

Kansas Local Area I WorkforceONE Integration Action Plan

Kansas WorkforceONE Mission and Vision Statement

Mission Statement

“The Local Area I Workforce Development Board exists to connect employers to a motivated workforce having skills to obtain and maintain meaningful employment throughout its 62-county community.”

Vision Statement

“The workforce system in Local Area I is seen by employers as ‘the’ source for a well-trained and competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future creating economic growth and vitality.”

Guiding Principles

- **System Focus** – In order to meet the needs of employers in Local Area I, the board must expand its influence to include all workforce intermediaries not just those required by law.
- **Partner Focus** – Establish strong state and local partnerships to achieve greater integration and alignment of the various resources available to employers and workers in Local Area I. WorkforceONE will challenge staff to continually seek to improve the efficiency and effectiveness of the workforce system through reduction in duplication and other means.
- **Customer Focus** – WorkforceONE and its staff will align its actions with the changing needs of employers and all seekers in Local Area I. Actions oriented to providing meaningful, “lifelong” employment for all workers, not simply jobs.

Integration Plan

1. Description of the LWDB strategies for developing a skill-based, demand-driven system tied to LWDB and state goals and objectives.

The measures Kansas WorkforceONE utilizes to gauge its progress towards meeting the Area’s Strategic Objectives which are defined in the Local Area I Strategic Plan include:

Measures

- Increase number of employers utilizing the Workforce Systems by 10% annually
- Increase number of WorkReady! Champions by 5%
- Increase the number of veterans, disabled, under-employed, and older workers served by 10% annually

- Increase number of On-the-Job Training, Apprenticeships and Customized Training contracts by 30% annually
- Increase number of WorkReady! Certificates by 10% annually
- Increase employer sponsorship of WorkReady! Certificate by 20% annually
- Train 80% of WIOA Title IB Customers annually
- Increase staff assisted job orders by 10% annually
- Increase Placements by 40% annually

a. Industry/Industry Clusters/Occupations Priorities:

Local Area I depends on its relationships with Local Area I businesses, labor representatives, economic development organizations and business and industry educational representatives to guide our policies and procedures in regard to demand occupations. The dialogue with these entities has identified the following industries which are experiencing or will-experience shortage. They also assisted in defining these skill gaps.

- Healthcare
- Energy
- Manufacturing / Advanced Manufacturing
- Ag-Science and Production
- Bio-Technology/Life sciences
- Service Industry
- Transportation
- Construction

Local Area I relies heavily on the Labor Market Information provided by the Kansas Department of Labor. This information proves vital when partnering with economic development for retention and expansion activities. In addition, Local Area I, also through its membership of the Western Kansas Regional Economic Development Association (wKREDA), polls on a quarterly basis to gain real-time regional economic development information.

Specific industry clusters and demand occupation information can be found on www.kansasworkforceone.org.

b. Skills policies/goals – which candidates for what occupations.

Local Area I has established an Initial Assessment Process which includes identification of transferable skills for each participant. Transferable skills are then compared to skill requirements for desired and in-demand occupations. Upon identifying gaps in skills, pre-vocational and training plans are designed.

If additional assessments are needed Local Area I utilizes the following assessments and services:

- TapDance
- TABE
- Kansas WorkReady!
- Employer-based assessments if necessary to make appropriate referral
- Talent
- Conover Workplace Readiness Online Credential (Soft Skills)
- Microsoft Skills Certification
- Virtual Job Shadow
- O*NET Interest Profiler
- Company Tours
- Informational Interviews
- Work Experience/Job Shadows/Internships

Local Area I prides itself on service provision that is adapted to meet the customer's goals, interests, aptitudes and skills. Additional assessments are delivered if requested by either the training institution or the potential employer.

c. Definition of minimum level of competency

Local Area I looks to the employer to define the minimum level of competency for the position for which they are hiring. Specific industry guidelines and O*NET may also be used in the initial determination however the final determination of level of competency should always be made by the employer.

2. Description of the process being used to continuously improve service delivery integration.

Kansas WorkforceONE and the Local Area I Workforce System partners are dedicated to continuously seeking opportunities to improve services and the methods used to deliver those services. The Kansas WorkforceONE committees will consistently review monitoring reporting, program and strategic plan performance reports as well as Customer Satisfaction Surveys to identify opportunities for improvement and best practices from across the workforce system.

3. Description Integration Teams

Functional Manager Designation

Tucky Allen, Business Services Director

Integration Team Members

- Business Services Director and Functional Manager
- WorkforceONE Regional Director of Operations
- KDOC Regional Operations Manager

Functional Supervisors

- Special Projects Manager and Supervisor
- Workforce Services Supervisor
- Workforce Services Supervisor

Attachment A - Organizational Chart

4. Description of the functional management roles and responsibilities.

Functional supervisors will serve as primary supervisor for day-to-day work activities.

