



**COMMONWEALTH  
OF  
KENTUCKY**

**Workforce Investment Act  
Final Annual Report  
July 1, 2000 -- June 30, 2001**

**Submitted December 3, 2001**



# Workforce Investment Act Annual Report July 1, 2000 - June 30, 2001

*Prepared By:*

**Cabinet for Workforce Development  
Department For Training And ReEmployment**



PAUL E. PATTON  
GOVERNOR

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ALLEN D. ROSE  
SECRETARY

The Honorable Elaine Chao  
Secretary  
United States Department of Labor  
200 Constitution Avenue  
Washington, DC

December 3, 2001

Dear Secretary Chao:

On behalf of the Governor, the employers and citizens of the Commonwealth of Kentucky and the workforce development partners committed to the One Stop Career Center System and youth services, please accept this Annual Report.

During Kentucky's second year of implementation of the Workforce Investment Act, we had many successes and are continuing to develop solutions to ongoing challenges. While our performance exceeded the Department of Labor's standards, we hope to further our continuous improvement efforts and exceed even our expectations next year.

We appreciate the flexible Annual Report format that allows us to highlight our endeavors and shine the light on some of our customers. We've begun this report with a brief overview of workforce development in the Commonwealth, then focused on some specific partner and program successes that are moving our strategic plan closer to fulfillment. We are very proud of the direction in which Kentucky is moving and the role we've played in national initiatives.

Thank you for the opportunity to showcase our commitment to the Workforce Investment Act and for your support and the support of your national and regional staff.

Sincerely,

Allen D. Rose  
Secretary  
Workforce Development Cabinet



# OVERVIEW OF THE WORKFORCE INVESTMENT SYSTEM IN THE COMMONWEALTH OF KENTUCKY

Two years ago the Honorable Paul E. Patton, Governor of Kentucky, established an ambitious goal for the Commonwealth:

*Set Kentucky on the path to achieving economic opportunity and a standard of living above the national average in twenty years.*

Workforce development is a vital component to achieving this goal. The number one concern of employers involved in the economic development and business growth of the Commonwealth is the scarcity of appropriately skilled workers. The passage of the Workforce Investment Act offered a flexible streamlined approach to workforce development that the Governor believed could drive his vision forward.

Enthusiastic about this new approach to workforce development, Governor Patton declared Kentucky an early implementer of the new Act for Program Year 1999 (July 1, 1999 through June 30, 2000). An executive order authorized eleven local areas with strong boards empowered to respond to their communities' needs. At the state level, Governor Patton decided to utilize his Workforce Development Cabinet, with Secretary Allen D. Rose at the helm, as the leader for the early implementation project. The Department for Training and ReEmployment within the Cabinet was designated as the administrative entity for the Workforce Investment Act Title I funds. Both the cabinet and the department were committed, and continue to be committed, to state and local flexibility with a strong role for local boards, streamlining of services and increased accountability.

In Program Year 1999 (July 1, 1999 through June 30, 2000) and Program Year 2000 (July 1, 2000 through June 30, 2001) the Department for Training and ReEmployment has been in a period of evolution from solely a fund administrator to a resource for promising practices, innovative ideas and a facilitator, as well as the administrator of the federal funds.

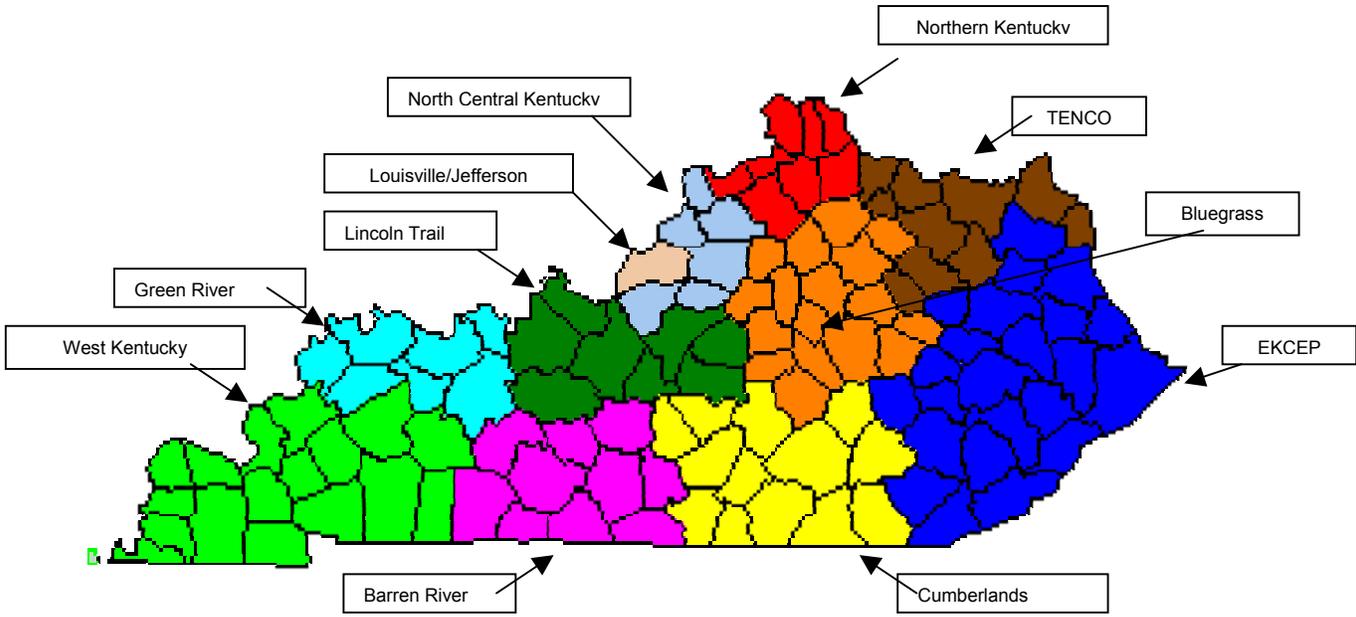
Governor Patton also created a powerful Kentucky Workforce Investment Board that has continued to evolve in the second year of the Workforce Investment Act. From the period of initial implementation of the Act, the Kentucky Workforce Investment Board has further defined its role and potential through a series of strategic planning sessions that resulted in a fully developed mission, core values and goals in Program Year 2000.

At the Cabinet level, Secretary Rose created a Workforce Investment Act Advisory Team that continues into the third year of the Act. This team, comprised of One-Stop Career System partner staff, is responsible for providing guidance to the Cabinet and the state board on issues that involve more than one program or partner. In Program Year 2000 five subcommittees of the Advisory Team were created: Accountability, Accessibility, Marketing, Staff Training and Youth. During Program Year 2000 these committees were instrumental in collecting information, analyzing data and making recommendations about how to increase coordination and collaboration in the One-Stop Career System and how to increase the quality of youth services.

Also in Program Year 2000, the local area boards further developed their roles and have moved more toward strategic and regional planning functions in addition to the administrative duties required by the Act.

The result of blending all these strengths and resources described above has resulted in the Commonwealth of Kentucky again exceeding the performance standards set by the Department of Labor for the second year. The following pages highlight some of the Commonwealth successes and challenges.

# Kentucky Local Workforce Investment Areas



## THE KENTUCKY WORKFORCE INVESTMENT BOARD

After a series of strategic planning sessions in the first half of Program Year 2000, the Kentucky Workforce Investment Board formally adopted the following mission statement, core values and strategic goals:

### Mission:

The mission of the Kentucky Workforce Investment Board is to be a leader and catalyst in creating a comprehensive, customer-driven workforce development system that meets the changing needs of job seekers, incumbent workers and employers. This performance-based system will leverage public and private resources by building strong partnerships to produce a skilled workforce and an improved quality of life for all Kentuckians.

### Core Values

- ✓ Customer Driven
- ✓ Collaboration
- ✓ Measurable Results Oriented
- ✓ Continuous Improvement
- ✓ Commitment to Lifelong Learning

### Strategic Goals

- 1) To develop a comprehensive system that identifies and fills the skill gaps in Kentucky's labor market on an ongoing basis.
- 2) To build a statewide, user-friendly, customer-driven infrastructure for workforce development.
- 3) To develop a marketing and public relations strategy that enhances awareness of workforce development issues for businesses and citizens of the Commonwealth.
- 4) To establish Kentucky as a national leader in workforce development and lifelong learning.

In January 2001, after a series of interviews with board members, a new committee structure for the state board and a greater focus on strategic issues was adopted. A new committee structure included the following: Executive Committee, Accountability and Funding Committee, Business and Industry Committee, Local Liaison Committee, Marketing and Public Relations Committee, and Youth Committee.

In an effort to enhance communication with the local boards and the business community, the Kentucky Workforce Investment Board began two new initiatives in Program Year 2000. The first was in response to a need for better communication across, up, and down the board structure. To promote communication, the state board hosted its first biannual forum with the local workforce investment board chairs to discuss successes, challenges and potential solutions to common issues. The local area board chairs unanimously agreed upon the value of the forum and voted to continue the sessions. The second initiative was a product of the Local Liaison Committee. This committee identified a need for a closer connection between the local boards and the employers in their regions. In response, the Local Liaison Committee recommended that the Kentucky Workforce Investment Board, in partnership with local area boards, host a series of regional roundtables around the state designed to engage the business community in a conversation about workforce development issues. A schedule was developed with the first session to occur in Bowling Green, Kentucky, at the beginning of Program Year 2001. The feedback from both community and business stakeholders has been enthusiastically supportive of both initiatives and have validated the state board's strategic goals.

