

Return on Investment



KENTUCKY WORKFORCE INVESTMENT BOARD

**Commonwealth of Kentucky
Workforce Investment Act
Program Year 2010 Annual Report**



Introduction

Like any investment portfolio, Kentucky should insist on a return on its investment in our workforce. The ultimate return is realized in a Commonwealth where skilled workers retain family-supporting jobs with employers who are competitive in the new economy.

The Commonwealth of Kentucky has struggled along with the rest of the country and the world during these extremely difficult economic times. To meet the demands and challenges produced by the economic decline, Kentucky's workforce development system mobilized to produce exceptional accomplishments in PY2010.

More than any other time in our nation's history, the economic vitality of our businesses and communities depends on the knowledge and skills of our workers. We know that Kentucky's workforce needs the skills and training to compete in a global market. This knowledge-based economy demands critical new obligations and responsibilities for our workforce development system and our investment in innovative and responsive education and training solutions.

Transforming Kentucky's workforce is essential to success in the 21st century. In order for Kentucky to compete in an economy that looks very different from the past, we must redesign our workforce services to adapt to the changing needs of the employer.

The Kentucky Workforce Investment Board (KWIB) has established and is implementing *WORKSmart Kentucky*, a strategic plan that guides its vision and work. This report, therefore, is focused on the strategic goals and the significant accomplishments of the major workforce partners that have contributed toward meeting those goals. This document is not meant to be all-inclusive, but rather is intended to highlight successes that, when woven together, create a significantly more effective workforce development system.

As the KWIB strategy is put into place and the economy recovers, the Commonwealth will be in a better position to lure businesses here and to support the companies that already call Kentucky home. Through these efforts, Kentucky will be prepared to capture its share of economic development with an improved, more advanced workforce than ever before.

Our workforce is the key to what makes business work and Kentuckians succeed. Working together, we will continue to strengthen our economy and invest in what truly matters, the people of Kentucky.

A handwritten signature in black ink, appearing to read 'Steve Beshear'.

Kentucky Workforce Investment Act Annual Report Program Year 2010

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Kentucky's Return on Investment

Program Year 2010

A year of benchmarking innovation and transformation

Program Year 2010 began on the heels of the Kentucky Workforce Investment Board's (KWIB) adoption of *WORKSmart Kentucky*, a new strategic plan designed to transform the workforce system in the Commonwealth. This came with a commitment from the KWIB, the Education and Workforce Development Cabinet and the Governor to start implementation immediately.

The innovative approach to implementing sweeping and transformational change to such a complex system is, in itself, a new way of looking at the relationships and ownership of the system by both business leaders and workforce development staff. Twenty-five strategic initiatives were designated at the beginning of the year to serve as a blueprint for the work of the leaders, partners and staff of the workforce system at all levels. The year ended with 23 of those 25 initiatives at some stage of implementation. The remaining two are scheduled to begin work in January 2012.

In order to assure accountability, a sense of ownership and integration of private-sector ideas to each initiative, KWIB Chair Ed Holmes assigned a board member to serve as a champion for each of the projects. To manage the day-to-day administration of each initiative, Education and Workforce Development Cabinet Secretary Joseph U. Meyer directed cabinet agency leaders to assign staff to serve as project managers in support of the champions.

Champions

Project champions include the executive vice presidents of a Fortune 500 company leading an effort to completely rebrand the workforce system and all of its touch points; the president of two biotech companies rallying a cadre of stakeholders to model a strategic investment model based on industry sectors of the state and regional economies; and the vice president of a national financial institution taking Kentucky's approach to certifying communities as work ready well beyond what any state has ever attempted before.

The involvement of these champions has delivered projects that are designed to innovate and respond directly to customer (employer and job seeker) demand. Their engagement resulted in greater participation by employers and provided credibility that only the private sector can bring to such transformational concepts.

Champions also serve as the voice of accountability for their projects with the state board. Presentations, updates and requests for board adoption, feedback or other actions are initiated by the champion. This approach has resulted in lively discussions among board members on such topics as high impact local workforce boards, branding architecture, sector strategies and one-stop certification standards.

Project Managers

By assigning staff to serve in this capacity, cabinet leadership saw an opportunity to build buy-in for the transformation at the management level of the system, broaden the concept of accountability and transparency, incorporate the innovative and entrepreneurial ideas and identify the leadership potential of those involved.

Project managers are able to take advantage of a private-sector inspired set of management tools which include a shared network and common system for maintaining project files, a shared calendar to track and monitor meeting scheduling and attendance, a common progress reporting template, contract tracking spreadsheets and other tools designed to develop innovative, efficient and effective management techniques.

Project managers were also asked to develop a strong working relationship with their champion and develop a work group or steering committee made up of stakeholders and innovative subject matter experts related to their specific initiative.

It is important to note that each project manager is performing these duties in addition to their normal work responsibilities. Some are employees of the Office of Employment and Training, others work for the Office for the Blind or Office for Vocational Rehabilitation. Support from cabinet and agency leadership is key to their ability to take on these additional roles. Several project managers have seized the opportunity, become subject matter experts and established themselves as leaders in the system.



KWIB Chair Ed Holmes

Benchmarking Innovation

To call Kentucky's transformational objectives ambitious may be an understatement given the fact that all 25 initiatives are designed to weave together like a tapestry to form a unified, user friendly, customer-centric system that brings alignment to education, economic development and workforce activities.

Project managers are discovering the interrelationships between such activities as the National Career Readiness Certificate, Work Ready Communities and the Economic Development Academy instead of working in silos of program and funding stream administration. The new culture that is emerging as a result of these efforts and exposure to such a variety of integral projects is one of a group of trusted advisors connecting employers and job seekers to meet the expectations of each. While it is anticipated that Kentucky is still a year or two away from the full permeation of this new solutions-based culture throughout the entire system, investment in the tools and infrastructure required are already paying off.

Sample Key Investments

Strategic Investment: **SECTOR STRATEGIES**

Statewide reserve funding was used to hire a consultant to work with a steering committee of stakeholders to develop an approach to industry partnerships unique to Kentucky.

Return:

A Sector Strategies Institute was held to unveil statewide industry sector targets, a partnership model, state and regional economic data reports, and an online tool kit. Attendance included staff and board representation from all 10 local workforce areas and key state agencies. The five sectors are automobile and aircraft manufacturing; transportation, distribution and logistics; business services and research and development; health care/social assistance; and energy creation/transmission.

Strategic Investment: **BRANDING & IDENTITY**

Statewide reserve funding allowed a steering committee to retain the services of an internationally recognized branding and identity firm to assist Kentucky with rebranding the entire workforce system.

Return:

A new brand driver statement and brand promise has been adopted which is the foundation for the culture change in Kentucky's workforce system. A name, mark and brand architecture was selected based on customer feedback and is being rolled out in the fall of 2011. Kentucky will convert from a system of more than 50 individual workforce-related brands to a single brand with a service line focus.

Strategic Investment: **ONE-STOP CERTIFICATION POLICY**

Statewide reserve funding was used to support a steering committee, core team of stakeholders and a consultant to develop a policy framework for local boards to use when certifying one-stop career centers.

Return:

Kentucky will assure consistency of the one-stop system by establishing foundational standards for service. This unique framework offers local boards the opportunity to add more standards and increase the performance required by the foundational standards.

Sample Key Investments

Strategic Investment: **USER-FRIENDLY ONLINE SERVICES**

Kentucky is investing funding from a variety of sources, including WIA incentive funds and statewide reserves to completely redesign the online presence of the workforce system.

Return:

Work has included the development of both the job seeker and employer portals of a new and smarter system that delivers services based on customer feedback. The job seeker portal became available in July 2011, and the employer component will be rolled out in the coming months.

Strategic Investment: **NATIONAL CAREER READINESS CERTIFICATE**

Kentucky used WIA incentive funds to become the first state to deploy the National Career Readiness Certificate (NCRC) statewide.

Return:

More than 50,000 WorkKeys assessments were administered in Kentucky this year, resulting in approximately 9,000 certificates being awarded. Nearly 8,500 high school seniors were tested in all of the state's area technology centers.

More than 500 employers were engaged by our partners from the local workforce investment boards and the Kentucky Community and Technical College System in an effort to promote the benefits of the NCRC in the hiring, retention and promotion of employees.

With the conversion of more than 33,000 Kentucky Employability Certificates to the new national credential, the Commonwealth now leads many of our neighboring states with credentialed workers.

Strategic Investment: **I-BEST**

Statewide reserve funds are being used to bring Washington state's innovative model for contextualized learning to Kentucky.

Return:

Skill Up is the Kentucky version of the I-Best model. In 2011, 110 adult learners (aged 16-55) were enrolled in the Skill Up Kentucky pilot program in six counties throughout the Commonwealth. Of those participants, 71 (64.5 percent) completed the six-month program in their region earning stackable certificates to increase their level of employability. Targeted certificates included the GED, National Career Readiness Certificate (NCRC), Microsoft Digital Literacy (MSDL), Internet Computing Core (IC3) and Microsoft Office Specialist (MOS). Students were also enrolled in college courses to earn credit hours toward a designated certificate program.

Strategic Investment: **WORK READY COMMUNITIES**

Statewide reserve funds enabled Kentucky to work with a consultant and steering committee of economic development professionals, educators, employers, elected officials and other workforce stakeholders to develop a unique certification program for counties.

Return:

While Georgia and Oklahoma have requirements for high school graduation rates and NCRC holders, Kentucky's certification program is unique in that it includes six criteria rather than the three used by the two other states. In Kentucky, criteria based directly on the demands of economic development and business are used, including postsecondary education attainment, community collaboration, soft skills development and digital literacy.

Sample Key Investments

Strategic Investment: **ALPHABET SOUP**

At a cost of zero dollars and a little bit of sweat equity, Kentucky scrubbed its websites and all new publications of acronyms and jargon.

Return:

Customers, partners and volunteer board members benefit from a system that is understandable and not littered with acronyms and terms understood only by workforce system insiders.

Strategic Investment: **PARTNER FOR SUCCESS**

Statewide reserve administration funds were used to bring together partner agencies in the workforce system to tear down silos and provide seamless customer service.

Return:

Managers and subject matter experts participated in a two-day workshop where they worked in teams to develop plans to transform service delivery and management support systems. These plans were developed by those expected to implement them, and the same group will reconvene in the fall to develop plans to implement their strategies.

Strategic Investment: **STATEWIDE RESERVE INVESTMENT POLICY**

Funding available for statewide initiatives, pilot projects and innovation were used for implementation of the board's strategic initiatives to transform the system.

Return:

A policy to prioritize and dedicate resources from the statewide reserve funds was developed to foster innovation and promote the rapid deployment of resources in support of the WORKSmart strategic plan.

Strategic Investment: **HIGH PERFORMING WIBS**

Statewide reserve funds were deployed to create a steering committee of stakeholders and engage a consultant to develop a set of criteria for evaluating the performance of local workforce investment boards.

Return:

Board chairs and members have a consistent set of expectations for their performance as part of the Kentucky workforce system. Measurable standards for a variety of aspects of the board's work, from strategic planning to leveraging resources, provide a foundation for meeting the Commonwealth's expectations for continuous improvement. The name of this initiative was changed to High Impact Workforce Investment Boards to inspire and better describe those expectations.

Strategic Investment: **ONE-STOP KIOSK**

Statewide administration funds were used to develop and pilot a communications system to improve customer service at one-stop career centers.

Return:

The first attempt to create the desired system was abandoned due to poor performance by the vendor. A second attempt is underway and has produced positive results in the limited testing at the pilot one-stop center. A second unit has now been deployed at another one-stop location in Northern Kentucky.

State Workforce Development System and Services

Education and Workforce Development Cabinet

The role of the Education and Workforce Development Cabinet is to oversee the work of educating, preparing and training Kentucky's current and future workforce.

The goal is to help all Kentuckians excel in academics and life. Lifelong learning through school, work and other training opportunities is a cornerstone philosophy of the cabinet as it supports the programs and work of its agencies.



Secretary Joseph U. Meyer
*Education and Workforce
Development Cabinet*

Department of Workforce Investment

The Department of Workforce Investment connects Kentucky to employment, workforce information, education and training. In addition to providing labor market information, the offices within the department make resources and services available to employers, job seekers, youth and people with disabilities.



Commissioner Beth Brinly
Department of Workforce Investment

Kentucky Workforce Investment Board

The 42-member KWIB serves as an advisory board to the Governor on workforce training and development issues.

The KWIB is charged with creating a statewide vision for workforce development and adopting a plan to move Kentucky forward through workforce training and development.



Executive Director Tom West
Kentucky Workforce Investment Board

Office of Employment and Training

Variety of services help employment efforts

The Office of Employment and Training (OET) provides job services, unemployment insurance services, labor market information and training opportunities for Kentuckians.

Job services match available workers with employers who need their skills and experience. Work search and referrals may be conducted locally, statewide and nationally.

Unemployment Insurance is a federal program operated by individual states. The purpose of unemployment insurance is to provide short term benefits to individuals who have become unemployed through no fault of their own. Every \$1 of unemployment insurance benefits paid to eligible individuals puts approximately \$2 back in the local economy.

Due to the recent national economic downturn Kentucky's unemployment insurance program has served a record number of individuals over the past three years. In CY 2010 alone, more than 111,000 individuals received benefits from the Commonwealth of Kentucky. Also in CY 2010 approximately 85,000 Kentucky employers contributed to the Unemployment Insurance Trust Fund.

Labor Market Information offers a wide range of statistical data on employment and wage patterns. It is available locally, statewide and nationally to businesses, job seekers and the general public.