The supervisors will be responsible for the following:

- Provide oversight of daily activities/team functions
- Organize and coordinate staffing schedule for team
- Direct and assign/reassign team members based upon operational needs
- Monitor and track services provided by team
- Provide coaching and feedback based upon observations and staff inquiries
- Identify and facilitate the timely resolution of questions, problems, concerns/complaints and other issues affecting or involving the team
- Respond to questions/concerns of team members
- Address customer issues which involve team members or services provided by the team
- Communicate any meaningful action of the above-mentioned tasks timely to direct supervisor of the individual

Formal Supervision - Each WIOA and WP staff member will retain their Formal Supervisor, as identified by the respective employer upon hire. The Formal Supervisor will be responsible for the following:

- Ensure employees work in accordance with the agency's personnel policies
- Address behavior and performance concerns of employees at corrective action level based upon the agency's personnel policies
- Communicate agency policies, procedures, required activities, news etc. to Functional Supervisor in a timely manner
- Maintain staffing schedules
- Monitor and track services provided by the members of their respective teams

- Provide specific feedback and coaching to members of their respective teams

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

- Ensure work performance is, at a minimum, falling within an acceptable level
- Identify and monitor performance goals/priority outcomes
- Conduct performance reviews and prepare staff development plans
- Coordinate staff meetings and trainings
- Communicate changes to daily activity or tasks timely
- Insure all reports or spreadsheets are shared between agencies monthly

5. Functional Work Teams

Local Area I has determined that due to the size of staff in KW centers in our area we will not establish specific functional work teams.

Job Seeker Services - We have adopted the Employment Express, Career Advancement and Career Development method for job seeker customer flow. All staff will need to have the knowledge and ability to provide all services to job seekers. In an office where ample staff exists, staff expertise will be evaluated to determine if a particular function better suits their abilities and interests.

Business Services – Size of staff in each office and staff abilities will be considered when assigning business service responsibilities.

6. Customer Flow – Job Seekers and Businesses

Local Area I has established customer flow processes and provided extensive training for all staff to have the ability to serve customers at all points of entry.

7. Measures of Success

Local Area I monitor individual office and staff activity on a monthly basis to determine the effectiveness of integration and impact on its customers. Local Area I is continuing to develop and modify performance/priority outcomes for all staff.

8. Workforce Center Policy Manual

Workforce Center Policy Manual Link - <http://www.kansasworkforceone.org/pdf/WFC-Policy-Manual.pdf>

9. Training Plan for Staff

In order to ensure all of customers receive the same level of service, all Workforce

Center staff will be required to participate in the following training sessions:

- Kansas WorkforceONE Board Orientation
- One-Stop Partner Orientation
- WFC Policy and Procedures
- Active Shooter Training
- Harassment Training
- Working with LEP Persons
- Disability Awareness
- Business Services Training
- Mental Health First Aid
- Customer Service Training

Additional training will be identified and developed by the Functional Management team.

10. Continuous Improvement Plan

The Operations Committee will review Strategic Measures reports and monitoring reports on a quarterly basis to develop continuous improvement initiatives.

11. Communication Plan

Communications plans and processes are in place and follow the functional management team. We will also utilize the WorkforceONE website blog to communicate throughout the system.

- The Integration Team meets on a monthly basis.
- Integration team reports to Operation Committee on a quarterly basis.
- Integration Team and functional supervisors meet on a quarterly basis.
- In-person area-wide workforce center staff training will occur at least twice a year.
- Additional virtual training and/or meetings will occur with all staff when necessary.

During these meetings the following will be discussed:

- Workforce Center Coverage.
- Customer Service issues.
- Staff training needs.
- Event planning.
- Outreach planning.
- Staff performance – specific feedback given prior to evaluations.
- Workforce Center performance.
- Partnership development.
- Regional business needs.

- Customer Satisfaction Results including Mystery Shopper results.

Kansas WorkforceONE Local and Regional Plan describes the following:

- Local Labor Market Information
- Business Services Team Description
- Customer Flow (Job Seeker and Business Services)

Local Area I Workforce Center Policy provides additional policies and processes for operating the workforce centers.

Kansas WorkforceONE Leadership Approval

Deb Scheibler, Executive Director

Date

Kenneth C. Gates, LWDB Char

Date

Don Davis, CEOB Chair

Date

Attachment A – Organizational Chart

ATTACHMENT A

