MANAGEMENT HOSPITAL CODER
MEDICAL ASSISTANT
CONSTRUCTION CRAFT LABORER

Registered Apprenticeship Program Specialists continue their work to expand the recruitment of new sponsors, development of new programs, new occupations, screening and enrollment of registered apprentices. Registered Apprenticeship Sponsors continue working with Registered Apprenticeship staff to enroll their apprentices in **KANSAS**WORKS.com for reimbursement of a portion of the cost of the Related Technical Instruction for each apprentice enrolled through this project. Local Workforce Boards also co-enroll in WIOA to provide supportive services for Registered Apprentices when eligibility criteria are meet.

Registered Apprenticeship continues to provide an opportunity to build a structured training system that allows employers to grow their own, a system that helps meet workforce and retention needs. The related technical instruction for these programs may be provided through community or technical colleges, correspondence, online, distance learning, contract vendors and/or apprenticeship training centers.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

The entirety of the first, second and third quarters saw participants on paid break due to the state's quarantine orders due to the pandemic, the nature of participants as 'high-risk, as well as most host agencies closing their doors. No participants were able to return to work. Participants whom have been vaccinated and their assigned host agency opened have been returning to work in slow increments. The current plan is to notify participants that their return to work date is June 3rd. By the end of June, we anticipate all participants will have returned to work, abiding by the requirements of the host agency. For those who refuse or cannot obtain the COVID vaccination, a return to a host site will be determined by the requirements of the host agency.

OLDER KANSANS EMPLOYMENT PROGRAM (OKEP)

OKEP providers saw a continued slowing of services during the 3rd quarter of FY2021. Case managers are actively reaching out by phone to participants to continue limited follow-up services and are conducting one-on-one interviews as requested. Laptops are available to participants in many OKEP providers offices throughout the state. Participants are encouraged to attend training and ZOOM meetings. OKEP providers have recently returned to their offices and as their agencies reopen, are seeing participants face-to-face on a limited basis.

The Older Workers Task Force has been meeting and a nominating committee formed to present a slate of officers for approval. Commerce has also hosted quarterly meetings with OKEP providers to share best practices and has presented training for ***KANSAS****WORKS*.

Kansas RETAIN – Retaining Employment and Talent After Injury/Illness Network

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

demonstration project will test the impact of early intervention strategies that improve stay-at-work/return-to-work (SAW/RTW) outcomes of individuals, living or working in Butler County, who experience a debilitating injury or illness while employed. The project will address both on-the-job and off-the-job injuries and illnesses. Central to this project is the early coordination of health care and employment-related supports and services to help injured or ill workers remain in the workforce. The Kansas RETAIN Project has been branded **RETAINWOR*KS***.

- The Kansas Department of Commerce has received a one-year grant extension from USDOL/ODEP, extending the period of performance through March 30, 2021, with additional funding of $425,934 for a total of $2,303,757.
- The Kansas Department of Commerce has received an additional 9-month no-cost extended period of performance through December 31, 2021.
- There are currently 66 participants enrolled (58 Treatment, 8 control) with referrals from more than 30 medical providers.
- Effective April 1, 2020 The RETAIN Medical System Partner changed from Susan B. Allen Memorial Hospital, ending March 30, 2020, to Ascension Via Christi – Wichita, who will continue through December 31, 2021.

A Phase 2 Funding Opportunity Announcement (FOA) was published in October 2020 and the Kansas application was submitted February 16, 2021. The awards are expected to be announced in April 2021. Funding will be competitively awarded to five of the eight Phase 1 participating states, for 42 months from April 1, 2021 through March 31, 2025. If awarded, Kansas will expand the demonstration project Statewide, collaborating with all five Local Workforce Areas and five Regional Medical Systems.