Training opportunities are available through the Workforce Investment Act (WIA) for adults, dislocated workers and youth who meet certain eligibility criteria.



State Highlights

NATIONAL EMERGENCY GRANTS

More than \$7 million Received in National Emergency Grants

In July 2010, Governor Steve Beshear announced that Kentucky had received \$978,725 in American Recovery and Reinvestment Act of 2009 (ARRA) funds for On-the-Job Training (OJT) National Emergency Grants (NEG). These resources were used to help Kentuckians get back to work, especially in geographic areas disproportionately impacted by the recession.

OJT grants provided a method to jumpstart re-employment for dislocated workers by enabling employers to create training and job opportunities for these individuals. Participants were given a chance to "earn and learn," which means they developed applicable occupational skills while earning a paycheck. Employers participating in these on-the-job training projects received partial reimbursement to offset the extraordinary cost of training workers.

The projects helped workers become proficient in needed skills more quickly, which will serve to encourage employers to hire workers sooner than perhaps initially planned, facilitating the private sector hiring of well-qualified individuals to contribute to their bottom line and spur economic recovery.

In September 2010, Kentucky received nearly \$1 million in NEG to assist clean-up and recovery efforts in the wake of severe storms, flooding and mudslides that struck Kentucky in July. Funds were used to create temporary jobs in Pike, Carter, Elliot and Lewis counties to assist in the recovery efforts.

The Eastern Kentucky Concentrated Employment Program (EKCEP) and TENCO local workforce investment boards used the funds to employ dislocated workers in the affected areas in order to assist the counties with clean-up efforts. This work focused on debris removal from roads and streams and cleaning schools and other affected public buildings.

In the spring of 2011, Kentucky was awarded a Community Impact Grant totaling \$808,316. The grant allowed the EKCEP workforce investment area to look at layoffs affecting the community, where multiple small dislocations over a six-month period had a significant impact on the unemployment rate of a local workforce area.

Kentucky also received a \$4,276,514 NEG from the U.S. Department of Labor in June 2011 that created about 317 temporary jobs for eligible dislocated workers to assist with clean-up and recovery efforts as a result of the severe storms, tornadoes and flooding that struck Kentucky in April 2011.

The NEG is funding a variety of services including providing temporary employment on projects to assist with clean-up, demolition, repair, renovation and reconstruction of destroyed public structures, facilities and lands within the affected communities.

PERFORMANCE GOALS GRANT

Workforce Investment Performance Goals for Adult Education and Literacy Met

Kentucky received a nearly \$1 million grant for exceeding federal workforce investment performance goals for adult education and literacy. The grant is being used to encourage Kentuckians to pursue postsecondary education and provide career counseling and transition services for adults to continue their education.

Kentucky is one of 10 states that qualified to receive a federal Workforce Investment Act (WIA) incentive grant based on fiscal year 2008-09 performance. The grant totals \$964,785. Kentucky has received the incentive funds seven of the last 10 years for a total of \$9,757,987.

To qualify for the grants, states must exceed agreed upon performance levels for Title I: WIA, and Title II: the Adult Education and Family Literacy Act. In Kentucky, the programs are administered by the Kentucky Department of Workforce Investment in the Education and Workforce Development Cabinet and the Council on Postsecondary Education's Kentucky Adult Education system. The agencies must use the funds in innovative ways to reach Kentuckians.

The respective agencies are using the \$964,785 grant to enhance transitioning services to postsecondary education and to reinforce the value of education to Kentuckians. The funds target customers in adult education and secondary vocational technical education who need career counseling and information to pursue higher education and training particularly in careers that are in high demand. The funds also increase the outreach and awareness of Kentucky's workforce development system and its partners during the current economic downturn.

PRE-APPRENTICESHIP GRANTS

Pre-Apprenticeships in Construction Initiative Encourages Collaborative Approach to Preparing Workforce

In February 2010, Governor Steve Beshear awarded \$750,000 in federal stimulus grants to three Local Workforce Investment Boards in Kentucky to develop pre-apprenticeship training programs for careers in construction occupations. The dollars, provided by the ARRA through the Governor's Workforce Investment Act (WIA) Statewide Reserve, fund the Pre-Apprenticeships in Construction Initiative.

KentuckianaWorks, the Green River Local Workforce Investment Board (GRWIB) and the Northern Kentucky Workforce Investment Board (NKWIB) each received \$250,000 to develop pre-apprenticeship training programs that provide basic skills needed for Registered Apprenticeships (RA) and ultimately move unemployed adults into stable employment. The programs serve low-income, non-working adults and/or dislocated workers, all with a special emphasis on minority and female participation.

The Pre-Apprenticeships in Construction Initiative is a project of the Kentucky Education and Workforce Development Cabinet and the Kentucky Workforce Investment Board. The purpose of the initiative is to create integrated, collaborative partnerships that include representatives of the education, labor and workforce development sectors.

KentuckianaWorks used the funds for their Louisville Construction Pipeline Project and Welding Pre-Apprenticeship Initiative. The pipeline project embraces the emergence of the Louisville region's green economy. Participants are trained to compete for union apprenticeship positions in construction and skilled trades, continuing a successful two-year pilot project between the Louisville Urban League, the Greater Louisville Building and Construction Trades Council and KentuckianaWorks. The welding initiative is a project in partnership with the Plumbers and Pipefitters Local 502 and the United Association of Journeymen and Apprentices of the Plumbing, Pipefitting, Sprinkler Fitting Industry to prepare participants for apprentice positions.

The GRWIB is working in collaboration with the International Brotherhood of Electrical Workers Local 1701, International Association of Heat and Frost Insulators & Allied Workers Local 37 and the Owensboro Area Building and Construction Trades Council to operate the Green River Pre-Apprenticeship Program (GRPAP). This project is a joint effort in response to Gov. Beshear's challenge to build a collaborative environment where business, government, community leadership and workers will work as a team to identify barriers, anticipate future needs and develop innovative and workable solutions to the challenges faced by each. Using the strengths, abilities and knowledge of the Kentucky Community and Technical College System (KCTCS), the Career Centers and the RA programs, the GRWIB and the GRPAP advisory board provide a program that prepares individuals for RA programs, other occupations and continue education in the construction trades.

The NKWIB is working in collaboration with the Greater Cincinnati Building and Construction Trades Council (BCTC) and the Greater Cincinnati Apprenticeship Council (GCAC). The program focuses particularly on training opportunities for bricklayers, electricians, plumbers and sheet metal workers. Through a broader network of collaborative partners, the project provides outreach and recruitment, pre-assessment and selection for participation, leading to enrollment in a 120-hour class where the multi-core craft curriculum developed by the Building and Construction Trades Department of the AFL-CIO is used. The program will be augmented with observational opportunities, remedial assistance, program coaching/mentoring, stipends, support services and development of Individual Service Plans, leading to placement into RA programs and/or employment in the building and construction industry.

PRESCRIPTION FOR SUCCESS

Prescription for Success Health Care Initiative Provides Training for Jobs in Growing Industry

In March 2010, \$750,000 was awarded to three local workforce investment boards in Kentucky to develop job training programs for careers in health care occupations. The dollars, provided by the ARRA through the governor's Workforce Investment Act (WIA) Statewide Reserve, funded the Prescription for Success health care initiative.

The Green River Local Workforce Investment Board (GRWIB), the Cumberland Workforce Investment Board (CWIB) and the Lincoln Trail Workforce Investment Board (LTWIB) used the funds to implement programs to specifically serve low-income, unemployed or underemployed adults who are interested in an education or training program leading to a career in the health care sector.

The Prescription for Success is a project of the Kentucky Education and Workforce Development Cabinet and the Kentucky Workforce Investment Board. The purpose of the initiative is to create integrated, collaborative partnerships that include representatives of the health care, education and workforce development sectors.

The GRWIB received \$250,000. In partnership with Owensboro Community and Technical College, local One-Stop Career Centers, county adult education providers, the Greater Owensboro Economic Development Corp., Hermitage Care Center, and Owensboro Medical Health System (OMHS), the GRWIB implemented the Green River Nursing RX to address the current and future occupational demands of the health care industry.

The project offers flexible technical training options that align with career pathways in direct patient care. The project leads to industry-validated credentials and ultimately employment as a certified nurse aide, personal or home care aide, medical assistant, home health aide or a nursing orderly or attendant.

The Cumberland and Lincoln Trail workforce investment boards received \$500,000 and are working in collaboration to implement the Helping Individuals Grow in Healthcare (HIGH). The focus of HIGH is to provide career pathways training in the allied health field. The program aims to provide individuals with the opportunity to earn self-sustaining wages in a high-demand career and to meet the employment needs of the health care community.

The two local workforce investment areas are partnering with Elizabethtown Community and Technical College and Campbellsville University to provide training. After a local review of job vacancies and discussion with health care providers, the programs to be offered include phlebotomy, medical transcription, clinical medical assistant and allied health safety and security officers.

WORKNOW KENTUCKY

Summer employment program puts thousands to work in the Commonwealth

Nearly one in five people who participated in the WorkNow Kentucky summer employment program in 2010 not only found a temporary job but also a gateway to a permanent position. That ongoing success is just one of the encouraging results of a program that injected more than 27.7 million federal stimulus dollars into the Kentucky economy from June 1, 2010, through Sept. 30, 2010, and provided Kentucky employers with much needed help during the recession.

Across the Commonwealth, 9,314 low-income youth and adults with children were hired through the WorkNow Kentucky program. Of those participants, 1,442 (19 percent) transitioned into unsubsidized permanent employment. On the other side of the coin, the program gave 2,937 public, private and non-profit employers across the state the opportunity to hire temporary workers that they could not otherwise afford. It also aided the state's economy because those dollars earned by participants were spent locally for goods and services.

WorkNow Kentucky was a collaborative effort of the state's workforce and human services agencies. Kentucky's Education and Workforce Development Cabinet and the Cabinet for Health and Family Services worked together to administer the initiative through the state's 10 Local Workforce Investment Boards (LWIB).

The government program was made possible by federal Temporary Assistance for Needy Families (TANF) emergency funds through the American Recovery and Reinvestment Act (ARRA). In addition, the Kentucky General Assembly approved \$1,062,652 to cover the balance of funding that was required by the federal government.



Total expenditures for WorkNow Kentucky including federal and state funding were \$28,855,022, according to the Kentucky Office of Training and Employment (OET) in the Education and Workforce Development Cabinet. In addition, in-kind contributions by local employers for supervision and training were valued at \$5,880,352.

Kentucky Office of Vocational Rehabilitation

Partnerships pay off for business and customers

The Kentucky Office of Vocational Rehabilitation (OVR) offers quality services to people who have disabilities to help them become more independent and obtain or retain employment. The office employs approximately 140 rehabilitation counselors in more than 50 offices covering all 120 counties in Kentucky.

One of the more innovative programs of OVR is the Kentucky Assistive Technology Loan Corporation (KATLC). Once again in FY2010, OVR partnered with Fifth Third Bank to administer KATLC. It was the most successful year to date, processing 182 applications for assistive technology and approving 113 applications for a total of \$931,134. Hearing aids and vehicles with modifications remained the most requested items.

The program enables qualified applicants to purchase assistive technology they need when there are no other options available. The impact it has on an individual's life is reflected in this comment received from one borrower: "The whole world has opened to me. I am no longer home bound. I can go places at the time that I want to go and not have to conform my schedule to their schedule. I have freedom now. I am no longer stuck at home."

The job placement staff continues to develop new partnerships with employers. More than 45 new partnerships with businesses were launched in 2010. The best example of a partnership with private sector business was the Best Buy Abilities Initiative. This year Best Buy launched an innovative initiative to hire individuals with disabilities at a new distribution center in Shepherdsville. OVR and Options Unlimited, along with more than 20 other community rehabilitation programs, are partnering in the Abilities Initiative.

Best Buy is committed to a partnership model with OVR and the local community rehabilitation programs to make the Abilities Initiative a success. The new distribution center, which opened in September 2010, is a large operation that ships products directly to customers. The business hopes to have 600 employees at the end of the first two years of operation. Best Buy is devoted to having a large number of people with disabilities as part of their workforce. Pam Smyth, distribution center director, indicates that Best Buy has a commitment to this project from the top down.



During FY10, 3,495 people with disabilities obtained or maintained employment after receiving services from OVR. Their average weekly earnings rose from \$99.65 at application to \$384.23 at the closure of their cases for an average increase of \$284.58 in weekly income. At their application, 25 percent (860) reported that their primary source of support was through employment compared to 90 percent (3,131) that listed employment as their primary source of income at case closure. About 30 percent (1,064) were receiving health insurance benefits through their employer.

As a group, OVR customers increased their federal income tax payments by an estimated \$7.7 million, their state income tax payments by about \$3.1 million and their Social Security payments by an estimated \$7.8 million (including employer contributions).

In FY10, a total of 663 Social Security recipients obtained employment after receiving services from OVR. As a result, Social Security reimbursed OVR for 157 claims totaling more than \$1.98 million.

Nearly 1,416 OVR consumers received equipment and services that allowed them to successfully prepare for, gain and/or maintain employment. Of that number, 123 received modifications to their personal vehicles, 170 received driver evaluations and 146 had driver's training.

The Carl D. Perkins Vocational Training Center continued an annual increase in enrollment during FY10 with 1,108 served for the year. The overall completion rate was 87 percent, and consumer satisfaction was rated at 94 percent.

In FY10, OVR continued to provide quality transition services to youth with disabilities in all 174 school districts in Kentucky. More than 9,000 consumers on OVR counselor caseloads were referred from schools. Of the agency's 3,495 positive employment outcomes in FY10, 720 were referred from schools.