## KY WORKFORCE INVESTMENT BOARD STRATEGIC GOAL #1

*To develop a comprehensive system that identifies and fills the skill gaps in Kentucky's labor market on an ongoing basis.*

### **Partnering- Coordination and Collaboration in Action**

The key to the success of the Workforce Investment Act in Kentucky has been each partner's commitment to customer service. The implementation of the Act brought about a unified and comprehensive method for delivering services to individuals: the One-Stop Career Center System. As the mandated approach for providing everything from job search assistance to job retraining, the success of the comprehensive centers was critical. The Act prescribes the inclusion of specific workforce partners, yet technology provides its own challenges; it may enhance one partner's accessibility while another's may be restricted due to funding and other practicalities. The way in which Kentucky's local workforce investment areas have planned, implemented, and managed these variables has led to a successful system that is responsive to its customer and the community.

With 27 comprehensive one-stop centers and over 90 satellite/affiliate centers, the level of workforce partner involvement is diverse. In the more populated urban areas, various programs and providers may easily commit the services of a staff person on-site at the center. However, the more sparsely populated rural local workforce investment areas may only be able to justify the electronically linking of partner agencies and services when staffing a location may not be feasible.

The following is a brief summary of some key partners' contributions and their commitment to the success of the Workforce Investment Act in Kentucky:

### **Department for Employment Services**

There are few agencies that serve the vast numbers that the public Employment Service does. During Program Year 2000, Kentucky's Employment Service registered 311,762 job seekers for work and assisted employers in filling 69,577 openings. The following are a few of Program Year 2000's highlights:

- In order to better serve the varied needs of customers by offering late service hours, the Department for Employment Services implemented "alternate work hours" for staff located in One-Stop Centers in response to a request from local area directors;
- Department for Employment Services changed the administrative structure of several field offices in order to be consistent with the areas established by the statewide Workforce Investment Act plan. The department hopes that aligning the offices with the Workforce Investment Act structure will make it easier for the local area boards and the Department for Training and ReEmployment to develop and meet planning requirements;
- In an effort to help the Workforce Investment Area Directors track and improve performance, the Department for Employment Services entered into an Exchange of Information Agreement with the Department for Training and ReEmployment to provide instantaneous wage record information for transmittal to local area staff;

*"The most exciting thing that happened in Program Year 2000 was the increased coordination and collaboration between the Department for Employment Services and the other One-Stop Partners. The department has become an integral and pivotal part of the One-Stop Career System."*

*Commissioner James Thompson  
Dept. for Employment Services*

- Virtual Interviewing sites were established in the Louisville, Florence, and Hopkinsville One-Stop Centers. Virtual Interviewing is a blended combination of audio and interactive video that provides employers and job seekers with face-to-face communication capabilities;
- In the Eastern Kentucky Comprehensive Employment Program workforce investment area, the Department for Employment Services

is a proud partner with the JobSight full-service centers that are in full operation in Clay, Pike, Bell and Perry Counties;

- In the Northern Kentucky workforce investment area, the Covington Local Department for Employment Services Office was designated as a comprehensive One-Stop Center.
- The Henderson local Department for Employment Services office was designated as a satellite center in the Green River workforce investment area. The Henderson staff worked with other partners on an Employee Transition Committee to help laid off coal miners transition to other employment;
- Statewide, the Department for Employment Services implemented a system of self-registration and self-assisted job search. As a result, One-Stop staff have more time to provide intensive services and appropriate referrals to those that need more in-depth assistance from different partners;
- The Department for Employment Services sponsored and joined other partners in conducting numerous job fairs across the state and worked with One-Stop and other community partners on various consortia and committees, as well as rapid response efforts;
- In a collaborative effort, the department and the other partners within the Henderson One-Stop Career Center provided one of the largest employers in the area with testing, interviewing and other services that had previously been contracted for with private consulting firms; and
- The Department for Employment Services and other partner staff at the Central Kentucky Job Center in Georgetown coordinated with Scott County Adult and Community Education to provide computer classes for eligible adult customers to prepare them for today's labor market.

### **Department of Vocational Rehabilitation**

During Program Year 2000 the Department of Vocational Rehabilitation continued its efforts in the coordination and implementation of Kentucky's One-Stop System by locating staff in every comprehensive center and deploying staff on a rotating basis in satellite one-stops.

*"The One-Stop approach to delivering quality customer services benefits everyone involved; the employers, all individual customers, including the disabled, and the community as a whole."*

*Commissioner Sam Serraglio  
Dept. for Vocational Rehabilitation*

The Department of Vocational Rehabilitation has a representative on every local workforce investment board and is actively involved in decision making in the One-Stop System. In a number of the local areas the department is in partnership with other local and state entities as One-Stop operators. In the Henderson area the department took the lead in the establishment of a One-Stop Center located at the Community College.

After collaborative planning in the Eastern Kentucky local area, the Carl D. Perkins Comprehensive Rehabilitation Center, a division of the Department of Vocational Rehabilitation, plans to make application to the local board in Program Year 2001 to become an affiliate One-Stop site. Around the same time, in the Bluegrass Workforce Investment Area, the entire staff of the Department for Employment Services, the Mayor's Training Center of Lexington, Department of Vocational Rehabilitation and all other mandated partners will co-house in a large state-of-the-art facility. The Department of Vocational Rehabilitation has been an active participant in the two years of planning for this exciting project.

The Department of Vocational Rehabilitation continues to be an active participant in the Workforce Investment Act Advisory Team and provides staff to the Local Liaison Committee of the state board. The participation of the Department of Vocational Rehabilitation is critical to ensure that materials and services are accessible to disabled customers.

## Department for the Blind

The Department for the Blind has committed extensive resources, especially staff time and expertise, to be an active partner in the One-Stop system. In a win/win partnership, the One-Stop Centers benefit from the department's expertise and resources, while the department's customers and counselors have greater exposure to employment opportunities. An added benefit is that other partners will learn to appreciate the department's customers as viable candidates for gainful employment.

*"Our customers are vital to the success of Kentucky's continued economic growth. The One-Stop system offers our customers access to more employers and more opportunities."  
Commissioner Denise Placido  
Department for the Blind*

Kentucky has eleven local workforce investment areas, and the Department for the Blind has an official representative on eight of the eleven Workforce Investment Boards. In addition, the department actively participates in the comprehensive One-Stop Centers throughout the state, even in the three areas where there is no department representation on the local Board. The level and degree of participation in the comprehensive One-Stop Centers varies by location. For example, in the Northern Kentucky workforce investment area, the

department has one counselor and an assistant on-site in the Florence One-Stop Center. The counselor is active on the finance and management committee and the department participates financially in the operation of the One-Stop Center. In contrast, in the North Central Kentucky workforce investment area, the department is not represented on the Board, but has a fully executed Memorandum of Understanding with the local board, and is an itinerant presence in the Shepherdsville One-Stop Center.

The Department for the Blind is especially proud of the following achievements in Program Year 2000:

- Establishing excellent cooperative relationships in many areas of the state, especially in the Cumberland, Bowling Green and Elizabethtown areas;
- Improving partnerships and relationships with KentuckianaWorks (the administrative entity in Louisville/Jefferson County and North Central Kentucky) and the Eastern Kentucky Concentrated Employment Program board and staff;
- Positive changes in the physical environments of One-Stop Centers located in Department for Employment Services buildings;
- Improved resource rooms and labor market information; and
- Increased opportunities for the department's customers to meet employers.

Challenges to participation in the One-Stop system continue to exist, with fiscal and accessibility issues of primary concern as well as limited access to the Act's services by department customers. Fiscal concerns include requests from local areas for funds for additional personnel, operating expenses, and space utilization costs that duplicate existing department expenses. In Program Year 2000 the Department for the Blind hopes to focus its efforts and the partners' attention on accessibility concerns (including the potential lack of ADA compliance of the EKOS mediated version, which is Kentucky's version of the One-Stop Operating System), the accessibility of One-Stop Center resource rooms for individuals who are blind and those who require alternative formats, and the continued cross-training of One-Stop staff to increase referrals and improve the coordination of services. There are several initiatives addressing these issues, including the Workforce Investment Act Advisory Team committees, which are planning to look at the use of incentive funds and Governor's Reserve Funds to target these issues in the upcoming program year.

## Title IB Program Services – Skilled Workers Acquiring Gainful Employment

### Adult Services

Title IB and partner funds support the delivery of Core Services to the general population in the One-Stop Career Center System. Most of these services are delivered through resource rooms, which offer a variety of computer software (including résumé preparation), access to the Internet, labor market information and a wide variety of job search materials in an array of mediums. All comprehensive One-Stop Centers house fully developed resource rooms, usually staffed with a mix of partner employees.