WORKFORCE/CORRECTIONS INITIATIVES

Alternative Workforce Specialist serves as the liaison between Kansas Dept. of Commerce and Kansas Dept. of Corrections to work Statewide at increasing opportunities for individuals involved in the criminal justice system to rejoin the workforce in sustainable living wage employment. Statewide involvement in initiatives this quarter includes:

1) Regular meetings with Dept. of Corrections Executive Director of Programs and Risk Reduction, Job Specialist Manager and Director of Education, to discuss goals and connections needed to foster employment for individuals exiting the correctional facilities,
2) Providing training for workforce professionals and partner agencies on employment support specific to individuals involved in the justice system,
3) Conducting research to identify emerging opportunities for employment and assistance for individuals with justice system involvement to reenter the workforce,
4) Serving as co-chair of a subcommittee of the Community Health Improvement Plan in Wyandotte County through the Wyandotte Economic Development Council to strategize on decreasing barriers for individuals with criminal history to rejoin the workforce,
5) Pilot project connecting Workforce Center staff to correctional facility residents, pre-release.

KANSAS BOARD OF REGENTS (TITLE II)

The Accelerating Opportunity @ Work program, funded by Walmart Inc., has expanded its' focus from retail and service sector employers to now include the manufacturing, construction, meat packing and warehouse/distribution sectors. Adult education providers collaborate with the business to develop customized training solutions. These programs focus on both employer and employee needs, providing engaging staff development, and retaining a more skilled workforce.

VOCATIONAL REHABILITATION SERVICES (TITLE IV)

Rehabilitation Services mission is working in partnership with Kansans with disabilities to achieve their goals for employment and independence. Each and every day, the work of Rehabilitation Services employees is life-changing for the citizens we assist. The scope of the work we do on behalf of Kansans with disabilities is impressive, focusing on employment, self-sufficiency, empowerment, inclusion and integration.

- Vocational Rehabilitation – assisting individuals to become employed and self-sufficient.
- Pre-Employment Transition Services (Pre-ETS), which are part of the VR program, are designed to help students with disabilities prepare for the adult world or work and independent living.
- Disability Determination Services – analyzing disability claims filed by Kansas citizens.
- The Business Enterprise Program -- offering small business opportunities for individuals who are blind or visually impaired.
- The Kansas Commission for the Deaf and Hard of Hearing -- offering information, advocacy and technical assistance.
- Independent Living Centers and Services – Supporting the work of Centers for Independent Living and providers of services for older individuals who are blind.

To empower Kansas citizens with disabilities to achieve their employment goals, a comprehensive array of Vocational Rehabilitation (VR) services are available. Services are customized according to each person's unique needs, skills, interests, abilities and vocational goal. Services to be provided for each individual customer are specified on an Individual Plan for Employment (IPE) and may include:

- Vocational assessment to help a customer identify his or her skills, abilities, interests and job goals.
- Vocational counseling and guidance.
- Physical and mental restoration services, including artificial limbs, psychotherapy and physical therapy.
- Training and education to learn new vocational skills.
- Rehabilitation technology, telecommunication aids and other adaptive devices.
- Job preparation and placement services.
- Job coaching.
- On-the-job training.
- Services to help students with disabilities get a job after finishing high school.
- Supported and customized employment for individuals who need intensive on-the-job training and ongoing support.
- Referral to other services or community resources.

The strengths of Rehabilitation Services programs are many. Counselors are specifically trained in working with people with disabilities to obtain and maintain employment. Rehabilitation Services provides a continuum of services for transition students from the high schools to help them prepare for employment as adults.

This continuum begins with Pre-Employment Transition Services (Pre-ETS). Pre-ETS Transition Specialists provide job exploration, self-advocacy training, workplace readiness training, counseling on comprehensive transition or post-secondary education, and work-based learning experiences. The services are designed to provide an early start at job exploration and to assist students with disabilities in making the transition from secondary to post-secondary education/training and competitive, integrated employment. The Pre-ETS Transition Specialist assists a student to apply for VR services if desired. In year 2019, 23% of our persons served were transition youth with disabilities, and 23% of our successful employment outcomes were youth with disabilities.