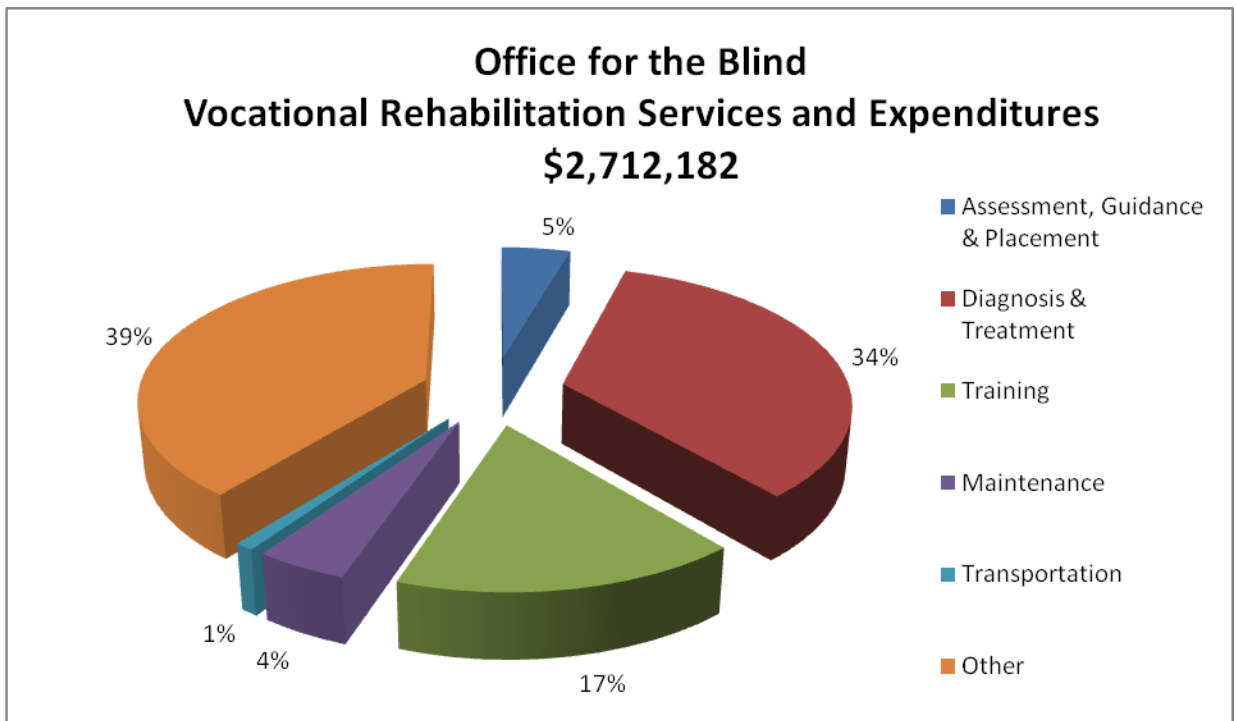
Kentucky Office for the Blind

New skills give new job opportunities for visually impaired

The Kentucky Office for the Blind provides vocational rehabilitation services to individuals with a significant visual disability that limits their capacity to function independently and/or enter the workforce. The ultimate goal is to assist individuals in preparing for, entering into or retaining employment.

The Office for the Blind carries out its mission “to provide opportunities for employment and independence to individuals with visual disabilities” through programs with qualified rehabilitation staff from 10 field offices across the state serving all 120 counties. In carrying out this mission, it is crucial to provide individualized services to eligible persons who are blind or visually impaired. In today’s economic and social climate, it is imperative to collaborate by partnering with other organizations to be successful. Through collaboration with partners, the agency is able to continue to provide quality services using as many resources as possible for each consumer.

In 2010, Office for the Blind served 1,525 individuals in the employment program and successfully placed 351 individuals into competitive employment. This allowed for a total increase in annual wages of \$1,484,102. These annual wages generated \$252,297 in federal taxes, \$89,000 in state taxes and \$74,205 employer generated taxes. The chart below details the services and expenditures for the 2010 program year.



David Life came to the Office for the Blind in September 2009. He was experiencing significant vision loss, which was affecting his ability as a cabinetmaker and wood worker.

Others, including a doctor, told him that he was going to have to give up his business. Despite this, Life was determined to increase his ability to use his equipment in the workshop and improve his productivity levels.



Life's hopes were raised after his first meeting with the assistive technology specialist, who showed him Zoomtext, CCTVs and other pieces of equipment. During this time, Life received lessons from a certified orientation and mobility specialist. He learned to travel independently in both his work and home environments. As a result of receiving specialized services from the Office for the Blind, Life's workload has increased. The equipment and other assistance from the Office for the Blind allowed Life to return to his trade. Life is again the stellar craftsman that he knew he could be.

Nancy Robinson is a very determined individual with strong self-advocacy skills. She is legally blind due to a supra choroidal hemorrhage after cataract surgery. In 2008, Robinson moved to Louisville from Texas where for seven years she was vocational rehabilitation counselor for the Division of Blind Services. Nancy has a master's degree in rehabilitation counseling.

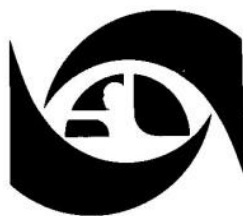
Being a new resident of the state, Robinson decided she needed assistance in locating a job. Planned services included orientation and mobility, assistive technology and job search assistance. During the course of her job search, Robinson had to overcome many barriers, but her biggest obstacle was a poor economy with limited job opportunities.



After a frustrating year of applying and interviewing for positions with various agencies, she was offered a position as a vocational rehabilitation counselor with the Kentucky Office of Vocational (OVR) Rehabilitation in Frankfort.

Transportation between Louisville and Frankfort was a challenge. Still motivated and determined as ever, Robinson was not willing to let transportation stop her from accepting the position. Office for the Blind staff worked to resolve the transportation barrier.

In the fall of 2010, Robinson accepted a position at the Charles W. McDowell Center as a section supervisor over the Vocational Preparation Unit. This position allowed Robinson an opportunity for career advancement in the field of rehabilitation. Despite the many obstacles she had to overcome, Robinson remained motivated and determined to reach her ultimate goal of working again in the field of rehabilitation.



OFFICE FOR THE BLIND

Office of Career and Technical Education

Kentucky Tech Students Participate in National Career Readiness Certificate

College and career readiness represents the new measure of educational excellence at the high school level in both Kentucky and the United States. While this measure has become a focal point in the Office of Career and Technical Education's (OCTE) new direction, its momentum has helped define organizational objectives that include testing senior students in area technology centers through the National Career Readiness Certificate (NCRC) – ACT WorkKeys® system.

In a partnership between OCTE and the Office of Employment and Training (OET), the NCRC-ACT WorkKeys® test was adopted system-wide to validate whether Kentucky Tech students are prepared to succeed at the next level – attending college or beginning a career.

Because WorkKeys® is a job skills assessment system, it complements the career and technical education curriculum. It also stands as a nationally recognized credential supported by industry, education and policy leaders because it measures “real-world” skills that are critical to job success. During OCTE's continuous improvement process, “college and career readiness” was thoughtfully incorporated into the Kentucky Tech School District's vision statement as a means to prepare career and technical education students with the skills and knowledge considered essential for college and workforce readiness.



Across the country, career readiness and evidence-based credentialing have become synonymous in today's workplace for employee selection, hiring and training. Why? It's a matter of time, performance, production and profitability. Simply earning a high school diploma is no longer enough in this diverse, increasingly complex, technology-driven world. To be successful after high school, OCTE is taking the necessary steps to ensure that its career and technical education students are prepared to succeed at the next level – whether they choose to attend college or go into the workforce.

In the final analysis, the NCRC – ACT WorkKeys® testing initiative provided Kentucky Tech senior students with a documented silver (qualified for 65 percent of jobs); gold (qualified for 95 percent of jobs); or platinum (qualified for 99 percent of jobs) certificate. The positive outcome for Kentucky Tech was 2,406 students earned a silver skill level certificate, 478 students earned a gold skill level certificate, and three students earned a platinum skill level certificate. This is a testament to what Kentucky Tech teachers are doing in their career and technical programs, and how OCTE is actively engaging students in the mastery of academic and technical skills needed to be ready for college and a career.

Kentucky Tech Vision

With high expectations and strong partnerships, Kentucky Tech will actively engage all students in the mastery of academic and technical skills needed to be ready for college and a career.

Kentucky Adult Education

Raising Education Levels of Kentucky Adults

The core mission of Kentucky Adult Education (KYAE) is to raise the educational levels of Kentucky adults without a high school credential. Nearly 629,000 Kentuckians (19 percent of the total population) do not have a high school credential, including 414,000 Kentuckians age 18-64, or 15 percent of the working-age population.¹

Adult education programs help these adults gain the academic skills and credentials they need to transition to postsecondary education, function productively in the workforce and support their families. Adult education programs provide instruction in reading, writing and mathematics and offer family literacy, workforce education and English as a second language instruction. Across the Commonwealth last fiscal year, 38,654 students enrolled in KYAE programs.

To meet employer and adult student needs, KYAE has piloted SkillUp Kentucky, an innovative contextualized instructional program that combines GED attainment with stackable certificates, such as the National Career Readiness Certificate (NCRC) and an opportunity to earn college credits toward a certification or degree program. SkillUp is offered in areas of in-demand, growing industry sectors so that students are working toward credentials leading to employment. More than 1,300 KYAE students earned an NCRC last fiscal year.

In 2010-11, 10,294 Kentuckians earned a GED®, up 10 percent over 2009-10 GED attainment. KYAE's return on investment (ROI) for these students can be easily represented in financial terms. The annual earnings difference between someone with a high school credential and a high school dropout is \$7,763.² The potential increased earnings for GED graduates last fiscal year alone will be more than \$2.4 billion over a 30-year career. For the 23 percent of Kentucky GED graduates who transition to postsecondary education within two years, the earnings potential is even greater. Higher earnings make a significant contribution to the economy and a considerable improvement in the quality of life for Kentucky families.



But there's more to the ROI story. "*The Return on Investment from Adult Education and Training*," a policy paper by the McGraw-Hill Research Foundation, May 2011, reports:

- Research shows better educated parents raise better educated, more successful children, who are less likely to end up in poverty or prison.
- Schooling has a positive and statistically significant effect on current health.
- Prison inmates who attempt to earn GEDs or take postsecondary coursework while in prison have lower rates of recidivism than other prisoners.
- An investment in adult education not only returns money to society, but it enables individual dropouts to become productive citizens, supportive parents and contributing community members. Adult education is a worthy investment.

The policy paper also notes, "A preemptive focus on adult education actually saves governments money by reducing societal healthcare, public assistance and incarceration costs. Adult education also improves and expands the nation's available pool of human capital by helping motivated but undereducated people achieve gainful employment in today's increasingly high-tech and global job market, and at a far lower cost per learner when compared to either K-12 or higher education."

1U.S. Census Bureau, American Community Survey, 2005-09

2U.S. Census Bureau, American Community Survey, 2005-09



Kentucky Community and Technical College System

Kentucky's Primary Provider of Workforce Education

The Kentucky Community and Technical College System (KCTCS) is the state's primary provider of workforce education, delivering programs and services that address the full spectrum of needs faced by business and industry, as well as programs for individuals who want to upgrade their skills. The system's 16 colleges located on 68 campuses are strategically placed to provide accessible education and workforce training that is relevant and responsive to the needs of Kentucky's students, business and industry leaders, and the communities they serve.



Since its founding in 1998, KCTCS has transformed the lives of more than 500,000 Kentuckians by providing them with the skills and education they need to succeed in today's economy.

KCTCS offers certificates (some as short as six weeks) and diplomas, as well as two-year associate degrees, in more than 600 credit program offerings. Through the education and training they receive from KCTCS, Kentuckians with:

- an associate degree experience, on average, a \$245,000 increase in lifetime earnings,
- a diploma are associated with increases in earnings of 22 percent for men and 41 percent for women, and
- a certificate(s) are associated with increases in earnings of nine percent for men and three percent for women.

While emphasizing its historical mission to provide general education, KCTCS is expanding its focus on career and technical education. Through its Workforce Solutions program, the organization is focused on providing education and training in high growth, high wage jobs, particularly in key industry sectors such as health care, manufacturing, energy, banking and financial services, and construction and trades. This year, the program provided workforce services to more than 5,900 businesses and industries, training to 56,590 employees and conducted 90,500 workplace assessments.

Through the Workforce Solutions program, KCTCS offers customized employee training, helping businesses across the Commonwealth transform into more advanced, more productive competitors in today's economy. KCTCS colleges provide training in multiple formats, making it easy to find the solutions that work for Kentucky's business and industry to continually upgrade the skills of their employees.

In addition, KCTCS colleges offer open enrollment classes for hundreds of topics to help individuals and companies meet their workforce training goals. The centerpiece of the KCTCS workforce and economic development effort is the Kentucky Workforce Investment Network System (KY WINS). Through KY WINS, KCTCS colleges work with business and industry to design training programs to meet their specific needs to provide skills upgrade training for their employees.

Through this program, companies receive funding to assist with the cost of providing workforce training and assessment services to current, as well as potential employees. KY WINS funds are distributed on a project basis and require a company cash match of 35 percent.



From July 1, 2010 to June 30, 2011, KCTCS funded 161 projects with business and industry designed to provide training and assessment services to more than 34,000 incumbent workers. Since its inception in 2001, KY WINS has funded more than 1,100 business and industry projects.