One of the most important Core Services is the determination of eligibility for case management and training services for all the partner programs. Staff funded through the local boards using Title IB funds determine eligibility for the Act's Intensive and Training Services. Local area priority lists are used to determine whether the customer will be eligible at the application point in time. In keeping with the desire for local control, the elements on the priority lists vary according to the local labor market and the needs of the area's employers.

In Program Year 2000 the local area boards served 4,604. After trying farming and working at an entry-level, low-paying job, George Rodgerson realized that upgrading his education was the key to providing for his family. With counseling and financial assistance from the Workforce Investment Act, Rodgerson earned an associate and bachelor degrees from Murray State University in Program Year 2000. He is now working full-time at the Buffalo Trace Area Development District. The success of George Rodgerson and other Adult Services customers (as well as Dislocated Worker and Youth Services customers) was celebrated at the Program Year 2000 Annual Awards Lunch. Governor Patton, Bill Saunders from Secretary Chao's office, and Bill Gaunce, Commissioner of the Department for ReEmployment were the featured speakers. The customers receive a celebratory certificate and membership in the Kentucky Colonels, both of which were presented by Governor Patton.



George Rodgerson (Photo by Creative Services)

Adult customers. job, George to providing for his Workforce degrees from working full-time Buffalo Trace Area other Adult Services Awards Lunch. Secretary Rose Training and were delighted to

Another of many Adult Services success stories involves Cynthia Davis, a 35 year old divorced mother with one child. Cynthia was expecting her second child and was dependent on food stamps to supplement her limited income. Cynthia wanted to pursue a career as an OB-GYN nurse, and with the help of the Workforce Investment Act funding and support, enrolled at Morehead State University. She earned a Bachelor's Degree in Nursing and began working at King's Daughters Hospital in Madison, Indiana at the beginning of Program Year 2000. Cynthia is currently earning \$16.07 per hour, plus benefits.

### Dislocated Workers

During Program Year 2000, one of the major efforts by the Department for Training and ReEmployment was developing coordination procedures for training funds available from the Trade Act of 1974 (Trade), the North American Free Trade Agreement (NAFTA), and the Workforce Investment Act of 1998. The operational challenges of the West Kentucky Closure and Mass Layoff National Emergency Grant Project further amplified the importance of the coordination of training funds from various sources including Trade/NAFTA. Although the priority use of the funding for training is outlined in the Act, it was not clear exactly how such coordination should occur at the state and local levels. Working closely, staff from the Department for Training and ReEmployment, the Department for Employment Services and the Department of Labor National and Regional Offices, a set of procedures was developed for the coordination of Trade/NAFTA and Workforce Investment Act training funds. These procedures were issued to the local areas to assist them in developing Memoranda of Understanding at a local level.

The Department for Training and ReEmployment staff provide on-going technical assistance about the Dislocated Worker Services (and Adult Services) to the local areas by various means, such as the issuance of action/information memos, contact via telephone and e-mail, and/or on-site visits at the One-Stop Centers or Youth service provider sites. Over the Program Year, staff have conducted on-site visits and meetings to provide technical assistance in the areas of recruitment, eligibility, case management, obligations/expenditures and coordination with the Rapid Response Team, as well as the coordination of training programs for those participants who are eligible for benefits under the Trade Act.

As part of the Department for Training and ReEmployment's involvement into a source of information and promising practices (as well as the administrative entity for the funds), staff worked with local area staff to form

a work group to develop the first section of the Workforce Investment Act Reference Guide. When completed, this Guide will assist the local areas in the operation of the Act and provide examples and thoughts from other states and sources. The Guide will be divided into chapters addressing various aspects of the services provided under the Act. The chapter currently under development focuses on customized training and on-the-job training. Both state and local staff envision customized training and on-the-job training as effective methods to return dislocated workers to the workforce quickly, as well as to provide our employers with the skilled workers they need.

Kentucky also continues to provide employers with workers trained through the use of an Individual Training Account. The types of training funded vary according to the needs of the local area employers. A wonderful example of the success of the Act's training programs is from the Eastern Kentucky Concentrated Employed Program area:

When Wanda Colegrove went back to school through the Act's Dislocated Worker Services, she had no idea that finding the money for tuition and books would be one of the simpler obstacles she would have to overcome on her way to earning her certificate as a medical lab technician assistant.

Wanda lost her job driving a rock truck when the company where she was employed closed. When she learned, through friends, about the opportunity to further her education through the Workforce Investment Act, she leapt at the chance to pursue a lifelong interest in the health care field. "I always wanted to do something to help people," she said.

*"I would recommend the Workforce Investment Act program to anyone, absolutely. They want you to succeed, and they want to help you succeed."*

*Wanda Cosgrove  
Medical Lab Tech Asst.*

So, after raising a family and working outside the home for most of the 25 years since her high school graduation, Wanda went back to school in January 1999, at Southern West Virginia Community College. Her husband and family were supportive, and the Dislocated Worker Services staff were always available to provide guidance and assistance.

As it turned out, the financial and academic challenges of going back to school paled beside the other challenges Wanda would face. After she completed her first semester with a 4.0 grade point average (GPA), she was looking forward to spending some time with her family before fall classes began. But only a few weeks into summer vacation, Wanda suffered a heart attack. Shortly thereafter, she underwent double-bypass surgery. Wanda fought to regain her strength but her recovery took longer than expected. She was forced to miss the fall 1999 semester, but returned to school in the spring of 2000. When she finished that semester with another 4.0 GPA, she felt she had won a major victory.

As she continued her studies in the fall of 2000, Wanda received the difficult news that her sister had been diagnosed with cancer. Wanda provided moral support to her sister and ensured that she got to her medical appointments, while continuing her own studies. Amazingly, once again, Wanda completed the term with a 4.0 GPA.



Wanda Colegrove (Photo by Creative Services)

Wanda was planning one last push to complete her certificate program in the spring when she received another devastating personal blow. Her husband, Ronald, became seriously ill and—after a number of tests and exploratory surgery—was diagnosed with cancer. Stunned but not defeated, Wanda redoubled her determination to complete her training.

Throughout her final semester, Wanda saw to it that Ronald made the regular 150-mile round trips to Ashland to get the treatments he needed while somehow finding the time and energy to complete her class assignments. Despite his own trials, Ronald

steadily supported Wanda's studies, encouraging her not only to complete her program, but also to excel in her classes. "It was so hard for me to set time aside to study ... to be disciplined about it," she said. "I had to learn to schedule time to prepare for my classes, and sometimes that meant turning down chances to do other things."

Her determination paid off. Despite the distractions and demands on her time and energy, Wanda completed her certificate program and maintained her 4.0 GPA during her final semester. She was named valedictorian of her class and was honored at the Annual Awards Lunch (see above picture). Wanda continues to help Ronald fight to regain his health, but she is not resting on her academic accomplishments. Her performance in her Workforce Investment Act funded training helped her win a scholarship that will allow her to pursue an even bigger dream of earning an associate degree in medical lab technology.

### Rapid Response Services

The Commonwealth's Rapid Response Team expanded their program and team efforts during Program Year 2000. The Rapid Response Team further developed its coordination with the other partner agencies in the Workforce Development Cabinet to provide employers and dislocated workers with a wide array of information about available programs and services. These partners include the Department for Employment Services, Department for Adult Education and Literacy, Department of Vocational Rehabilitation, and the Department for the Blind. The Rapid Response Team also involves the local area staff in order to present the services available through the Dislocated Worker Program and local health departments. Each partner is now present for the initial/employer meeting, where services were explained to management and union officials, as well as the employee meetings. As one Director of Human Resources stated;

*"I thought you and your team did an excellent job in explaining the services available from each organization. Your sensitivity and caring spirit was evident as you shared information. We received several comments from our employees about how beneficial the meetings were and how they were not aware that such help was available. We also appreciated your timeliness in responding to us and getting the meetings set up quickly. "*

*Rodney Poe  
Director of Human Resources*

During Program Year 2000, the Rapid Response Team shortened their response time to employers and increased the number of partners participating at the affected worksites.

At the end of Program Year 2000, the Rapid Response Team created the position of Employer Liaison. This position's focus will be working with employers to avert lay-offs and closures and to develop a closer connection with economic development efforts to increase business attraction, retention and growth.

In response to the influx of immigrants and refugees, the Department for Training and ReEmployment hired two bilingual staff members and purchased portable, wireless interpretative equipment. This interpretive system allows non-English speakers to be included in each employee session--and to receive all the information--without being singled out for their inability to speak English. The highly valued package of information that the Rapid Response Team provides to employers and employees is also available in Spanish. The team also makes time to be available to help the local areas with interpretive needs or in the translation of forms and documents.

Also in Program Year 2000, the Rapid Response Team began the process of creating a "certification" staff training process that would establish common standards for team members from all programs and local areas. This certification process will ensure that high standards for customer service are always achieved and it will help to prepare all members of the team for the difficult situations that sometimes arise. In addition, it will also ensure that only qualified presenters are allowed to provide information about available programs and services.

