Kansas Department of Commerce
Workforce Services
Policy and Procedures Manual

Policy Number:

Originating Office: Workforce Services

Subject: Partner Collaboration

Issued: July 17, 2007

Revised: January 19, 2017, April 14, 2026

Program: Workforce Innovation and Opportunity Act (WIOA)

Purpose: To transmit State policy and guidance regarding local workforce development systems and WIOA Partner collaboration

Reference: WIOA Sec. 107(b)(2) 121, 20 CFR Part 678 Subpart B, State Policy #5-20-00, State Policy #5-32-00, State Policy #5-22-00, and America's Talent Strategy

Background: The Workforce Innovation and Opportunity Act requires the State to assure coordination of and avoid duplication among workforce development system partners. Memorandums of Understanding are the primary means for coordinating the services of the One-Stop system. This policy provides local areas guidance on minimum levels of partner collaboration. This policy provides the direction to facilitate this process and to establish minimum requirements on which to base future policy development. Local Area Planning instructions further describe the goals and objectives for policy compliance.

Action: Disseminate this policy to all interested parties.

Contact: Questions should be directed to WIOA Administrator, (785) 296-0607,
TTY: 711, WorkforceSvcs@ks.gov.

Attachment: None.

Partner Collaboration

Policy Statement

The local workforce development board (LWDB) must make available, through the local workforce development system, services that are provided by core, required, and other partner programs.

Overview

WIOA emphasizes full and effective collaboration between partners responsible for core, required and other programs to ensure seamless and customer-focused workforce development services within each local workforce development system. America's Talent Strategy has five strategic pillars, one of which is *Integrated Systems* which emphasizes the need for a workforce system that is unified, navigable and built around the needs of its users.

Definitions

Core Programs – WIOA adult, dislocated worker and youth services, adult education and family literacy services, Wagner-Peyser employment services, and vocational rehabilitation services.

Required Programs – Senior Community Service Employment Program, Trade Adjustment Assistance Program, Veterans Employment Training Services Program, Community Services Block Grant Program, Unemployment Insurance, Second Chance Act Corrections Programs, Temporary Assistance for Needy Families Programs, and training and employment programs offered by Kansas Housing Resource Corporation for families living in public housing.

Additional Programs – Ticket to Work Employment Network Programs, employment and training programs carried out by the small business administration, Supplemental Nutrition Assistance Program Employment and Training Programs, Supplemental Nutrition Assistance Program Work Programs, Vocational Rehabilitation Client Assisted Programs, AmeriCorps, Senior Corps, and the Social Innovation Fund

Workforce Development System - a local or statewide system which assures availability to the public including individuals and employers of adult, dislocated worker and youth employment and training services, labor exchange, and other programs as required by WIOA Sec. 121.

Policy Requirements for Collaboration

The KWSB requires LWDBs to commit to a workforce system that is unified, navigable and built arounds the needs of its users and to ensure their local workforce systems provide seamless, timely and customer-focused services to job seekers, employers and other members of the public accessing **KANSAS**WORKS services. To this end, each LWDB must develop policies and procedures directing One-Stop Operators and/or staff to establish mechanisms and methodologies for partner collaboration. These policies and procedures must include the following:

1. Establishment of regular meetings with all partners to address service delivery issues, scheduling issues, MOU modifications and State and Local Policy implementation. Monthly meetings are recommended.
2. Establishment of procedure for recording attendance at Partner meetings.
3. Establishment of procedure for recording minutes of Partner meetings.
4. Establishment of policy and procedure defining roles and responsibilities of local workforce development system partners to include:
    a. Partner's use of its funds identified to maintain the local workforce development system
    b. Active participation in the operation of the local workforce development system per WIOA Sec. 121(b)(1)(A) and local MOU.
    c. Providing representation on the LWDB to the extent provided under WIOA Sec. 107(b)(2).
5. Establishment of policies and procedures for Partner non-compliance of this policy.

Integration and Functional Management

The **KANSASWORKS** State Board encourages local boards to move from the operation of individual programs working in silos, to a structure with integrated service delivery. The State Board also encourages program co-enrollment where appropriate with reference to State policy #5-32-00 Data Collection.

Integrated service delivery is required under State Policy #5-22-00. However, local areas are not expected to hire any additional staff to integrate functional teams. Rather, local areas are encouraged to develop the structure of functional teams with existing program staff.

Local areas are expected to design local workforce systems to:

- Use an integrated and expert intake process for all customers
- Organize and integrate services by function
- Improve access to quality services for all customers, businesses and job seekers
- Provide a framework to empower and support Local Workforce Development Boards' integration of Wagner-Peyser, WIOA, and JVSG program operations at the local level
- Reduce duplication and seek efficiencies

An integrated service deliver workforce system has four major components:

- A commitment to a workforce system that is unified, navigable and built around the needs of its users.
- A streamlined intake process that utilizes digital tools that help frontline staff guide individuals to the right services and make is easier to coordinate across programs.
- An integrated staffing model that organizes AJC staff into functional teams rather than by programs. Functional Teams include a Skills Development Team, a Business Services Team, and a Welcome Team.
- A Business Services team that offers services based on business needs rather than programs while creating a single point of contact for businesses customers.

The goals of functional management are to:

- To provide a truly seamless workforce system to all customers, both job seekers and employers
- Improve business and job seeker customers' access to quality services
- Reduce duplication of services
- Empower Local Boards to manage the outcomes on which their performance is based
- Formalize the participation of all workforce system partners

In an integrated environment with functional management, all customers should experience a seamless service experience, regardless of program or funding stream. All staff should understand the functions they are to serve, and each local area should have an identifiable person who is responsible for the day-to-day operation in the local workforce system. Refer to State Policy #5-22-00 for a full description of service delivery integration and functional management.

Partner MOUs should fully explain how each partner program is integrated in the functional environment if the local area is integrating staff. Refer to State Policy #5-20-00 for a full description of MOU requirements.

Local boards and partners should keep in mind how integration and functional management affects infrastructure funding agreements (IFAs) and make adjustments to IFAs as necessary.

Local boards should also refer to State Policy #5-20-00 Memorandum of Understanding for further descriptions of service coordination and infrastructure costs.

Local Plan Requirements

Local Areas must establish the policies, procedures and schedule for partner collaboration in their WIOA Local Area Plans.

Integration must be fully explained in the local area plan. Explanations should include descriptions of customer flow, functional teams, and provide an organization chart showing how functional duties and teams are organized. A brief description should also be provided on how each staff is trained for each functional team.