Bluegrass State Skills Corporation

Assists Companies With Their Workforce Development Needs

The Cabinet for Economic Development's Bluegrass State Skills Corporation (BSSC) was established in 1984 by the General Assembly of the Commonwealth of Kentucky as an independent de jure corporation to stimulate economic development through customized skills training programs. The BSSC, in cooperation and coordination with other training organizations, has the capability to customize a comprehensive program of skills training services for new and existing business and industry.

To assist companies with their workforce development needs, the BSSC administrates a grant-in-aid and tax credit program. The BSSC grant-in-aid program provides reimbursement funds for entry level and skills upgrade training of employees of Kentucky's new and existing companies. This past fiscal year (July 1, 2010-June 30, 2011), the BSSC Board of Directors approved 154 skills training grants valued at \$6,043,578 to train 20,425 Kentucky employees.

The Skills Training Investment Credit (STIC) program provides tax credits to offset a portion of a company's costs to support skills upgrade training. Eligible companies must have been engaged in qualified activity within Kentucky for not less than three years. This past fiscal year the BSSC Board of Directors preliminarily approved STIC applications for 41 companies valued at \$2.5 million to train 10,060 Kentucky resident employees.

Companies continue to place great value on the BSSC workforce training programs and demand for the funds remains strong. Companies consistently give high praise to the programs when completing a required performance evaluation questionnaire. One company wrote: "We would have provided limited training, but because of the BSSC assistance we were able to master new software and implement new company processes much faster. Many of these procedures are required by our customers to be able to secure their businesses and improve our competitiveness."

Another wrote: "This program has allowed us to hire additional employees and provide training on additional equipment. Sales are up 48 percent YTD and we are growing rapidly. We plan on adding more employees this coming year."

Local Workforce Investment Areas

Investing in people can bring long-term reward for individuals and communities

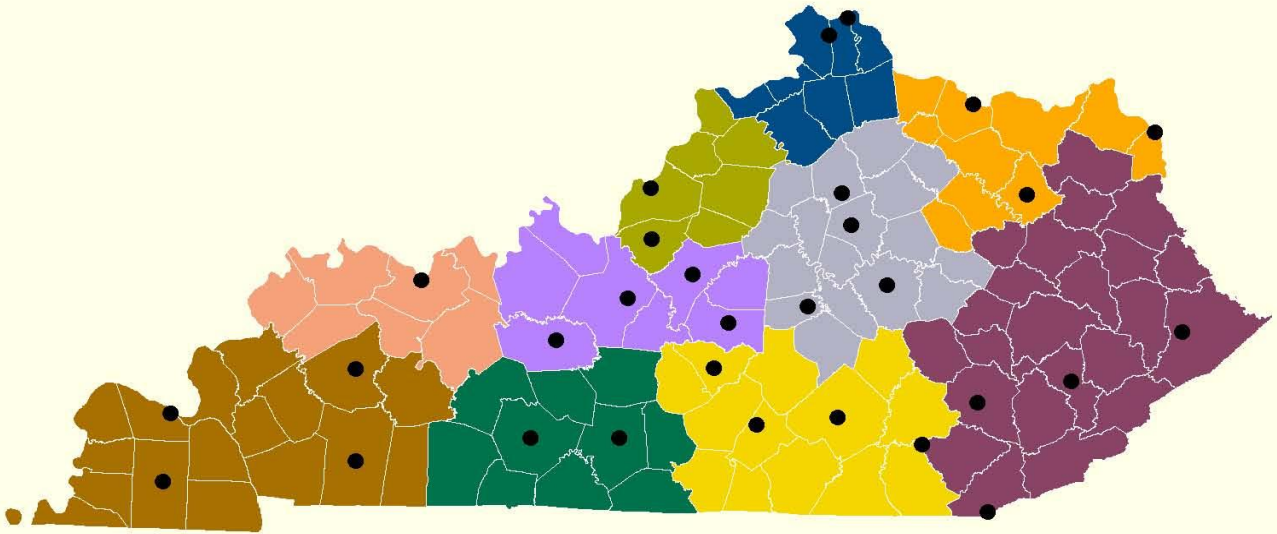
Kentucky's current workforce system consists of 31 comprehensive one-stop centers and 75 service sites throughout the state's 120 counties. Fifteen area development districts and 10 workforce investment areas act at the local level across the state to deliver needed services. Local area representatives take the lead on service delivery by working with state representatives and regional peers to meet local level needs.

Kentucky, like other states, struggles to meet the challenges of providing more and better services during tough economic conditions and tightening budgets. Funds provided through the American Recovery and Reinvestment Act (ARRA) have helped provide programs across the state that are bringing new skills training and job opportunities for more Kentuckians as local offices continue to receive a high volume of customers.

The success of the workforce system involves more than just typical workforce investment areas and one-stop partners. Education institutions, economic development, industrial development authorities and chamber of commerce organizations must all work together to meet the needs of employers by strengthening the workforce system to keep and attract businesses to the state. There is a renewed effort in the Commonwealth to bring these partners together to achieve a more collaborative approach to building a stronger workforce for Kentucky.



Local Workforce Investment Areas



● One-Stop Career Centers

West Kentucky

Counties: Ballard, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg

Sheila Clark, Director
Local Workforce Investment Area
300 Hammond Drive
Hopkinsville, Kentucky 42240
270-886-9484
270-886-3211 (fax)
Sheila.Clark@ky.gov

Lincoln Trail

Counties: Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, Washington

Sherry L. Johnson, Director
Local Workforce Investment Area
PO Box 604
 Elizabethtown, Kentucky 42702
270-769-2393
270-769-2993 (fax)
sherry@ltadd.org

Green River

Counties: Daviess, Hancock, Henderson, McClean, Ohio, Union, Webster

Tonya Logsdon, Director
Local Workforce Investment Area
3860 US Highway 60 West
Owensboro, Kentucky 42301
270-926-4433
270-684-0714 (fax)
tonyalogsdon@gradd.com

TENCO

Counties: Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan

Denise Wietelmann, Director
Local Workforce Investment Area
201 Government Street, Suite 300
Maysville, Kentucky 41056
606-564-6894
606-564-0955 (fax)
dwietelmann@btadd.com

EKCEP

Counties: Bell, Breathitt, Carter, Clay, Elliott, Floyd, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Magoffin, Martin, Menifee, Morgan, Owsley, Perry, Pike, Wolfe

Jeff Whitehead, Director
Local Workforce Investment Area
941 North Main
Hazard, Kentucky 41701
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606-436-5755 (fax)
jwhitehead@ekcep.org

Cumberlands

Counties: Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, Whitley

Darryl McGaha, Director
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PO Box 1570
Russell Springs, Kentucky 42642
270-866-4200
270-866-2044 (fax)
darryl@cadd.org

Barren River

Counties: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren

Debbie McCarty, Director
Local Workforce Investment Area
177 Graham Avenue
Bowling Green, Kentucky 42101
270-781-2381
270-782-6141 (fax)
debbie@bradd.org

Bluegrass

Counties: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

Jennifer Compton, Director
Local Workforce Investment Area
699 Perimeter Drive
Lexington, Kentucky 40517
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jcompton@bgadd.org

Greater Louisville

Counties: Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble

Michael Gritton, Director
Local Workforce Investment Area
410 West Chestnut Street, Suite 200
Louisville, Kentucky 40202
502-574-2500
502-574-4288 (fax)
Michael.Gritton@kentuckianaworks.org

Northern Kentucky

Counties: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton

Barbara Stewart, Director
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859-283-8176 (fax)
Barbara.stewart@nkadd.org

Barren River Workforce Investment Board

The Ready-Set-Work Youth Conference for Seniors hosted by the Barren River Area Development District (BRADD) reached out to youth who are not ready for college or postsecondary education and need guidance in developing education and career goals.

The March 22-23 workshop was held at the Knicely Conference Center in Bowling Green and featured a motivational presentation by Monster Government Solutions Inc. Speakers gave seniors tips on a variety of life skills including teamwork, communication and money management.

Students had to be low income and meet one of the following criteria to be eligible for the free workshop: pregnant or parenting, offender, basic skill deficient, limited work history or homeless, runaway or foster child.

BRADD also reached out to 16 – 21 year olds through the Summer Youth Program that ran from June 1 – July 23. About 160 youth in the 10-county region participated in the program at 88 worksites. In addition, participants attended three workshops that included subjects such as budgeting, dressing appropriately for a job, resumes and banking. They also interviewed with actual supervisors that rated them on interview skills and gave them feedback.

Brian Hunter is a Summer Youth Program participant who gained confidence, skills and a job through the BRADD program. Brian knew he needed career guidance and work experience to transition into the workforce. At six months old, Brian had survived a horrific fire that took the lives of his mother and five siblings. As a result of his life experience, Brian was a strong but shy and timid young person who needed help.

Brian excelled in the program and learned important skills such as interviewing, resume writing, networking, business dress, financial planning and ethics. He heard about an opening at a print shop while in the program and with the recommendations from the program leaders he was hired part time. Brian was a quick study and was quickly hired to full-time status.



A deferred dream became a reality for **Hollye Westbrook** who pursued a college degree with the help of BRADD and the WIA Older Youth Program. Hollye was not financially able to go to college after high school graduation until a friend told her about the program. Hollye earned a bachelor of fine arts degree with an emphasis in graphic design at Western Kentucky University in December 2010. Afterwards, she landed a position with Fruit of the Loom in Bowling Green.

"I want to thank the BRADD program for making a way for me to remain in college and graduate with honors. I appreciate the much needed advice that I received from my WIA case manager and the guidance that I received in my final two years of being in the program. The BRADD program absolutely helped me to achieve my goals, and I feel very fortunate," said Westbrook.

Sheila Troutt faced a very different but no less daunting situation when the company where she had worked for 32 years closed. Sheila was in shock when she learned the devastating news. She attended a Rapid Response meeting conducted by the Barren River Workforce Investment Area (BRWIA) trade coordinator to learn about her options. After an intensive job search, Sheila realized she needed more skills and turned to BRWIA for re-training.

Using WIA funding, Sheila enrolled at Daymar College in Bowling Green in September 2008 and earned an associate's degree in billing and coding in 2010. Sheila was hired by the Sumner County Highway Department in Tennessee as a grant clerk.

"I really love my job and the people I am working with. If it had not been for my education, I would not have had the opportunity to work here. I am so grateful for the BRADD organization and Daymar College for making this all possible," said Sheila.



Bluegrass Area Workforce Investment Board

The Bluegrass Area Workforce Investment Board (BWIB) introduced Steppin' to a New Beat, a re-entry program for those who have been incarcerated. The program provides services for individuals with barriers such as employment, conflict resolutions, criminal thinking and housing. It is dedicated to the purpose of guiding the released man or woman in the process of transitioning back into the community.

During the 12-week course, participants become mentors and provide peer support. Recidivism is reduced, taxpayers are created, and children and families are reunited. More than 50 individuals have obtained employment through the Steppin' to a New Beat program.

In an effort to address the growing healthcare industry, BWIB formed the Bluegrass Health Care Consortium and was awarded funds for an employer-based internship program called Helping Individuals Ready for Employment (HIRE).

The HIRE program was established in the 17-county region of Central Kentucky. HIRE is a model based on earning and learning, providing a smooth transition from training into the workforce and allowing the participants to gain practical experience with the goal of securing permanent employment.

HIRE recruits interns from current WIA participants. Each intern must have successfully completed training in the medical field, including but not limited to certified nursing assistant and medical assistant.

Upon successful completion of their training program, participants are placed with an employer to begin a 12-week internship program not to exceed 500 hours.

The Bluegrass Health Care Consortium was formed by human resource professionals from the Bluegrass area. The goals of the consortium are to establish a legal entity through a 501(c)3; develop a process in which participating organizations could share employment references;



increase collaboration with educational systems to promote healthcare careers, degree programs, etc.; and to identify future workforce shortage statistics. In order for the Bluegrass Healthcare Consortium to have the impact to obtain their goals, members are seeking formal support from area healthcare CEOs.

For the sixth year, the Bluegrass Region hosted its annual Steps to Success Youth Competition for all participants in the youth program. Steps to Success is a one-day competition of individual and teamwork skills that enhance the youth's ability to compete for employment in today's job market. Categories of competition include: public speaking, decision making, employment techniques, scrapbooking, service learning, logo design, essays and a carpet maze. More than 70 students attended the event. An awards banquet was held at Embassy Suites with approximately 144 attendees.

Electrify Your Future, provided by ARRA funds, was a partnership between the WIA program and Independent Electrical Contractors (IEC). It provided qualified unemployed individuals the opportunity to retrain as electrical apprentices.

The training condensed approximately five months of classroom study into six weeks of eight-hour trainings. During the training, employers were identified for the students.



Kyle Crum, a graduate of Georgetown College with a bachelor's of fine arts and a former software developer, lost his job shortly before the market crash and had been unsuccessful in finding employment. "I put in at least 10 resumes a week for about two-and-a-half years and maybe had 15 interviews," he said. "Everyone kept telling me I was overqualified or they feared that when the job market improved, I would leave."

Crum heard about IEC and Electrify Your Future through his father, who was part owner in an electrical contracting company, Electra of Lexington. It was then he decided to follow in his father's and grandfather's footsteps and retrain as an electrician.

Crum completed the accelerated program and has been hired by his family business. Crum's grandfather and founder of Electra of Lexington recently decided to retire from the business. Crum plans to continue his training to receive his masters electrician credential and become part owner in the company.

At the beginning of the collapse of the housing market, **Leslie Dickerson** had been satisfied with his employment. He was driving a concrete mixer truck for almost a decade and making a good living. With the collapse, he was laid-off and found himself in his late 40's starting over with no formal education and no real options.