## Youth Services

To increase the quality of youth services in Kentucky, the state has developed several state level initiatives to identify issues, develop solutions and provide guidance and technical assistance to local areas.

The law does not mandate a state youth council; however, the Kentucky Workforce Investment Board felt that youth issues merited special attention. This resulted in a Youth Committee being established as one of the five standing committees of the state board. This committee consists of five members who work directly with, or who have shown an interest in, youth issues. The committee's main focus is to review services statewide to determine what resources/services are available to youth and to facilitate any needed coordination of state level partners.

Beyond statewide initiatives, the Department for Training and ReEmployment recognized that local areas were in need of ongoing technical assistance in a variety of youth issues. As a result, the department created two youth program coordinator positions that would be responsible for:

- youth services strategic planning;
- coordination of youth programs statewide; and
- technical assistance to local areas, youth councils and other youth organizations.

A State Youth Team, comprised of state and local youth services staff, was formed to provide additional assistance to the Kentucky Workforce Investment Board's Youth Committee and the local area youth coordinators. The team focuses on:

- technical assistance issues and needs;
- developing policy and procedures;
- identifying promising practices;
- educating the local youth councils; and
- developing a statewide strategic plan.

Several initiatives were generated by both teams to respond to the more pressing needs of the local areas.

The first initiative was hosting roundtable meetings to increase communication and understanding about the Act for youth council chairs/members and youth service staff. The state hosted two roundtable discussions in Program Year 2000. The agendas included presentations about successful local area programs, regional youth councils, and partner agencies' services. Presentations about innovative youth programs within the state and throughout the region were also featured. Atlanta region Department of Labor staff participated in both roundtables, providing legislative and Act requirement updates, as well as facilitating a group meeting specifically for youth council chairs. Breakout sessions included discussions of specific local area needs, such as out-of-school youth recruitment, coordination of partners, identification of potential youth resources and other topics.

A second initiative in Program Year 2000 was a Youth ExtraNet site designed for local area staff to use as the primary means of sharing information and resources among and between state and local youth staff. The site includes a "questions and answers" area, a record of youth policy and procedures, information on promising practices, technical assistance information and other areas.

A third initiative was to begin the planning process to launch a Youth Services Newsletter. The targeted first publication date is November 2001. This newsletter will disseminate information to youth service providers, local board members, youth council members and other stakeholders in the community. It will be designed to be a marketing tool for Workforce Investment Act services, as well as a vehicle for information sharing.

The following success story highlights the need for quality youth services and demonstrates what a long-term intensive program can achieve:

Lisa Henderson was a pregnant seventeen-year-old high school drop out when she requested services through the Act-funded Opportunities for Youth contract in Breckinridge County, in the Lincoln Trail workforce investment area. During her year in the program Lisa accessed parenting classes, gained work experience, and obtained her GED. Upon entry into the Act's youth program, Lisa expressed an interest in getting some type of employment working with children, but didn't know in what specific area. Since Lisa has earned her GED, she is now able to pursue that desire by working towards a degree in Early Childhood Education.

## **KY WORKFORCE INVESTMENT BOARD STRATEGIC GOAL #2**

*To build a statewide, user-friendly, customer-driven infrastructure for workforce development.*

### **Developing Capacity- Using the System's Success to Improve the System**

As a result of exceeding negotiated Workforce Investment Activities performance levels during Program Year 1999 for both the WIA Title 1B programs and the adult education services, the Commonwealth of Kentucky received \$1,400,631 in incentive funds. To determine the most appropriate statewide usage of these funds, several workforce partners were called upon to establish a list of priority projects. Members of the Kentucky Workforce Investment Board, state level partners, and local area staff, boards, and administrators met to identify significant needs within the One-Stop Career System.

From these discussions, five priority areas were identified: accessibility of workstations in One-Stop resource rooms; an evaluation system for One-Stop system-wide accountability; staff training; improved technology; and area-specific pilot projects.

Accessibility was determined to be the top priority for the use of these funds. It was determined that each comprehensive One-Stop Career Center should have a fully accessible (software, hardware and assistive devices) computer workstation to better serve disabled customers. With the proper workstation modifications and upgrades, the One-Stop Career Center System will be able to better offer high-quality equal access to the One-Stop system's resources for all individuals. At the end of Program Year 2000, Kentucky had begun to survey the twenty-seven comprehensive One-Stop Centers in order to determine the current level of accessibility, and plans in Program Year 2001 to establish benchmarks and standards to upgrade each center as needed.

The second priority identified at the end of Program Year 2000 was to develop an evaluation system to determine whether the One-Stop Career System is successful in serving the workforce needs of the employers and citizens of Kentucky. The Department for Training and ReEmployment expects to release a Request for Proposals in the next program year to select a qualified vendor to develop the evaluation and measurement system. The scope of work will include:

- Recommending additional One-Stop system-wide quarterly indicators and/or continuous improvement benchmarks that will allow the One-Stop operator (or as appropriate, the consortium of partners) making up the One-Stop within each local workforce investment area to judge the success of their One-Stop system, including benchmarks for each measure.
- Recommending One-Stop system-wide internal goals and describe how such goals impact any indicators or measures.
- Identifying and developing methods/tools to collect system-wide data efficiently, including:
  1. Data sources;
  2. A system for collecting information;
  3. Common reporting forms and procedures.
- Identifying procedures and techniques by which One-Stop operators will analyze and use data to identify opportunities for continuous improvement of programs.
- Determining how to measure the validity and reliability of the One-Stop evaluation project.

- Preparing reports for various stakeholder groups.
- Developing the One-Stop Evaluation Project and determining the role and involvement of the:
  1. Kentucky Workforce Investment Board;
  2. Local Workforce Investment Boards;
  3. Staff from the local workforce investment areas/partner agencies;
  4. One-Stop customers;
  5. State level input for other appropriate cabinets and agencies;
  6. Other appropriate participants.
- Recommending a process for the education and training of agencies participating in this evaluation project.
- Including any follow-up contact by the Contractor to ensure the success of the evaluation system implementation.

The last three identified needs on the statewide priority list: staff training; technology upgrades; and local pilot projects, will be further developed in Program Year 2001.

By establishing a priority list for the use of these incentive funds, Kentucky is focused on improving the overall one-stop system by addressing the most critical needs first. Without erasing barriers to accessibility, or by accurately measuring the efficacy of the delivery of services, Kentucky's workforce professionals cannot provide the quality programs and assistance intended by the Workforce Investment Act.

### **Technology**

Development of capacity and infrastructure extends beyond the One-Stop Career Center System. With the increasing demands brought about by the passage of the Workforce Investment Act, Kentucky has embraced the concept of using technology to help staff work more efficiently, be more productive, improve communications, and to better serve customers. A large part of Kentucky's focus on technology has been related to website development that is aimed at providing information to both external and internal customers. Kentucky's vision is to develop Internet-based resources that will provide accurate, reliable, and comprehensive workforce information, information linkages, and data analysis so that individuals, businesses, governments, and internal staff can make informed decisions to achieve their workforce related goals.

The Cabinet for Workforce Development's website (<http://kycwd.org>) is a key resource for information that is shared with external customers. This site provides information such as the types of services provided under the Workforce Investment Act, labor market information, unemployment insurance information, an explanation of the One Stop Career centers, and links to each of the six agencies within the Cabinet. Kentucky is also very excited about its initiative to incorporate America's Service Locator (ASL) information and America's Workforce Network (AWN) toll free help line services into this resource. To date, the Cabinet feels like the website does a great job of explaining the types of services that are available, but is lacking in the area of telling customers where to go to get these services. Kentucky believes that the America's Service Locator and America's Workforce Network will be able to help bridge this gap with a rich menu of data. Talks continue with America's Service Locator staff on the best way for Kentucky to utilize these resources and meet the needs of customers.

Kentucky also recognizes the need to move to a more proactive way of collecting and sharing data internally. In the past, much of the Cabinet's data has been housed within each of the specific agencies and in a format that was not conducive to sharing. In response to this, Kentucky has emphasized the importance for each agency to analyze the data they collect internally, the value of their data to others, and the need for this data to be developed into a format that can be used and shared with the appropriate internal customers. Some examples of this would include:

- The development of a Cabinet intranet page ( <http://www.mykycwd.org/> )
- Creating youth and fiscal websites specifically for LWIA staff ( <http://dtr.state.ky.us/youthextranet>, <http://dtr.state.ky.us/fiscalextranet> )

- The creation of the Workforce Analysis Office who will be responsible for analyzing data for both internal and external customers

Kentucky is also looking at how to increase the smart use of limited resources in the Department for Training and ReEmployment, the administrative entity for the Workforce Investment Act funds. At the end of Program Year 2000, the department modified several elements of the current fiscal system and plans to implement an Internet-based reporting system in the next program year. Collection, analysis, and reporting of financial information require intensive staff involvement and time at both the local and state levels. Local areas report their information electronically, via fax, or through conventional mail depending upon their capabilities and compatibility with the Department for Training and ReEmployment's software package. These reports are then manually entered into the department's system and reviewed.