The IPE the counselor develops with the VR customer is unique to that person and is intended to maximize their employment potential. The IPE addresses the individual's strengths, barriers to employment, vocational goal and services to be provided. The plan is comprehensive and flexible to address the individual's needs. For the past 15 years, more than 90% of the VR customers who achieved employment have been individuals with significant disabilities, meaning they had multiple functional limitations in major areas of life such as mobility, communication, self-care, interpersonal skills, work tolerance, self-direction and work skills. Also, consistently over the past 15 years, about 75% of VR customers who are successfully employed report their own earnings as their largest source of financial support. This is a significant milestone toward self-sufficiency and less reliance on public benefits.

KANSASWORKS State Board
May 19, 2021
FY21 / Quarter 3
Workforce Services Program Initiatives Summary

KANSASWORKS STATE BOARD STRATEGIC PLAN (2018-2020)

Goal 1: Customer Service

1. Empowering Employees to Succeed

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

2. Obtain Customer Service Input

- Secret Shoppers – The final draft of the 2nd Secret Shopper report is available on the state board website.
- Customer Surveys – Utilizing the Workforce Center kiosk surveys, WSU has been analyzing the results and developing a follow-up survey. This survey will ask questions that complement the 11 common questions, to dive

deeper into their experiences at Workforce Centers. They also analyzed all employer surveys, met with a taskforce made up of key staff and stake holders from each local area, and developed a common employer survey.

- Focus Groups - WSU conducted regional focus groups of job seekers in each local area that are co-enrolled in multiple Workforce Innovation and Opportunity Act programs. The information gathered from these groups is available in a report.
- Workforce 2.0 – Over the past quarter, a statewide team has been convened to discuss what lessons have been learned over the past year, what challenges were faced and how do we ensure we're still meeting our customers where they are. Workforce 2.0 is facilitated by the National Governor's Association. Two work groups will develop surveys to glean the aforementioned information from: (1) Customers (both jobseekers and employers); and (2) Staff and determine the best method to distribute and gather information from these surveys.

3. Determine Best Practices

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

Goal 2: Performance Accountability and Transparency

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

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

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

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

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

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

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

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

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

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

Goal 3: System Messaging and Awareness

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

- Alex Rice, Kansas Department of Commerce Director of Marketing, presented information regarding the need for a common brand and messaging to the Local Area Board Chairs in September and during the **KANSAS**WORKS

State Board meeting on November 6, 2019. It was discussed that the Common Identifier Workgroup would convene to begin the process of policy revisions and a new brand standards manual.

- The Workgroup met in January and made significant progress in decisions regarding goals and next steps that was presented by Mike Beene during the January 23 State Board Meeting.

- The Workgroup convened again prior to the May 6 State Board Meeting and again made significant progress to this effort. The Workgroup will be sharing sample logos, typography and color palettes with the State Board during the May 6 State Board Meeting. All of the materials still must be shared with the Local Board Committees during the coming months for approval as well.

- The Workgroup has convened a couple additional times since the last State Board Meeting. The Workgroup is currently discussing budgeting and working to obtain quotes and pricing for signage to determine the needs and budget of this goal.

- The workgroup is gathering costs of office and roadside signage, including highway signage and billboards to develop a plan for rollout.

Objective 3.2 Obtain understanding of KS Awareness about the system: Put together a state-wide workgroup to develop messaging in conjunction with the roll-out of common brand, which will be helpful to the Common Identifier Workgroup as they continue their work to brand the system and **KANSAS**WORKS.

Objective 3.3 Align & Strengthen State & Local Partners' Communication: This work to coincide with each of the objectives to ensure messaging and outreach is cohesive.
• Partners are asked to contribute to the quarterly **KANSAS**WORKS Newsletter

Objective 3.4 Effectively message system performance to display value of system: in January 2019, staff began to research how other states share performance information.

Goal 4: Technology Integration
Objective 4.1 The **KANSAS**WORKS.com feedback survey went live at the end of February,2020. The survey is targeted to job seekers, employers and eligible training providers, and gathers feedback on the individual's experience with the website. From January to February 2021, 1,621 responses were received. The survey was put on hold at the end of February to implement a revamped **KANSAS**WORKS.com website.

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

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

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

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