Dickerson had been on unemployment for several months when he learned about Electrify Your Future. This offered him an option to return to school to train as an electrician's apprentice. He knew if he chose to pursue this new career it was going to be difficult, but he knew he had to take advantage of the opportunity. Concerned at first with the entrance exam, he studied math to make sure he would make the grade.

Dickerson thanks the WIA program for his current success. "They paid for my training, my books, my hand tools and my boots," he said. "This was a big help because I did not have the money to do all of this. I had to prove to myself I can do it. These instructors make sure you get it. They make sure the light goes off."

Cumberlands Workforce Investment Board

Six hundred Kentuckians, including 300 from the Cumberlands Workforce Investment Area, are training for skills required in emerging green industries including energy efficiency and renewable energy. The training is being funded by a \$4,740,457 State Energy Sector Partnership and Training grant awarded to Kentucky by the U.S. Department of Labor.

The competitive grant was provided by ARRA and administered through Kentucky's Education and Workforce Development Cabinet. Other cabinet partners are the Finance and Administration Cabinet, the Energy and Environment Cabinet, the Labor Cabinet and the Cabinet for Economic Development.

Through the grant, Kentucky is focusing on jobs in energy-efficient building, construction and retrofit, energy-efficiency assessment and renewable energy. Participants in the Cumberlands Workforce Investment Area who are dislocated workers, unemployed individuals, out-of-school youth and veterans have the opportunity to earn degrees and industry-recognized certification in green-job industries including energy assessment and Smart Grid technology.

Currently, 81 individuals have been trained in Smart Grid Advanced Metering Infrastructure Technology at the Regional High Growth Center/Lineman Technical School in Pulaski County. While many unemployed, dislocated and veteran workers have participated in the training, many employers within the electrical field have also discovered the value of this program and the benefits for their employees.

To develop the grant application and oversee its implementation, the KWIB established the Kentucky Energy Sector Partnership. This partnership includes representatives of the five partnering cabinets, the KWIB, Local Workforce Investment Boards, the Kentucky Office of Employment and Training, One-Stop Career Centers, the energy industry, labor organizations, state apprenticeship agencies, nonprofit community organizations, the education and training community, veterans agencies, economic development organizations, area development districts and the Kentucky Council on Postsecondary Education.

The State Energy Sector Partnership and Training grants total \$190 million of the \$500 million in green-jobs training grant funding made available by ARRA .

Eastern Kentucky Concentrated Employment Program, Inc.



The Eastern Kentucky Concentrated Employment Program, Inc. (EKCEP) has released the results of The Workforce Opportunity Project, a research study that will guide the future of workforce training in eastern Kentucky.

The Workforce Opportunity Project used face-to-face interviews to gather detailed data from 100 employers and company decision-makers throughout the 23 mountain counties that EKCEP serves. The employers identified their current and future workforce needs, the job skills that will be in demand over the next five years and other important aspects of the region's workforce.

The study's results included some surprises. For example, despite the recent economic downturn, 68 percent of employers said they are likely to hire someone for at least one new position in the next five years.

Jeff Whitehead, executive director of EKCEP, said the study was conducted using the best methods available to provide unbiased, scientific information that can be used by EKCEP, businesses, industry organizations, economic development agencies, community colleges and the general public to make important decisions about training and workforce development.

"EKCEP asked employers to help us see the future and define the direction that workforce training should take in eastern Kentucky," Whitehead said. "This data will be the foundation on which EKCEP and its partners will build policies and programs for the future."

After the research was completed, a team comprehensively categorized, organized and analyzed the data to make it useful for as broad a range of users as possible, including those looking for information on specific job categories, specific industries or general region-wide trends.

EKCEP has already begun using the results to develop new strategies to meet employer needs. One of the first of these is the development of an Eastern Kentucky Employer Network, where the region's employers can collaborate and share research and information on workforce issues.

EKCEP also spearheaded a grant initiative to help eastern Kentucky counties recover from last summer's massively destructive flash flooding and create jobs. About 26 people worked on cleanup crews, at road departments, at solid waste stations, and as outreach workers to help flood victims access needed aid. Their wages were paid by the grant.

EKCEP partnered with other workforce investment areas, county governments, and OET to put together a \$938,000 disaster grant request to provide temporary employment for workers to help recovery efforts in Pike, Carter, Elliott and Lewis counties, which also suffered major flood damage around the same time.

Matthew Bevins worked on a cleanup crew clearing displaced trailers and other flood debris in the county. The flood damaged his property and destroyed the road, leaving him and his extended family stranded for two weeks.

"We were all very scared because the water just kept coming. It happened so fast and went away so fast," he said.

Faced with the decision to try to make his way out and go to work at his coal-mining job or stay with and take care of his stranded family, it was easy for Bevins to choose his family. That decision cost him his job.

Bevins said he is glad a friend told him about the temporary work program funded by the grant.

"I have a job now," he said. "That helps out greatly."

Job Clubs of Eastern Kentucky helped Norma Blackburn find a perfect fit during her job search. She has landed many jobs in her life, but her recent experience with Job Clubs of Eastern Kentucky taught her that there is a level of job search technique that is beyond what most people imagine.

With coaching and help from Job Clubs of Eastern Kentucky in Pike County, Norma recently obtained a great job as the branch manager for the Chloe Road branch of Professional Transportation Inc. (PTI). She now manages a fleet of vans and drivers that transports railroad employees.

The program is sponsored by EKCEP, OET and the Pike County JobSight workforce center. It draws on these sponsors' expertise and contacts to provide the job clubs' members with information, job skills training, job leads, networking and chances to meet with and learn from local employers.

When her recent census job ended, Blackburn attended the Job Club in Pike County and was surprised at how much useful job search information she still had left to learn.

At the small, informal Job Club meetings, she got to know other job seekers who helped each other and brought each other information about possible job openings.

Blackburn also learned about networking, resume-writing techniques, how to creatively assess one's skills, the importance of practice interviews, strategic volunteering and a host of other techniques, including ones as simple as sending a thank you card after an interview.

When Blackburn got a lead from OET about the job at PTI, the Job Club staff was there to help her prepare, lending her emotional support, helping her fine-tune her resume, and tirelessly performing mock interviews. She impressed PTI with her knowledge and preparation — and as a result now has a challenging job she loves. EKCEP has used ARRA funds to organize dozens of classes that trained eastern Kentuckians in high-demand fields where jobs can be found locally.



That investment is paying off for people like Tommy Roach. He used the knowledge he gained from an industrial maintenance class in West Liberty and help from the WorkNow Kentucky summer employment program to bounce back from not one, but two devastating job losses.

Roach, 49, was never a stranger to work. He started working in a small grocery store in Columbus, Ohio, at age 13 to support his family and has worked a variety of jobs since then. He found a calling in after-market auto parts, working seven years for Action Crash Parts in Columbus before relocating to manage its West Liberty branch in 2001.

Unfortunately, Action Crash Parts closed its West Liberty branch in 2007 and Roach was out of a job. He found employment with another after-market auto parts company, but after the economy soured, he was again laid off in late 2009.

Roach then consulted Sidney Castle, a career adviser for the WIA office at Gateway Community Action Agency (GCAA). This agency delivers WIA programs in Morgan and Menifee counties under contract with EKCEP. The GCAA office in West Liberty is also an access point for the JobSight workforce network. This network provides access to a variety of government workforce programs in one location through a collaborative partnership of workforce and training agencies administered by EKCEP in 23 eastern Kentucky counties.

Roach learned he could retrain for a new career for free in the ARRA-funded industrial maintenance class. He jumped at the opportunity and applied himself to the class with the same work ethic he had shown since he was 13.

He graduated in July but even before his training ended, the knowledge Roach gained and his contacts through GCAA helped him find a job at Acer Technologies, where he helps build prototype machines for the oil and gas industry.

Roach originally worked at Acer in the summer of 2010 through the WorkNow Kentucky summer work initiative. Roach's work at the temporary job impressed his employers so much he was hired full-time when WorkNow ended in September. Today, he said loves his new job.



Roach said he would recommend the local WIA office to persons who have been laid off because they could find a great opportunity to overcome their personal setback.

Jason Hoskins, owner of Acer Technologies, said the company had previously tried hiring for the position Roach filled but had not been satisfied with the results. WIA and WorkNow, which provided a no-risk training and try-out period, helped him find an experienced, hardworking person who is a great addition to their team.

Green River Workforce Investment Board

In April 2010, Governor Steve Beshear awarded \$250,000 to the Green River Workforce Investment Board (GRWIB) to develop job training programs for careers in health care occupations. The GRWIB used these funds to implement the Prescription for Success Healthcare Initiative to serve low-income, unemployed and underemployed adults, and veterans and spouses of veterans who were interested in an education or training program leading to a career in the health care sector.

Participants received placements in the following targeted sectors: certified nurse aide, medication aide, medical office clinical assistant and medical coding specialist. Of the 79 people served in the program, 37 have been placed into unsubsidized and subsidized employment, while others are awaiting state board exam confirmation, final grades or starting a job search.

“I think the GRADD staff and allied health program was awesome and everyone was easy to work with. I couldn’t have done it without you,” said Jennifer Kirtley, a certified nurse assistant at Owensboro Medical Health System. “I worked in an office for 22 years before I was laid off, and I was scared to death at the thought of going back to school at my age. GRADD made it a very easy process. My goal was to work at the hospital as a certified nurse assistant, and I am very proud to say I am officially an employee at OMHS.”

Like the Prescription for Success Healthcare Initiative, the Pre-Apprenticeship Program was designed to help individuals get a foot in the door of a new career. Partnering with local Kentucky Community and Technical College System (KCTCS) schools, GRADD offered a free 100-hour course to help individuals seeking a career in the skilled trade industry. People in the following groups were targeted for the program: low income, dislocated, non-working, minorities, females, veterans and spouses of veterans. Of the 42 participants in the program, three entered a registered apprenticeship program while 16 found work in other areas.

To further address the demand of the growing healthcare industry in the region, GRADD and the Barren River Area Development District (BRADD) are partnering in the Career Pathways Program. Six pathways within the healthcare field have been developed and presented to employers to determine relevance and need within the region. This will allow them to align their resources to target the identified pathways.

A fourth program, Green River Internship Program, gave adults and dislocated workers an opportunity to explore and develop employable, professional, occupational and transferable skills. The program focused on high-demand job sector placements with a potential for full-time employment.

Internships lasted for up to 500 hours and paid an entry-level wage. Participants were placed in positions in areas such as health care, advanced manufacturing, science, technology, engineering, math, information technology and energy. Of the 15 people placed in internships, three were hired full time.

Many Kentuckians who had been employed by the same company for years found themselves out of work because of the downturn in the economy during the last couple of years. Richard was employed for many years in the coal mining industry and was used to having a very high income and excellent benefits. Unfortunately, the mine where he worked closed and Richard was without a job for the first time in his working life. He realized that his age would be a barrier to his starting over as a coal miner, and he decided to take advantage of his previous college classes and return to school for new occupational training to help him become more marketable.

Richard had always had an interest in occupational therapy due to work-related back injuries he had incurred while employed as a coal miner. With the help of GRADD, he completed several pre-requisite classes and was accepted into the occupational therapy assistant program at the University of Southern Indiana. Richard completed his bachelor's degree and was quickly employed by the Madisonville Kentucky Regional Medical Center as an occupational therapy assistant.



Joshua was another person who benefited from the services at GRADD. After six years, the company where he was employed downsized and sent jobs out of country. He learned at a Rapid Response meeting that because this company had been certified as trade impacted, he was eligible to receive training to improve his chances of employment.

The skills that Josh had were from the manufacturing environment. The job outlook for another position in this field was bleak, so he decided to pursue a career in the health care field. In May 2011, he graduated as an honor student from Madisonville Community College with an associate's degree in biomedical equipment technology. He recently found a job as a biomedical equipment technician at a local hospital.



KentuckianaWorks

Greater Louisville's Workforce Investment Board

In 2011, KentuckianaWorks took its commitment to training workers for skilled-trade careers a step further by entering into a partnership with the Plumbers and Pipefitters Local 502 Union to create the KentuckianaWorks Welding Pre-Apprenticeship Training Program. The first class of 15 men and women began the 16-week intensive training course in January and graduated from the program in late April. All graduates were accepted into the union's metal trades apprenticeship program.

The training program is designed to bring new entrants, including minorities and women, into the welding trade and to begin preparing qualified trades workers to meet possible shortages as older welders retire over the next several years.

"This is an actual career, and no one can take it away from me," said Lakeita Wright, one of two female, African-American graduates of the KentuckianaWorks Welding Pre-Apprenticeship Training Program. "Because once you become skilled, and you become the best skilled worker, you guarantee your own money. This 16-week program has been a life-changing experience for me. I've had the opportunity to be challenged to meet expected deadlines, to do it right the first time, to solve problems and to correct and learn from my mistakes. I've learned to take pride in my work."

Students are required to attend 640 hours of accelerated welding pre-apprenticeship training. The 16-week course is eight hours a day, five days a week. Students receive an hourly stipend from KentuckianaWorks through Statewide Reserve dollars (ARRA, WIA), as well as welding materials and training equipment.

As metal trades apprentices for Local 502 Union, these graduates will continue to work to find their places in apprenticeship programs for the building trades. Graduates are not just prepared to weld for the plumbing and pipefitting field. They can use their welding skills in manufacturing, for millwrights, for ironworkers as well as in other fields and other crafts to find rewarding careers that are complemented by competitive wages and good benefits.