To ease this burden, the Department for Training and ReEmployment will implement an Internet-based reporting system to reduce the demands upon staff time and reduce errors. The envisioned application would allow local areas to report their information using a standard software package provided by the department through a website. This information would be analyzed for accuracy as it is entered and then instantly compiled with the information from other local areas and the state. This process would alleviate the demands upon staff time to review several reports in order to identify and correct errors at the state level. This application would also allow local areas to access their available funds by making requests according to the appropriate project. Currently the system precludes function and requires extensive correction in the state accounting system, MARS. Under the proposed application, expenditures would be tied to funding requests and the state would be able to generate much more accurate and current information. In addition, this application would allow the department to devote more time and attention to other fiscal administrative duties such as audit reconciliation.

## **KY WORKFORCE INVESTMENT BOARD STRATEGIC GOAL #3**

*To develop a marketing and public relations strategy that enhances awareness of workforce development issues for businesses and citizens of the Commonwealth.*

### **Marketing - Integrating State and Local Approaches**

Over the last two years of the Act's implementation, there has been much discussion about a unified statewide marketing plan. The Kentucky Workforce Investment Board set this as a priority and the Leadership Team of the Workforce Development Cabinet, and the Workforce Investment Act Advisory Team strongly supported a marketing plan that would promote and support the One-Stop Career Center System across the Commonwealth. The local workforce investment areas, many of whom had already implemented local marketing strategies, also agreed there needed to be a statewide marketing plan that would allow customer recognition from area to area, maintain a consistent message, and have customers realize that all the centers are part of one system with the same goals, but were not willing to lose their unique local identities.

The Department for Training and ReEmployment began researching avenues that could fulfill the desire to have a common theme and unified image for the One-Stop Career Centers throughout the state. The department began exploring the idea of enhancing our partnership with America's Workforce Network. All Act grant recipients are currently required to use the logo to increase public awareness and support for the services and activities available through the Network. After much discussion, it was agreed by all stakeholders that using the AWN logo not only on printed materials, advertisements and products, but also to market the Toll-Free Help Line and the Department of Labor's America's Service Locator may be an acceptable solution to Kentucky's need for a statewide marketing initiative. The department will continue to develop this strategy in the next program year.

The Department for Training and ReEmployment is exploring state and local outlets to increase customer awareness of the Act's services through the advertising of America's Workforce Network Toll-Free Help Line and America's Service Locator. Various mediums under consideration are:

- Inclusion of a statewide services brochure in Rapid Response packets.
- Adding America's Workforce Network Toll-Free Help Line and America's Service Locator Website to existing marketing strategies at state and local levels.
- Creating links to America's Service Locator Website from state and local Websites.
- Advertising One-Stop services on Internet banners.
- Conducting a radio public awareness campaign targeted to employers and individuals.
- Distributing posters and brochures to community-based organizations, community centers, day care facilities, educational facilities, laundromats, libraries, shopping malls, etc.

The department is reaching out to the Spanish population by making its Website information available in Spanish.

Local areas regularly provide the department with inspiring success stories from WIA participants. These inspirational stories are wonderful examples of the positive work going on across the Commonwealth. Not only are these stories published in the local area newspapers and local board newsletters, but also in the Cabinet for Workforce Development newsletter, *Key Workforce Issues*, and on the Cabinet Intranet Website.

State level marketing efforts will continue to be a major focus in the next program year, ensuring that citizens and employers of the Commonwealth are well informed about available workforce services and how to access them.

## **KY WORKFORCE INVESTMENT BOARD STRATEGIC GOAL #4**

*To establish Kentucky as a national leader in workforce development and lifelong learning.*

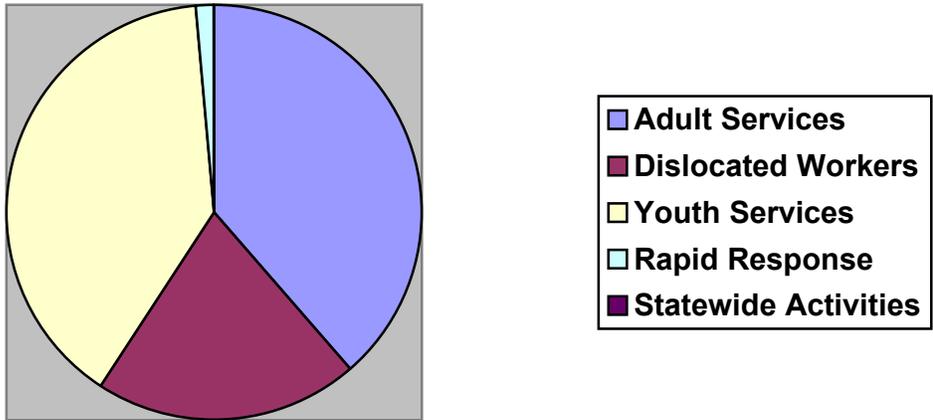
### **Evaluation - Proving How Good It Is**

Kentucky has received many accolades for its innovative initiatives and projects, including specially designed One-Stop Centers, innovative youth programs and strategic planning, the Title IB monitoring tool, the Methods of Administration for Equal Opportunity compliance and other services and projects. However, a continuing frustration in the state is the current lack of ability to consistently measure how effective all its workforce development programs and initiatives truly are. Kentucky hopes the Request for Proposals for a statewide evaluation system described in the section about Strategic Goal #3 will create the means to measure the success of its services.

## COST OF WORKFORCE ACTIVITIES

Kentucky expended \$34,431,904 on workforce investment activities in Program Year 2000. The breakdown in relative expenditures by programs is as follows:

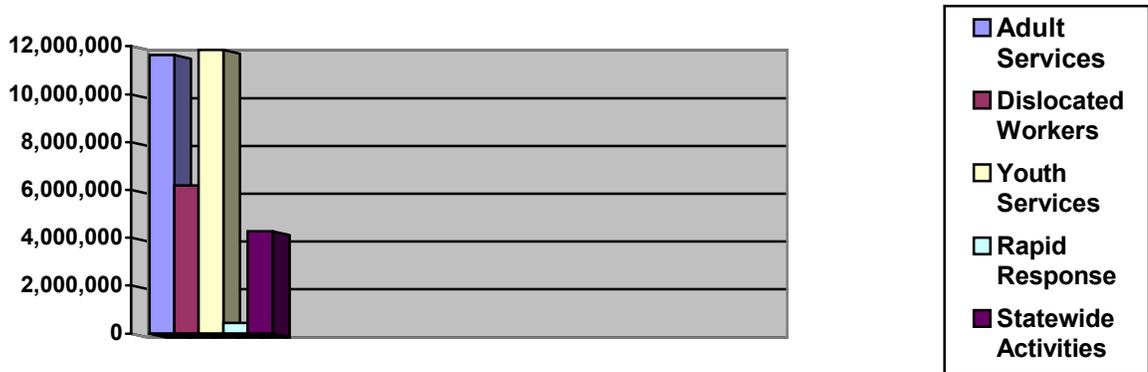
**Program Year 2000 Relative Programmatic Expenditures**



Note: Statewide Activities funds are represented as a thin line between Adult and Dislocated Worker Services.

The breakdown in actual funding dollars is as follows:

**Program Year 2000 Expenditures by Funding**



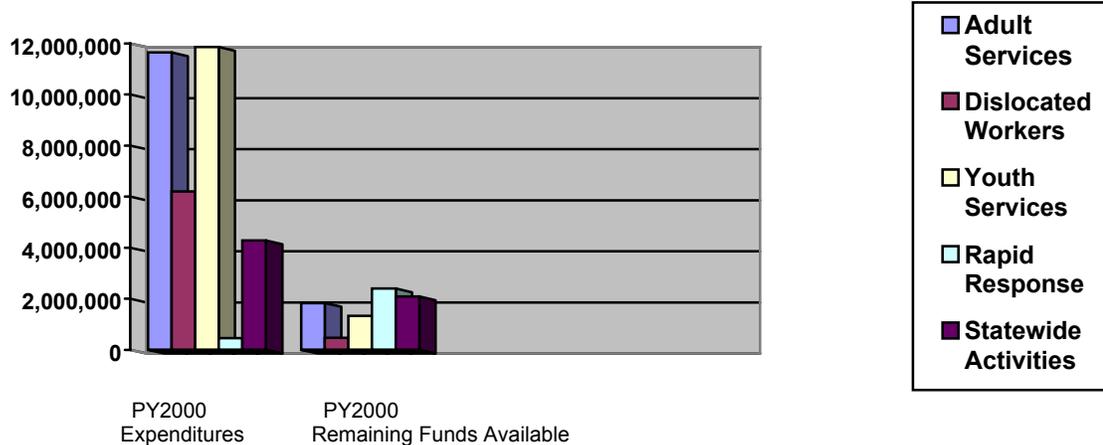
## Cost of Program Activities Relative to Program Outcomes

	PY 2000 Expenditures	PY 2000 Customers Served	PY 2000 Exiters	PY 2000 Cost Per Customer Served	PY 2000 Cost Per Customer Exited
<b>Adult</b>	<b>11,643,724</b>	<b>4604</b>	<b>999</b>	<b>2,529</b>	<b>11,655</b>
<b>Dislocated Workers</b>	<b>6,196,535</b>	<b>2945</b>	<b>622</b>	<b>2,104</b>	<b>9,962</b>
<b>Youth</b>	<b>11,854,309</b>	<b>8511</b>	<b>1842</b>	<b>1,393</b>	<b>6,436</b>

As expected, the Adult customers experienced a higher cost for services than Dislocated Workers due to the multiple barriers and extensive needs of many of the Adult customers. In the youth program there is a wide variety in the costs of services for different individual youth, so the "average" cost does not effectively tell the story of what is actually occurring. (E.g., some younger youth may benefit from an in-school program that is relatively inexpensive, while an older youth may receive services over a period of years and need extensive support services and training.) It must also be noted that all measures of the cost of activities for the three funding streams do not reflect the services that are provided to the thousands of customers who receive Core Services through the One-Stop System.

A more extensive evaluation of the cost of Workforce Investment Act funded activities relative to the effect of the activities on the performance of the participants will be included in the evaluation system being procured in Program Year 2001. This system will include Return on Investment measures and other indicators of success. Kentucky hopes to be able to "tell the story" with a wider variety of measures and indicators in the next Annual Report.

### Program Year 2000 Expenditures Compared to Available Funding



Note: Funding availability, carry-in monies and expenditures reflect the Commonwealth of Kentucky's financial status at the end of Program Year 2000.

## EVALUATION OF WORKFORCE ACTIVITIES

During the first year of the Act's implementation in Kentucky (Program Year 1999), the Accountability Committee of the Workforce Investment Act Advisory Team (formerly the Workforce Investment Act Implementation Team) spent a full year developing measures to help evaluate the success of One-Stop Career Center System. These measures were to be the starting point of a system of measurement to evaluate Kentucky's workforce investment system, which includes partners such as private educational institutions, community-based workforce organization, faith-based workforce organizations, local government funded workforce programs and other public and private workforce development players, in addition to the One-Stop Career System partners. This very "big picture" workforce development evaluation system would be used to measure the successes in the drive toward Governor Patton's larger goal of "...achieving economic opportunity and a standard of living above the national average in twenty years."

The evaluation system consisted of five basic measures, including value-added services, market penetration and repeat customer rates. When the Accountability Committee began to study implementation of its measurement system, the members quickly realized that the One-Stop Career System was too new and too immersed in understanding and meeting the seventeen required performance measures to be able to work with additional state measures at the time. Several months later, in the middle of Program Year 2000, when the One-Stop System was developed enough to begin working with additional measures, it was recognized that a professional experienced organization was needed to not only develop measures, but to also help develop data collection systems to produce reliable and valid data. To meet those requirements, the Department for Training and ReEmployment released a Request for Proposals to procure an experienced vendor capable of creating and implementing such a system. (See the section on evaluation for more specific information on the scope of work.)

Once a vendor is selected in a competitive process in Program Year 2001, the Department for Training and ReEmployment will ensure that the evaluation system will include the ability to measure the cost effectiveness of Workforce Investment Act funded activities compared to other workforce investment system activities. This information is expected to be included in the Program Year 2001 Annual Report.

**Table A - Workforce Investment Act Customer Satisfaction Results**

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level</b>	<b>Actual Performance Level - American Customer Satisfaction Index</b>	<b>Number of Completed Surveys</b>	<b>Number of Customers Eligible for The Survey</b>	<b>Number of Customers Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	69.42	82.91	710	3,463	1,129	62.89
<b>Employers</b>	60.00	74.26	1,572	2,170	2,170	72.44

**Table B - Adult Program Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	63.00	61.53	531
			863
<b>Employment Retention Rate</b>	73.00	70.44	529
			751
<b>Earnings Change in Six Months</b>	3400	4734.75	3011302
			636
<b>Employment And Credential Rate</b>	45.00	48.23	464
			962

**Table C - Outcomes for Adult Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients Receiving Intensive or Training Services</b>		<b>Veterans</b>		<b>Individuals With Disabilities</b>		<b>Older Individuals</b>	
<b>Entered Employment Rate</b>	51.04	244	44.00	11	36.17	17	21.73	10
		478		25		47		46
<b>Employment Retention Rate</b>	76.34	284	69.56	16	86.66	26	90.00	18
		372		23		30		20
<b>Earnings Change in Six Months</b>	5104.84	1899000.44	2929.58	67380.37	5091.72	152751.61	2622.07	52441.44
		372		23		30		20
<b>Employment And Credential Rate</b>	37.88	247	45.16	14	50.00	15	33.33	2
		652		31		30		6

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate			
Employment Retention Rate			
Earnings Change in Six Months			
Employment and Credential Rate			

Table E - Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68.00	74.88	793
			1059
Employment Retention Rate	81.00	87.64	695
			793
Earnings Replacement in Six Months	85.00	84.76	7573927
			6419538
Employment And Credential Rate	45.00	54.65	476
			871

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	100.0	1	69.01	49	67.85	19	56.25
		1		71		28		48
Employment Retention Rate	100.0	1	83.67	41	100.0	19	81.48	22
		1		49		19		27
Earnings Replacement Rate	76.20	13000.02	86.70	546744.62	92.40	174285.55	71.10	256560.48
		17042.31		630609.41		188466.01		360581.68
Employment And Credential Rate	0.00	1	45.58	31	25.00	7	31.25	15
		0		68		28		48

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate			
Employment Retention Rate				
Earnings Replacement Rate				
Earnings Replacement Rate				

**Table H - Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	61.00	63.58
			151
Employment Retention Rate	70.00	75.57	99
			131
Earnings Change in Six Months	924	4727	54820
			116
Credential Rate	35.00	39.61	82
			207

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	60.49	49	0.00	0	25.00	1	62.83
		81		0		4		113
Employment Retention Rate	87.01	67	0.00	0	66.66	2	80.31	102
		77		0		3		127
Earnings Change in Six Months	5529.40	425763.80	0.00	0	2654.25	7962.74	5375.36	682670.28
		77		0		3		127
Credential Rate	0.00	0	0.00	0	0	0	0	0
		0		0		0		0

**Table J - Younger Youth Results At-A-Glance**

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	<b>65.40</b>	<b>81.41</b>	<b>2505</b>
			<b>3077</b>
<b>Diploma or Equivalent Attainment Rate</b>	<b>40.00</b>	<b>49.43</b>	<b>353</b>
			<b>714</b>
<b>Retention Rate</b>	<b>40.00</b>	<b>70.95</b>	<b>530</b>
			<b>747</b>

**Table K - Outcomes for Younger Youth Special Populations**

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals With Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	<b>74.71</b>	<b>1634</b>	<b>64.37</b>	<b>159</b>	<b>72.00</b>	<b>337</b>
		<b>2187</b>		<b>247</b>		<b>468</b>
<b>Diploma or Equivalent Attainment Rate</b>	<b>20.33</b>	<b>192</b>	<b>22.52</b>	<b>25</b>	<b>37.90</b>	<b>47</b>
		<b>944</b>		<b>111</b>		<b>124</b>
<b>Retention Rate</b>	<b>27.36</b>	<b>211</b>	<b>30.33</b>	<b>27</b>	<b>80.95</b>	<b>187</b>
		<b>711</b>		<b>89</b>		<b>231</b>

**Table L - Other Reported Information**

	<b>12 Month Employment Retention Rate</b>		<b>12 Mo. Earnings Change (Adults and Older Youth)  or  12 Mo. Earnings Replacement (Dislocated Workers)</b>		<b>Placements for Participants in Nontraditional Employment</b>		<b>Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment</b>		<b>Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services</b>	
<b>Adults</b>										
<b>Dislocated Workers</b>										
<b>Older Youth</b>										

**NOTE: The placement for non-traditional and training related are for the employment or training held at exit, rather than a 1<sup>st</sup> quarter measure, per instructions from National Office to use termination data.**

**Table M - Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>4604</b>	<b>999</b>
<b>Dislocated Workers</b>	<b>2945</b>	<b>622</b>
<b>Older Youth</b>	<b>1219</b>	<b>221</b>
<b>Younger Youth</b>	<b>7292</b>	<b>1621</b>