Lincoln Trail Workforce Investment Board

Over the last year, the Lincoln Trail Workforce Investment Board (LTWIB) continued to lead the effort to address workforce opportunities and challenges related to the transformation of Fort Knox. Tens of thousands of area job seekers learned about the federal hiring process through informational symposiums, job fairs and college visits. Almost 4,000 more took advantage of an online video tutorial created in cooperation with their Army partners.

In partnership with Elizabethtown Community and Technical College, online courses, Army 101 and Army 102, were introduced as a tool to help make these job seekers more competitive candidates for Army jobs. In addition, outreach continued to employees and families considering relocation to the LTWIB region.

Simultaneously, assistance has been provided to employees displaced by the move of the Armor School to Fort Benning, Ga. Training opportunities, online tools and targeted career information fairs have combined to provide resources and options for those choosing to stay in the LTWIB region.

In addition, LTWIB supported sites, OneKnox.com and KIX.com continue to be two of the most popular web resources in the region.

The result, Fort Knox is now home to the Army's Human Resource Center of Excellence where thousands of people are serving those that protect the nation.

Jason Williams was employed with AGC Automotive for 12 years as a production associate. In February 2009, he was laid off and applied for unemployment. Williams continued to look for employment with no success. Eventually he began working with the Workforce Investment Act client service manager. It was determined that he had several college credit hours and with the help of the client service manager, he enrolled in the industrial electrical technology program at the local community college. Williams completed his degree within one year and is now employed as an electrician in the industrial maintenance field.

Williams wrote a thank you letter stating, "Since I have graduated I have been offered several different job opportunities...I just wanted to let you know that your work really does help a lot of people, and I wanted to THANK YOU for that myself."

Northern Kentucky Workforce Investment Board

During PY2010, the Northern Kentucky Workforce Investment Board (NKWIB) focused on using workforce development activities to meet the needs of employers. Using the sector strategy approach, the board decided to spend WIA funds only on programs that would prepare clients for jobs in key industries that are critical to the economic well-being of the area. In PY 2010, 556 clients received training in health care, advanced manufacturing, information technology, logistics and distribution, services, and energy. NKWIB also redesigned the one-stop career counseling structure so that staff members are assigned to each key sector.

In addition, the board established a business services team model that allowed career counselors to become experts in job sectors. The team model provides various service delivery methods to employers. One is an employer relations method that provides services when the employer is hiring and/or expanding. The other method utilizes Rapid Response services to assist an employer who is experiencing a significant layoff or closure.

NKWIB also worked with specific groups of clients during the program year. The Youth Internship Program served clients from 18 – 21 years of age who are searching for a job match. Many of these clients had minimal job experience and need basic employment skills to become employable.

The clients were assessed and matched with worksites based on their skills, work readiness and career goals. They were placed at worksites for about 10 – 12 weeks and paid approximately \$9 an hour. After the internship, clients are referred to training or the one stop for permanent employment placement.

NKWIB partnered with Gateway Community and Technical College for a Health Professional Opportunity Grant (HPOG) from the U.S. Department for Labor. The goal of the program is to increase the number of low-income individuals who are qualified to work in specific health care jobs. The programs of study were selected to offer options for a wide range of academic skills and interests, and to provide both short-term certificates and long-term associate and other degree opportunities. Some of the areas offered were certified nurse assistant, electronic health records, medial coding, emergency medical technician, phlebotomy and exercise science.

To better serve employers in the region, the workforce investment boards that serve northern Kentucky, southwest Ohio and southeast Indiana along with the Northern Chamber of Commerce have worked together as Employers First Regional Workforce Network (EFRWN). During the last year, EFRWN administered more than \$15 million in funding for workforce services that assisted more than 50,000 individuals and 1,200 businesses.

Perseverance is the word that comes to mind when thinking of Lance Polege's recent journey back to self-sufficiency, with the help of the WIA and Career Connection programs. Polege was on his fourth month of unemployment and struggling with his second layoff when he visited the NKWIB. He had more than 15 years of experience as a human resources manager but was never formally trained in this field. His experience had always carried him through to the next opportunity, but in a tough economy Polege began to realize just how important updated training could be for his success.

He attended the Career Connections Orientation and Job Search Success Workshop provided by Brighton Center and met with his career advisor to look at his career training options. Polege was very excited about the senior human resources management certification offered by Xavier University, and he felt that this would be the ideal program to get him where he needed to be. He and his advisor worked together and in a few months he was enrolled in the program.

With the help of WIA funding, Polege was able to successfully complete the certification through Xavier University, a high-demand credential in his field. Shortly after beginning his training program, he was offered a job as an HR administrator with a local law firm. He knew he would have to balance his full-time job with his training, but he was excited about the challenge.

Later, Polege was offered an opportunity for advancement and was hired permanently in the fall of 2010 as the HR generalist for a local food distributor. He is back to self-sufficiency and loves his work.

He was always appreciative of the help he received through Brighton Center/Career Connections and the One Stop and was always quick to give a sincere "thank you." Polege's perseverance and positive attitude were key ingredients to his success in the WIA and Career Connections program.



When Matthew Riggs first visited the One Stop, he had recently moved to northern Kentucky from Maysville to explore job opportunities. He found himself struggling to make ends meet and was staying with a family member during his time of transition. Additionally, a blemished background was proving to be barrier to obtaining employment, along with a lack of a driver's license.

Riggs was especially interested in learning a trade or specialized skill relating to a high-demand occupation. As a result, he visited the One Stop and expressed interested in the Career Connections program. He met with a career advisor to complete eligibility paperwork, discuss his options and learn about training opportunities. His career advisor also provided multiple resources to help address some of the barriers to employment.

Riggs requested to attend the Northern Kentucky Pre-Apprentice program and through WIA funding, he started the program in May 2010. During this training, he had perfect attendance and was a diligent student under Jeff Garnett, the instructor/ coordinator of the program. Riggs' upbeat attitude and diligence made him a model student and positive role model to other students.

Riggs graduated from the Pre-Apprenticeship Career Training with an OSHA-10 certification, First Aid and CPR certification, 40 hours of construction math, and a letter of recommendation. He was such a hit with the program that Jeff Garnett went with him to court to see his driver's license returned. Riggs used the \$500 stipend he received for completing the program towards purchasing a vehicle.

Using the connections he received through the Pre-Apprentice program, Riggs was hired as a pre-apprentice in the local bricklayers union with a generous starting salary plus benefits. After successfully completing his six-month training period, he is now officially an apprentice in the union.



TENCO Workforce Investment Board

This year TENCO Workforce Investment Board teamed up with Mason County Probation and Parole, the Cabinet for Health and Family Services and local area businesses to offer the National Career Readiness Certificate (NCRC) to area job seekers. The NCRC is a valuable tool developed to address the mismatch between the skills needed for most jobs and the skills potential employees possess. TENCO provided these assessments at no cost to more than 50 area job seekers at a variety of testing centers.

The NCRC has become an invaluable tool for job seekers, employers and economic developers within local geographic areas. Job seekers can use the NCRC to set themselves above the rest. Employers can use the NCRC to ascertain which applicants are best suited for individual positions. The certificate also allows business partners to increase productivity through turnover prevention and promotion selection.



The WorkNow Kentucky program is another TENCO WIB program that helps job seekers. Keith, who provides for a family of six, was without a job and without insurance.

Keith visited the TENCO One-Stop Career Center asking for work of any kind. Even though he had a bachelor's degree, he could not find employment. He was willing to take any type of job for any length of time in order to support his family. Through the WorkNow Kentucky program, he was placed with A. Raymond Tinnerman, where the work experience placement was for painting and general maintenance. Keith readily accepted. Keith's work ethic was such that within three weeks he was offered a permanent position with the company. He continues to work at Tinnerman, has received a promotion and now works in production.



When Melissa Grimm approached the TENCO WIA program for training assistance in August 2008, she had been a stay-at-home mom for several years. She and her husband have three daughters, but they also had opened their home to 21 foster children through the years. In fact, two of these little boys were so special to Melissa's family that they were in the processing of adopting them when she first visited the TENCO office.

Throughout her two years of RN training, Melissa was a dedicated student, mother and WIA participant – always doing what anyone asked of her. Because of her background in raising a family, working in a day care and with Head Start, Melissa thought she would eventually end up working in pediatrics or obstetrics. However, upon graduation, it was a different kind of nursing that became her calling. She accepted a position with Eastern State Hospital in Lexington on June 1, 2010.



On May 12, 2011, Melissa was recognized as the 2011 RN of the Year for Eastern State Hospital. The award was presented at their annual banquet held in celebration of National Nurses Week. “This award has been given out for the last 25 years,” says Nurse Leader Marc Woods, BSN. “The award was voted on by Melissa’s peers and she received the most votes by a landslide. Melissa has shown amazing leadership skills for someone with so little experience in such a short time. She truly models what a professional nurse looks like.”

Even with all the responsibilities of a large family and active nursing career, Melissa continues to be a foster parent and currently is caring for an 8-month-old girl.

West Kentucky Workforce Investment Board

The West Kentucky Workforce Investment Board (WKWIB) offers the 17 counties of the Purchase and Pennyriple regions the opportunity to submit proposals tailored to their local workforce needs, Operation Workforce. These collaborative efforts, most often led by the area chambers of commerce or economic development agencies in cooperation with local elected officials are encouraged to partner with local and regional education institutions to highlight workforce activities, local business and/or employee preparedness. In the last eight years, Operation Workforce has provided information to citizens seeking new or better employment opportunities.

As a part of this effort, the Cadiz-Trigg County Economic Development Commission hosted its 4th Annual Engineering Summit as a part of its 2011 Operation Workforce event. The Engineering Summit is designed to create a regional workforce that is strong in the areas of science, technology, engineering and math (STEM). Teachers, community members and more than 120 students from seven rural school systems in the area participated in the summit. Representatives from regional colleges and universities as well as business and industry were on hand to cheer on the students and to show them how their STEM projects and activities translate into real-world career skills.



In addition, the Madisonville-Hopkins County Job and Career Expo, financed by WKWIB Operation Workforce funding, has become a much anticipated annual event for area job seekers and employers. The region welcomes the opportunity to attract more individuals and offer career readiness workshops in this collaborative regional effort.

The Madisonville-Hopkins County Chamber of Commerce helps coordinate and bring together more than 40 employers, from small businesses to the largest employers, who participate and come from across the region to find and attract new talent.

On March 25, 2011, Madisonville Community College (MCC) unveiled its fire simulation tunnel which was upgraded to serve the coal mining industry of western Kentucky, southern Illinois and southern Indiana. The WKWIB assisted MCC in securing the \$289,600 from the Kentucky Education and Workforce Development Cabinet to upgrade and renovate MCC's existing mine simulation facility at its technical campus. MCC expects to serve approximately 1,000 miners per year in initial or refresher training. The project will become self-sustaining within two years and guarantees a significant return on investment of state funding.



DENSO Air Systems, a leading supplier of advanced automotive technology systems and components for all the world's major automakers, announced a plant would open in Hopkinsville. The Japanese-owned company is planning a phased investment totaling more than \$4.2 million and will initially create 80 new jobs, growing to 105 over the next several years. The WKWIB assisted in staffing a job fair for DENSO Americas at Hopkinsville Community College to begin filling the first 80 production, warehousing and quality associate positions for its summer 2011 opening. About 300 individuals attended the job fair with the opportunity to complete employment testing, applications and company interviews.





Sharon Rice was employed for eight years with Rayloc, an automotive re-manufacturing company. She commuted from her home in Crittenden County to Morganfield in Union County. When the company announced it was closing its doors and relocating outside of the country, she did not know what she was going to do. She attended the Rapid Response meeting at the plant offered jointly by the Green River and West Kentucky workforce investment boards. She wanted a stable career, not just a job. She visited Kim Proffitt at JobNet Career Center in Madisonville.

Rice was given the opportunity to shadow a respiratory therapist at Regional Medical Center in Madisonville and thought this was the career for her. She applied for the Dislocated Worker and Trade Programs at the local career center and was accepted to the respiratory therapist program at Madisonville Community College. Rice worked hard and graduated with an associate degree in applied science with a 3.96 GPA.

After passing her board exams and two weeks after she received her certifications, Rice started full-time work as a respiratory therapist at Crittenden County Hospital just minutes from her home. She credits the WIA and Trade programs. "Without this support from caring people and assistance, I would have never considered going to college at my age," Rice said. "It has allowed me to have a career, not just a job, that I am good at and love!"

State Farm insurance agent Michael Venable is pleased as he describes WorkNow Kentucky participant Ashley Clayton, who came to work for him in July 2010. WorkNow Kentucky is a collaborative effort of Kentucky's workforce and human services systems funded through ARRA to help low-income parents and families. Worksites are required to provide a meaningful work experience for participants to gain new skills and hopefully gain full-time employment.



Clayton, a single mother, learned of the program through the Breathitt Career Center in Hopkinsville. She applied and was placed at State Farm. She quickly became adept at handling inquiries from customers and taking payments. Venable sent her to training to learn to file claims and provided the opportunity for her to take an online certification course, which she passed with a 100 percent.

When looking for potential employees Venable states, "I look for attitude and initiative. I can train the rest." Clayton demonstrates initiative every day by maximizing the opportunities that were provided for her to learn and grow professionally.

Clayton still loves her job. She now has her license in property and casualty insurance and is bank certified. She is scheduled to take the exam for life and health soon. "This is the most rewarding job I have ever had," Clayton said. "I am grateful for it every day!"