**Table N - Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$11,643,724</b>
<b>Local Dislocated Workers</b>		<b>\$6,196,535</b>
<b>Local Youth</b>		<b>\$11,854,309</b>
<b>Rapid Response</b> <small>(up to 25%) §134 (a) (2) (A)</small>		<b>\$454,675</b>
<b>Statewide Required Activities</b> <small>(Up to 15%) §134 (a) (2) (B)</small>		<b>\$885,659</b>
<b>Statewide Allowable Activities</b> <small>§134 (a) (3)</small>	<b>Jobs for Kentucky's Graduates (In-School Youth) Project</b>	<b>\$576,400</b>
	<b>Jobs for America's Graduates (Out-of-School Youth) Project</b>	<b>\$184,348</b>
	<b>EKOS (KY's One-Stop Operating System)</b>	<b>\$271,735</b>
	<b>Miscellaneous</b>	<b>\$588,840</b>
	<b>State Administration</b>	<b>\$,775,679</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$34,431,904</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b>  <u>West Kentucky</u>	<b>Total Participants Served</b>	<b>Adults</b>	<b>512</b>
		<b>Dislocated Workers</b>	<b>521</b>
		<b>Older Youth</b>	<b>57</b>
		<b>Younger Youth</b>	<b>187</b>
<b>ETA Assigned #</b> <b>21005</b>	<b>Total Exiters</b>	<b>Adults</b>	<b>63</b>
		<b>Dislocated Workers</b>	<b>30</b>
		<b>Older Youth</b>	<b>14</b>
		<b>Younger Youth</b>	<b>55</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>69.42</b>	<b>83.52</b>
	<b>Employers</b>	<b>60.00</b>	<b>78.54</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>65.00</b>	<b>83.33</b>
	<b>Dislocated Workers</b>	<b>70.00</b>	<b>88.88</b>
	<b>Older Youth</b>	<b>65.00</b>	<b>75.00</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>78.00</b>	<b>83.58</b>
	<b>Dislocated Workers</b>	<b>80.00</b>	<b>94.82</b>
	<b>Older Youth</b>	<b>75.00</b>	<b>100.00</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>77.77</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>3,700.00</b>	<b>5,464.71</b>
	<b>Dislocated Workers</b>	<b>82.00</b>	<b>99.68</b>
	<b>Older Youth</b>	<b>3,800.00</b>	<b>8,493.60</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>45.00</b>	<b>64.47</b>
	<b>Dislocated Workers</b>	<b>45.00</b>	<b>63.15</b>
	<b>Older Youth</b>	<b>35.00</b>	<b>41.66</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>57.14</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>65.40</b>	<b>67.53</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			X

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Lincoln Trail	<b>Total Participants Served</b>	<b>Adults</b>	<b>147</b>
		<b>Dislocated Workers</b>	<b>178</b>
		<b>Older Youth</b>	<b>40</b>
		<b>Younger Youth</b>	<b>142</b>
<b>ETA Assigned #</b> 21050	<b>Total Exiters</b>	<b>Adults</b>	<b>22</b>
		<b>Dislocated Workers</b>	<b>32</b>
		<b>Older Youth</b>	<b>12</b>
		<b>Younger Youth</b>	<b>41</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	85.19
	<b>Employers</b>	60.00	76.91
<b>Entered Employment Rate</b>	<b>Adults</b>	58.00	85.71
	<b>Dislocated Workers</b>	72.00	69.69
	<b>Older Youth</b>	70.00	0.00
<b>Retention Rate</b>	<b>Adults</b>	77.00	94.11
	<b>Dislocated Workers</b>	66.00	91.30
	<b>Older Youth</b>	52.00	100.00
	<b>Younger Youth</b>	40.00	66.66
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	2,700.00	5,182.66
	<b>Dislocated Workers</b>	70.00	100.02
	<b>Older Youth</b>	555.00	15,865.44
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	52.17
	<b>Dislocated Workers</b>	45.00	46.87
	<b>Older Youth</b>	35.00	50.00
	<b>Younger Youth</b>	40.00	52.94
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	39.50
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
		<b>Not Met</b>	<b>Met</b>
<b>Overall Status of Local Performance</b>			X
			<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Louisville/Jefferson Co.	<b>Total Participants Served</b>	<b>Adults</b>	<b>258</b>
		<b>Dislocated Workers</b>	<b>175</b>
		<b>Older Youth</b>	<b>82</b>
		<b>Younger Youth</b>	<b>216</b>
<b>ETA Assigned #</b> 21015	<b>Total Exiters</b>	<b>Adults</b>	<b>57</b>
		<b>Dislocated Workers</b>	<b>40</b>
		<b>Older Youth</b>	<b>8</b>
		<b>Younger Youth</b>	<b>57</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>69.42</b>	<b>82.47</b>
	<b>Employers</b>	<b>60.00</b>	<b>66.63</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>81.00</b>	<b>72.58</b>
	<b>Dislocated Workers</b>	<b>75.00</b>	<b>79.92</b>
	<b>Older Youth</b>	<b>79.00</b>	<b>100.00</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>75.00</b>	<b>75.00</b>
	<b>Dislocated Workers</b>	<b>84.00</b>	<b>85.36</b>
	<b>Older Youth</b>	<b>70.00</b>	<b>71.43</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>69.69</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>3,300.00</b>	<b>2,807.84</b>
	<b>Dislocated Workers</b>	<b>90.00</b>	<b>83.16</b>
	<b>Older Youth</b>	<b>1,363.00</b>	<b>3,162.04</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>45.00</b>	<b>41.07</b>
	<b>Dislocated Workers</b>	<b>45.00</b>	<b>31.34</b>
	<b>Older Youth</b>	<b>35.00</b>	<b>46.15</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>36.84</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>65.40</b>	<b>73.63</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>X</b>
		<b>Exceeded</b>	

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> North Central Kentucky	<b>Total Participants Served</b>	<b>Adults</b>	<b>106</b>	
		<b>Dislocated Workers</b>	<b>81</b>	
		<b>Older Youth</b>	<b>3</b>	
		<b>Younger Youth</b>	<b>2</b>	
<b>ETA Assigned #</b> 21020	<b>Total Exiters</b>	<b>Adults</b>	<b>14</b>	
		<b>Dislocated Workers</b>	<b>20</b>	
		<b>Older Youth</b>	<b>0</b>	
		<b>Younger Youth</b>	<b>1</b>	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	81.25	
	<b>Employers</b>	60.00	71.69	
<b>Entered Employment Rate</b>	<b>Adults</b>	93.00	66.67	
	<b>Dislocated Workers</b>	90.00	60.00	
	<b>Older Youth</b>	50.00	100.00	
<b>Retention Rate</b>	<b>Adults</b>	65.00	100.00	
	<b>Dislocated Workers</b>	90.00	100.00	
	<b>Older Youth</b>	60.00	0.00	
	<b>Younger Youth</b>	40.00	0.00	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	1,500.00	8,251.95	
	<b>Dislocated Workers</b>	88.00	60.89	
	<b>Older Youth</b>	500.00	142.89	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	42.85	
	<b>Dislocated Workers</b>	45.00	16.66	
	<b>Older Youth</b>	35.00	50.00	
	<b>Younger Youth</b>	40.00	0.00	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	0.00	
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Northern Kentucky	<b>Total Participants Served</b>	<b>Adults</b>	<b>110</b>
		<b>Dislocated Workers</b>	<b>208</b>
		<b>Older Youth</b>	<b>58</b>
		<b>Younger Youth</b>	<b>148</b>
<b>ETA Assigned #</b> 21025	<b>Total Exiters</b>	<b>Adults</b>	<b>29</b>
		<b>Dislocated Workers</b>	<b>35</b>
		<b>Older Youth</b>	<b>14</b>
		<b>Younger Youth</b>	<b>10</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>69.42</b>	<b>83.09</b>
	<b>Employers</b>	<b>60.00</b>	<b>63.80</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>57.00</b>	<b>73.91</b>
	<b>Dislocated Workers</b>	<b>50.00</b>	<b>61.19</b>
	<b>Older Youth</b>	<b>65.00</b>	<b>71.42</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>64.00</b>	<b>72.72</b>
	<b>Dislocated Workers</b>	<b>80.48</b>	<b>85.36</b>
	<b>Older Youth</b>	<b>45.00</b>	<b>80.00</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>75.00</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>1,800.00</b>	<b>2,510.04</b>
	<b>Dislocated Workers</b>	<b>89.00</b>	<b>99.81</b>
	<b>Older Youth</b>	<b>500.00</b>	<b>56.25</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>45.00</b>	<b>55.55</b>
	<b>Dislocated Workers</b>	<b>45.00</b>	<b>49.23</b>
	<b>Older Youth</b>	<b>35.00</b>	<b>71.42</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>71.42</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>65.40</b>	<b>18.51</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> TENCO	<b>Total Participants Served</b>	<b>Adults</b>	<b>343</b>
		<b>Dislocated Workers</b>	<b>161</b>
		<b>Older Youth</b>	<b>10</b>
		<b>Younger Youth</b>	<b>300</b>
<b>ETA Assigned #</b> 21010	<b>Total Exiters</b>	<b>Adults</b>	<b>76</b>
		<b>Dislocated Workers</b>	<b>65</b>
		<b>Older Youth</b>	<b>4</b>
		<b>Younger Youth</b>	<b>79</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	<b>69.42</b>	<b>91.28</b>
	<b>Employers</b>	<b>60.00</b>	<b>72.64</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	<b>62.00</b>	<b>86.95</b>
	<b>Dislocated Workers</b>	<b>73.00</b>	<b>80.00</b>
	<b>Older Youth</b>	<b>62.00</b>	<b>33.33</b>
<b>Retention Rate</b>	<b>Adults</b>	<b>71.00</b>	<b>70.27</b>
	<b>Dislocated Workers</b>	<b>86.00</b>	<b>88.88</b>
	<b>Older Youth</b>	<b>68.00</b>	<b>100.00</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>100.00</b>
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	<b>3,000.00</b>	<b>5,943</b>
	<b>Dislocated Workers</b>	<b>82.00</b>	<b>66.01</b>
	<b>Older Youth</b>	<b>2,017.00</b>	<b>8,791</b>
<b>Credential/Diploma Rate</b>	<b>Adults</b>	<b>45.00</b>	<b>71.43</b>
	<b>Dislocated Workers</b>	<b>45.00</b>	<b>73.81</b>
	<b>Older Youth</b>	<b>35.00</b>	<b>42.85</b>
	<b>Younger Youth</b>	<b>40.00</b>	<b>40.00</b>
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	<b>65.40</b>	<b>79.60</b>
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			X
		<b>Exceeded</b>	