Cost of Program Activities Relative to Program Outcomes

July 1, 2010 – June 30, 2011

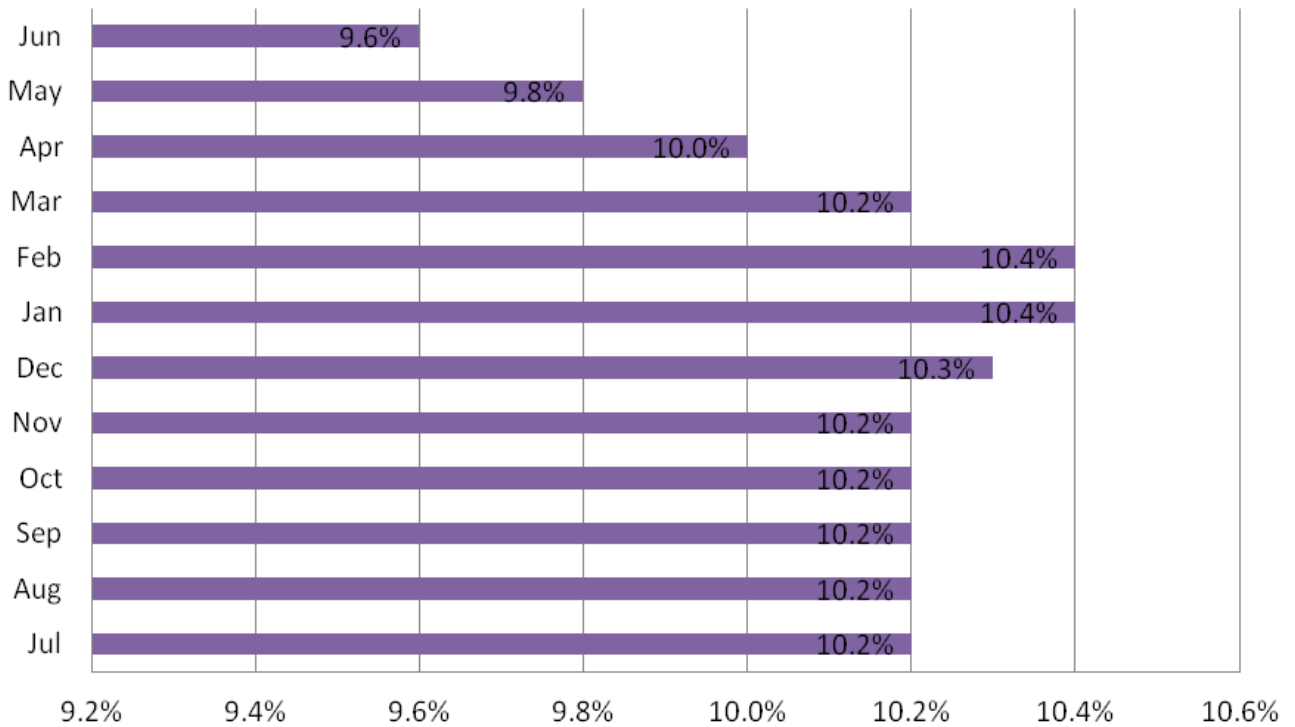
	PY 2010 Expenditures (Formula funds)	PY 2010 Customers Served	PY 2010 Exiters	PY 2010 Cost Per Customer Served	PY 2010 Cost Per Customer Exited
Adults	\$13,470,707	6,514*	3,969	\$2,068	\$3,394
Dislocated Workers	\$13,798,295	12,197	4,821	\$1,131	\$2,862
Youth	\$12,547,068	4,608	2,139	\$2,723	\$5,866

****Does not include 190,718 Adult Self –Service Only***

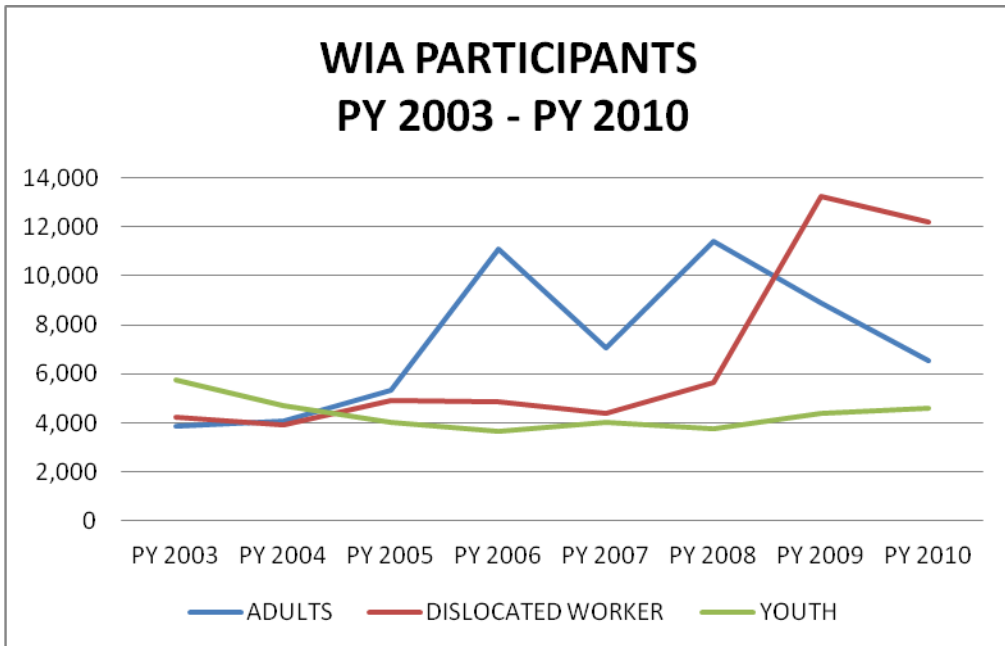
To overcome one of the worst economies since the Great Depression and emerge from the recession with a highly-skilled workforce to meet the needs of businesses, the Commonwealth is investing in long-term positive change. The Kentucky Workforce Investment Board (KWIB) established priorities that will deliver positive returns for the Commonwealth’s employers and jobseekers by investing in resources and expertise to build strong relationships with industries, business organizations, education and economic development. Additionally, the KWIB is committed to investing time and training in staff, ensuring the proficiency and knowledge required to create a sustainable economy.

Although the Commonwealth continues to deal with sluggish economic growth, Kentucky is experiencing some improvement as unemployment rates dropped during PY 2010. The 9.6 percent rate recorded in June 2011 is the lowest since January 2009, when the unemployment rate stood at 9.2 percent. Additionally, the 9.6 percent unemployment rate is 0.7 percentage point lower than the 10.3 percent rate recorded in June 2010. Kentucky recorded the 13th highest unemployment rate at June 30, 2011 among all the states and the District of Columbia.

KENTUCKY UNEMPLOYMENT RATES PY 2010



As may be expected with a statewide economy continuing to record high monthly unemployment rates near or above 10 percent for the period July 1, 2010 – June 30, 2011, the number of dislocated workers served remained considerably high for the second consecutive year. As the chart below illustrates, the number of dislocated workers receiving WIA services remained steady from PY 2003 through PY 2007. In PY 2008 Kentucky started to see an increase followed by the spike in PY 2009.



In PY 2009, Kentucky reported serving 13,243 dislocated workers – in PY 2010, 12,197 dislocated workers were served. Although the number is slightly less than PY 2009, the percentage of dislocated worker participants served in PY 2010 increased nearly 54 percent over PY 2008.

In PY 2009, Kentucky carried in over \$13 million in Dislocated Worker funds – in PY 2010, less than \$5.5 million was carried in. Total Dislocated Worker funds available in PY 2010 decreased by 22 percent compared to available funds in PY 2009. With less funds available to serve Dislocated Workers, the local workforce investment boards began placing new dislocated workers seeking training services on waiting lists. In an effort to provide services to the increasing numbers of dislocated workers, Kentucky applied for and received three National Emergency Grants (NEGs) to provide services to specific dislocated worker populations. Additionally, the Commonwealth received two NEG disaster grants to employ dislocated workers in clean-up efforts in the affected communities.

NEG Grant	Amount Awarded	Amount Expended
On-the-Job Training	\$978,725	\$121,313
Multi-Company	\$3,589,595	\$461,132
Eastern KY Community Impact	\$808,316	\$332,558
Eastern KY Severe Storms	\$938,441	\$628,189
KY Severe Storms, Tornadoes, Flooding	\$4,276,514	\$60,041
TOTAL	\$10,591,591	\$1,603,233

Additionally, training expenditures for dislocated workers qualifying for services under the Trade Act totaled over \$17 million, \$3 million more than expended in PY 2009. Nearly \$3 million was expended for Trade administration and case management.

As with the Dislocated Workers funds, Rapid Response funds available in PY 2010 decreased from PY 2009. In PY 2009, Kentucky had available \$17 million in Rapid Response funds – in PY 2010, only \$10 million was available. Total Rapid Response funds available in PY 2010 decreased by 40 percent compared to available funds in PY 2009. Although the total available funds was 40 percent less, the Rapid Response expenditure rate was three percentage points higher in PY 2010 than in PY 2009.

As the WIA Participant chart above indicates, the number of adult participants has declined over the past two years. From PY 2009 to PY 2010, Kentucky experienced a 27 percent decrease in the number of WIA adult enrollments. The decline can be attributed to available funding for the continued demand for training, retooling and skill upgrades. In PY 2009, Kentucky had available adult funds in excess of \$28 million – in PY 2010 the adult fund availability dropped to \$17.7 million, nearly a 37% decrease. However, the expenditure rate for PY 2010 increased slightly.

Another factor to be considered is the transfer of funds from available adult funds to dislocated worker funds. Because of the high unemployment rate, local boards focused on getting the dislocated worker back to work. Several local workforce investment areas took advantage of the waiver that allows the Commonwealth to transfer up to 50 percent of local area allocations between the WIA adult and dislocated worker programs. In PY 2010, local areas transferred over \$1.4 million from the adult program to meet the training needs of dislocated worker program participants. Because of the decreased funding availability, local boards continue to serve the adults currently enrolled in training, but initiated a waiting list for new adults determined eligible for training.

Kentucky continues to provide exceptional services to the Commonwealth's low income youth who face barriers to employment. As depicted in the WIA Participant Chart above, the number of WIA-enrolled youth participants has remained steady since PY 2003. The number of youth served increased from 4,388 in PY 2009 to 4,608 in PY 2010. Youth exiters increased from 1,611 to 2,139. Although the number of youth participants increased, the Youth funding availability decreased significantly. However, the expenditure rate for the past two years has remained about the same. Available Youth funds in PY 2009 were \$25,469,389 (includes ARRA) and \$16,840,387 in PY 2010. PY 2010 carry-in funds totaled \$4,682,749. The outlook for PY 2011 indicates a carry-in of only \$44,616.

Statewide Activity expenditures increased from just over \$8.8 million in PY 2009 to over \$12 million in PY 2010 – a 28 percent increase. The expenditure rate in PY 2010 was 62 percent compared to 41 percent in PY 2009. All funds awarded to local workforce investment boards and partner agencies to operate innovative projects under ARRA were expended. The projects included Pre-Apprenticeship training programs; Sector Strategy Internship programs; short-term training programs; public library workforce partnership award to purchase computers and provide work readiness training in the public libraries around the state; Kentucky Community and Technical College System Breaking Through Initiative; a study in a local area to establish an innovative Employer Network; a healthcare initiative entitled Prescription for Success, and a partnership award with Kentucky Adult Education to establish and conduct contextual learning under the I-BEST program.

Other Statewide projects include the Kentucky Workforce Investment Board (KWIB) initiative, Workforce Development Academy; a local YouthBuild project; Kentucky Scholars Initiative; Kentucky Educational Television (KET) GED; a local Construction Pipeline initiative; Jobs for Kentucky Graduates (JKG)--a partnership with the Kentucky Department of Education; two local Jobs for America's Graduates (JAG) programs; and, a partnership with Kentucky Community and Technical College System (KCTCS) to fund a Kentucky Home Performance-Building Performance Institute (BPI) training for incumbent workers.

Kentucky's total WIA formula funds expended percentage rate for PY 2010 is 72 percent, up from 70 percent in PY 2009. The carry-in funds for PY 2011 are \$22,530,715 compared to the carry-in funds in PY 2010 of \$34,532,642 – a 35 percent decrease. The Commonwealth and local workforce investment areas are committed to meeting the challenges ahead to turn the nation's economy around through innovative programs, providing the necessary and vital training services necessary to compete in the 21st century economy.