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> EKCEP	<b>Total Participants Served</b>	<b>Adults</b>	2225
		<b>Dislocated Workers</b>	416
		<b>Older Youth</b>	465
		<b>Younger Youth</b>	3,105
<b>ETA Assigned #</b> 21035	<b>Total Exiters</b>	<b>Adults</b>	563
		<b>Dislocated Workers</b>	147
		<b>Older Youth</b>	69
		<b>Younger Youth</b>	776
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	85.94
	<b>Employers</b>	60.00	75.60
<b>Entered Employment Rate</b>	<b>Adults</b>	58.00	54.43
	<b>Dislocated Workers</b>	60.00	68.15
	<b>Older Youth</b>	54.00	58.42
<b>Retention Rate</b>	<b>Adults</b>	70.00	73.38
	<b>Dislocated Workers</b>	82.00	78.83
	<b>Older Youth</b>	73.00	71.66
	<b>Younger Youth</b>	40.00	87.03
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	3,400.00	4,696.06
	<b>Dislocated Workers</b>	86.00	93.61
	<b>Older Youth</b>	3,000.00	5,486.21
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	41.10
	<b>Dislocated Workers</b>	45.00	50.31
	<b>Older Youth</b>	35.00	33.33
	<b>Younger Youth</b>	40.00	39.63
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	90.74
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			X
		<b>Exceeded</b>	

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> CUMBERLANDS	<b>Total Participants Served</b>	<b>Adults</b>	278
		<b>Dislocated Workers</b>	557
		<b>Older Youth</b>	251
		<b>Younger Youth</b>	1,666
<b>ETA Assigned #</b> 21040	<b>Total Exiters</b>	<b>Adults</b>	61
		<b>Dislocated Workers</b>	76
		<b>Older Youth</b>	26
		<b>Younger Youth</b>	174
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	82.90
	<b>Employers</b>	60.00	77.90
<b>Entered Employment Rate</b>	<b>Adults</b>	56.00	54.17
	<b>Dislocated Workers</b>	68.00	77.26
	<b>Older Youth</b>	61.00	71.43
<b>Retention Rate</b>	<b>Adults</b>	76.00	81.40
	<b>Dislocated Workers</b>	83.00	91.48
	<b>Older Youth</b>	68.00	80.00
	<b>Younger Youth</b>	40.00	50.00
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	3,200.00	4,991.60
	<b>Dislocated Workers</b>	89.00	80.41
	<b>Older Youth</b>	2,618.00	4,699.26
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	47.76
	<b>Dislocated Workers</b>	45.00	53.81
	<b>Older Youth</b>	35.00	46.15
	<b>Younger Youth</b>	40.00	67.74
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	81.40
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			X
		<b>Exceeded</b>	

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Green River	<b>Total Participants Served</b>	<b>Adults</b>	<b>298</b>	
		<b>Dislocated Workers</b>	<b>225</b>	
		<b>Older Youth</b>	<b>75</b>	
		<b>Younger Youth</b>	<b>431</b>	
<b>ETA Assigned #</b> 21055	<b>Total Exiters</b>	<b>Adults</b>	<b>87</b>	
		<b>Dislocated Workers</b>	<b>60</b>	
		<b>Older Youth</b>	<b>32</b>	
		<b>Younger Youth</b>	<b>171</b>	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	78.83	
	<b>Employers</b>	60.00	72.00	
<b>Entered Employment Rate</b>	<b>Adults</b>	68.00	86.84	
	<b>Dislocated Workers</b>	67.00	66.66	
	<b>Older Youth</b>	58.00	71.42	
<b>Retention Rate</b>	<b>Adults</b>	81.00	77.27	
	<b>Dislocated Workers</b>	79.00	86.36	
	<b>Older Youth</b>	81.00	69.23	
	<b>Younger Youth</b>	40.00	56.25	
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	3,900.00	6,304.03	
	<b>Dislocated Workers</b>	70.00	81.71	
	<b>Older Youth</b>	3,500.00	745.57	
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	62.50	
	<b>Dislocated Workers</b>	45.00	62.50	
	<b>Older Youth</b>	35.00	46.15	
	<b>Younger Youth</b>	40.00	29.00	
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	76.41	
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Barren River	<b>Total Participants Served</b>	<b>Adults</b>	172
		<b>Dislocated Workers</b>	104
		<b>Older Youth</b>	43
		<b>Younger Youth</b>	184
<b>ETA Assigned #</b> 21060	<b>Total Exiters</b>	<b>Adults</b>	16
		<b>Dislocated Workers</b>	79
		<b>Older Youth</b>	18
		<b>Younger Youth</b>	69
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	77.83
	<b>Employers</b>	60.00	75.83
<b>Entered Employment Rate</b>	<b>Adults</b>	67.00	47.61
	<b>Dislocated Workers</b>	67.00	80.58
	<b>Older Youth</b>	58.00	66.67
<b>Retention Rate</b>	<b>Adults</b>	71.00	84.46
	<b>Dislocated Workers</b>	80.00	86.74
	<b>Older Youth</b>	69.00	100.00
	<b>Younger Youth</b>	40.00	100.00
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	3,600.00	1,058.46
	<b>Dislocated Workers</b>	71.00	84.51
	<b>Older Youth</b>	1,930.00	8,910.15
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	45.83
	<b>Dislocated Workers</b>	45.00	69.91
	<b>Older Youth</b>	35.00	0.00
	<b>Younger Youth</b>	40.00	37.50
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	77.94
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Bluegrass	<b>Total Participants Served</b>	<b>Adults</b>	<b>120</b>
		<b>Dislocated Workers</b>	<b>319</b>
		<b>Older Youth</b>	<b>40</b>
		<b>Younger Youth</b>	<b>359</b>
<b>ETA Assigned #</b> 21045	<b>Total Exitters</b>	<b>Adults</b>	<b>11</b>
		<b>Dislocated Workers</b>	<b>38</b>
		<b>Older Youth</b>	<b>11</b>
		<b>Younger Youth</b>	<b>93</b>
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	81.48
	<b>Employers</b>	60.00	71.94
<b>Entered Employment Rate</b>	<b>Adults</b>	63.00	75.00
	<b>Dislocated Workers</b>	68.00	80.00
	<b>Older Youth</b>	61.00	57.14
<b>Retention Rate</b>	<b>Adults</b>	73.00	85.71
	<b>Dislocated Workers</b>	81.00	87.50
	<b>Older Youth</b>	70.00	75.00
	<b>Younger Youth</b>	40.00	36.37
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	2,700.00	3,240.58
	<b>Dislocated Workers</b>	85.00	89.90
	<b>Older Youth</b>	924.00	516.95
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	40.00
	<b>Dislocated Workers</b>	45.00	64.28
	<b>Older Youth</b>	35.00	14.28
	<b>Younger Youth</b>	40.00	15.87
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.40	53.24
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>

**Table O - Local Performance (Include This Chart for Each Local Area In The State)**

<b>Local Area Name</b> Kentucky Statewide	<b>Total Participants Served</b>	<b>Adults</b>	4,604
		<b>Dislocated Workers</b>	2,945
		<b>Older Youth</b>	1,219
		<b>Younger Youth</b>	7,292
<b>ETA Assigned #</b> 21	<b>Total Exiters</b>	<b>Adults</b>	999
		<b>Dislocated Workers</b>	622
		<b>Older Youth</b>	221
		<b>Younger Youth</b>	1,621
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Customer Satisfaction</b>	<b>Program Participants</b>	69.42	81.48
	<b>Employers</b>	60.00	71.94
<b>Entered Employment Rate</b>	<b>Adults</b>	63.00	61.53
	<b>Dislocated Workers</b>	68.00	74.88
	<b>Older Youth</b>	61.00	63.58
<b>Retention Rate</b>	<b>Adults</b>	73.00	70.44
	<b>Dislocated Workers</b>	81.00	87.64
	<b>Older Youth</b>	70.00	75.57
	<b>Younger Youth</b>	40.00	70.95
<b>Earnings Change/Earnings Replacement in Six Months</b>	<b>Adults</b>	2700	4735
	<b>Dislocated Workers</b>	85.00	84.76
	<b>Older Youth</b>	924	4727
<b>Credential/Diploma Rate</b>	<b>Adults</b>	45.00	48.23
	<b>Dislocated Workers</b>	45.00	54.65
	<b>Older Youth</b>	35.00	39.61
	<b>Younger Youth</b>	40.00	49.43
<b>Skill Attainment Rate</b>	<b>Younger Youth</b>	65.4	81.41
<b>Description of Other State Indicators of Performance (WIA §136 (d)(1) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			X