Other Projects not included previously in this report:

Project	Amount Awarded	Total Amount Expended
NEG – Base Realignment and Closure	\$1,500,000	\$495,869
NEG – ARRA – HCTC	\$3,600,000	\$2,402,342
ARRA-State Energy Sector Partnership	\$4,740,457	\$847,934
ARRA LMI High Growth Green Jobs	\$1,250,000	\$1,250,000
PY 2007 Performance Incentive-Title V	\$851,748	\$851,748
PY 2009 Performance Incentive-Title V	\$964,785	\$228,089
Career Pathways	\$60,000	\$31,257
TOTAL	\$12,966,990	\$6,107,239

WIA Financial Statement Program Year 2010-2011

Operating Results	Available	Expended	Percentage Expended	Balance Remaining
Total All Formula Fund Sources	\$ 81,646,035.51	\$ 59,115,320.17	72%	\$ 22,530,715.34
Current Year Funds	\$ 47,113,394.00	\$ 28,055,940.99	60%	\$ 19,057,453.01
Carry in Monies (Non-Additive) ⁽¹⁾	\$ 34,532,641.51	\$ 31,059,379.18	90%	\$ 3,473,262.33
Adult Program Funds	\$ 11,381,814.59	\$ 7,117,151.39	62.53%	\$ 4,264,663.20
Carry in Monies (Non-Additive)	\$ 6,360,905.04	\$ 6,353,555.62	99.88%	\$ 7,349.42
Dislocated Worker Program Funds	\$ 11,989,646.56	\$ 8,385,908.10	69.94%	\$ 3,603,738.46
Carry in Monies (Non-Additive)	\$ 5,433,749.29	\$ 5,412,386.81	99.61%	\$ 21,362.48
Youth Program Funds	\$ 12,157,639.25	\$ 7,908,935.83	65.05%	\$ 4,248,703.42
Carry in Monies (Non-Additive)	\$ 4,682,748.67	\$ 4,638,132.22	99.05%	\$ 44,616.45
Rapid Response Funds	\$ 4,517,284.50	\$ 2,232,241.08	49.42%	\$ 2,285,043.42
Carry in Monies (Non-Additive)	\$ 5,565,641.30	\$ 4,799,840.33	86.24%	\$ 765,800.97
Statewide Activity Funds	\$ 7,067,009.10	\$ 2,411,704.59	34.13%	\$ 4,655,304.51
Carry in Monies (Non-Additive)	\$ 12,489,597.21	\$ 9,855,464.20	78.91%	\$ 2,634,133.01

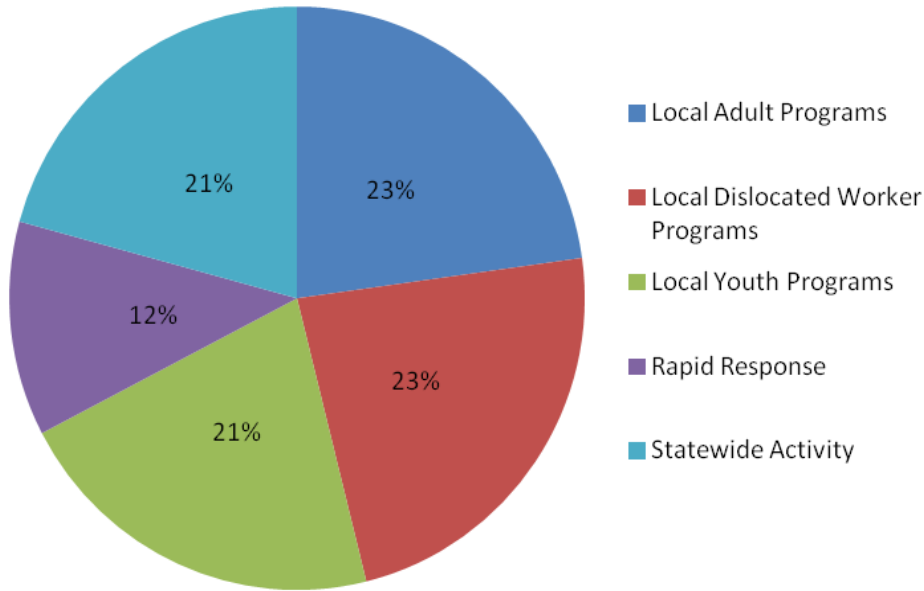
Cost Effectiveness	C/E Ratio
Overall, All Program Strategies	\$ 3,643
Adult Program	\$ 3,394
Dislocated Worker Program	\$ 2,862
Youth Program	\$ 5,866

Period of Availability on Balance Remaining:	
Through June 30, 2012 (PY 2009 funds)	\$ 3,473,262.33
Through June 30, 2013 (PY 2010 funds)	\$ 19,057,453.01
Balance Remaining	\$ 22,530,715.34

American Recovery Act Breakout				
State 15%	\$ 6,692,256.75	\$ 6,692,256.75	100.00%	\$ -
Rapid Response	\$ 4,678,281.75	\$ 4,678,281.75	100.00%	\$ -
Local Adult	\$ 6,963,282.45	\$ 6,963,282.45	100.00%	\$ -
Local Youth	\$ 15,053,347.85	\$ 15,053,347.85	100.00%	\$ -
Local Dislocated Workers	\$ 11,227,876.20	\$ 11,227,876.20	100.00%	\$ -
	\$ 44,615,045.00	\$ 44,615,045.00	100.00%	\$ -

Other OET Projects	C/Fwd to PY2010 or New Award	C/Fwd to PY 2010 or New Award Expended	Balance (C/Fwd to PY 2011)
Dislocated Worker NEGs:	\$ 10,591,591.00	\$ 1,603,392.17	\$ 8,988,198.83
Non - Dislocated Worker NEGs:	\$ 3,303,760.12	\$ 1,101,969.98	\$ 2,201,790.14
Other Grants:	\$ 7,840,791.92	\$ 3,182,829.18	\$ 4,657,962.74
Grand Total Other Projects	\$ 21,736,143.04	\$ 5,888,191.33	\$ 15,847,951.71

**PROGRAM YEAR 2010
WIA FORMULA EXPENDITURES**

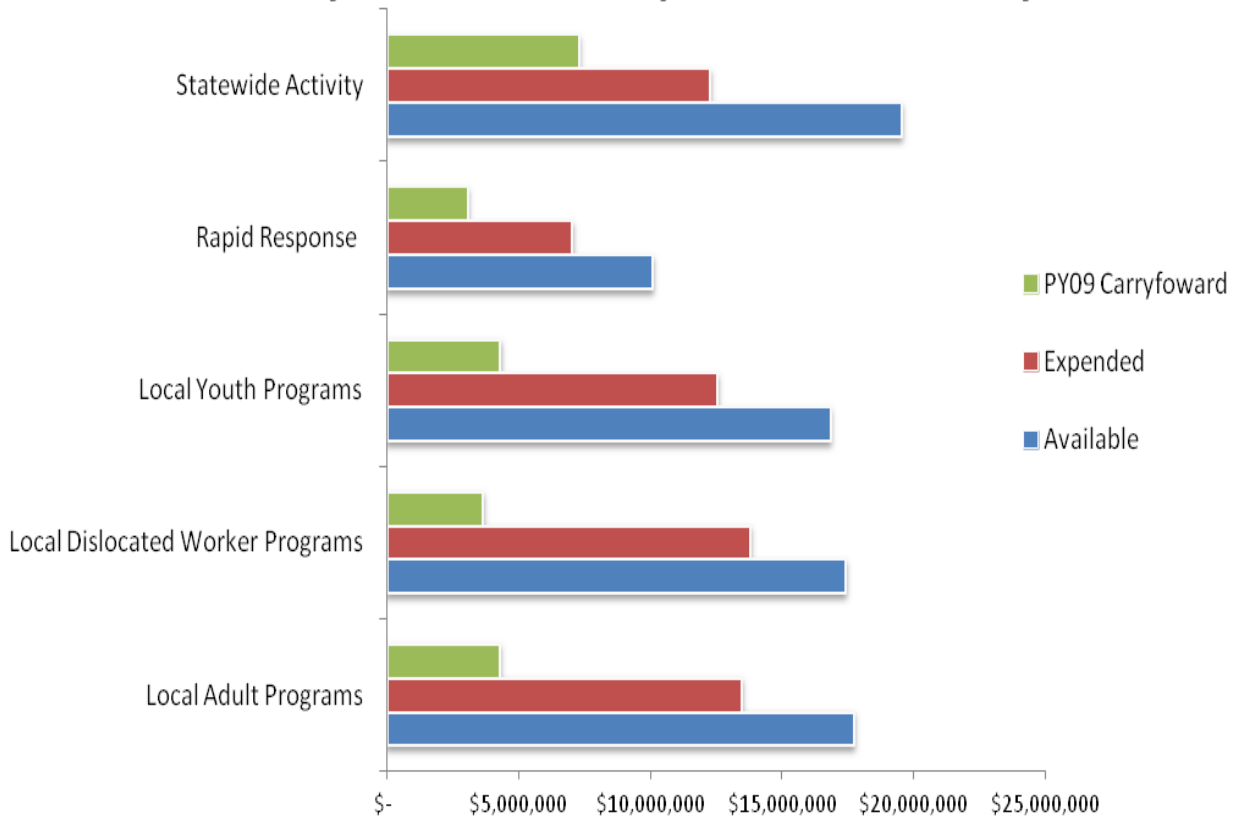


During Program Year 2010, the Commonwealth of Kentucky spent \$59,115,320 of WIA formula funds including ARRA funds. As represented in the chart, Statewide Activities constitute 21% (\$12,267,169) of the total expenditures.

Rapid Response activities conducted at both the state and local levels represent 12% (\$7,032,081) of the total expenditures. Kentucky's LWIAs expended 67% (\$39,816,070) of the total.

Program Year 2010 WIA Formula Expenditures			
	Available	Expended	% Expended
Local Adult Programs	\$ 17,742,719.63	\$ 13,470,707.01	23%
Local Dislocated Worker Programs	\$ 17,423,395.85	\$ 13,798,294.91	23%
Local Youth Programs	\$ 16,840,387.92	\$ 12,547,068.05	21%
Rapid Response	\$ 10,082,925.80	\$ 7,032,081.41	12%
Statewide Activity	\$ 19,556,606.31	\$ 12,267,168.79	21%
Totals	\$ 81,646,035.51	\$ 59,115,320.17	100%

Kentucky WIA Formula Expenditure Summary



Measuring Success in Difficult Economic Conditions

WIA AND Wagner-Peyser PY 2010 Performance

WIA	PY2010 Negotiated Rate	PY 2010 Actual
Adult Measures		
Entered Employment Rate	83.5%	81.9%
Employment Retention Rate	86.0%	91.9%
Avg. Six Month Earnings	\$11,200	\$15,999
Dislocated Worker		
Entered Employment Rate	84.0%	87.0%
Employment Retention Rate	89.0%	94.6%
Avg. Six Month Earnings	\$13,200	\$16,803
Youth		
Placement in Employment or Education	65.0%	75.2%
Attainment of Degree or Certificate	54.0%	71.9%
Literacy or Numeracy Gains	48.0%	59.4%
WAGNER-PEYSER		
Entered Employment Rate	60.0%	52.0%
Employment Retention Rate	75.0%	80.0%
Avg. Six Month Earnings	\$11,400	\$13,574

**Kentucky's 10 Local Workforce Investment Areas
PY10 Performance Results**

Adult Measures	Exceeded	Met	Failed
Entered Employment Rate	6	3	1
Entered Retention Rate	9	1	0
Avg Six Month Earnings	10	0	0
Dislocated Worker			
Entered Employment Rate	9	1	0
Entered Retention Rate	10	0	0
Avg Six Month Earnings	10	0	0
Youth			
Placement in Employment or Education	8	1	1
Attainment of a Degree or Certificate	8	1	1
Literacy and Numeracy Gains	6	2	2

KENTUCKY WAIVERS

The U.S. Department of Labor allows states to request waivers to general statutory and regulatory authority to affect program improvement. Additionally, waivers provide flexibility to states and local areas and enhance their ability to improve the statewide workforce system. The Commonwealth requested and received the following waivers:

Fund Transfer Authority.

Waiver allows local areas to transfer up to 50 percent of a program year allocation for adult employment and training activities and up to 50 percent of a program year allocation for dislocated worker employment and training activities between the two programs. The waiver provides local workforce investment boards the ability to better respond to changes in the economic environment and the local labor market. Resources are channeled to the population with the greatest need. The Transfer Authority waiver has empowered the local boards to be more responsive to the volatile economic climate.

Incumbent Worker Training-Utilizing Local and Rapid Response Funds.

Kentucky has two waivers to provide incumbent worker training beyond the available Statewide Reserve funds. These waivers allow up to 10 percent of local dislocated worker funding and up to 20 percent of rapid response funds to be expended on incumbent worker training activities. The waivers promote maximum investment of these funds as well as increased levels of service. Incumbent worker training provided with local or rapid response funds focus on employer and worker layoff aversion and competitiveness through skills upgrade training. In previous years, this waiver has enhanced the state's efforts toward job retention and rapid re-employment as well as providing new job prospects for presently employed individuals. However, in PY 2010 all Rapid Response funds were utilized to assist dislocated workers, providing training and case management.

With the increasing global competitiveness, it is imperative that businesses and industries have the most skilled and knowledgeable employees. With skill-upgrading, businesses may be able to remain viable and prevent layoffs and closures. Employers will have the human resources to remain competitive and, in some instances, expand. Upgrading the skills of incumbent workers allows them to quickly move into more specialized jobs within their industries, creating new job possibilities for the lower skilled workforce to enter.

Minimize the collection of participant data for incumbent worker training programs.

The waiver simplifies the process of serving businesses and incumbent workers and allows program outcomes to be captured without the burden of extensive collection of data not applicable to incumbent workers or incumbent worker training. Eliminating the requirement to capture information that does not impact program outcome, allows local areas to timely assist employers in averting layoffs and improving employer customer service.

Required 50 percent employer match for customized training.

The waiver eliminates the current 50 percent employer contribution requirement for customized training and substitutes a sliding-scale contribution based on size of employer. The waiver has afforded more customized training opportunities for smaller businesses or businesses with smaller training budgets. Specific goals to be achieved are to: 1) Improve the ability of the Commonwealth to respond to changes in employer and industry needs; 2) Increase employer/Board collaboration to address industry needs and worker training; 3) Allow the smaller employer to grow and expand; 4) Provide the employer with a trained workforce; and, 5) Provide greater flexibility in designing and implementing WIA programs

Increase the employer reimbursement for on-the-job training (OJT)

The waiver allows for the reimbursement of up to 90 percent to employers with 50 or fewer employees and up to 75 percent of the costs for employers with 51-250 employees. Businesses with more than 250 employees are reimbursed at the 50 percent rate.

Employers, WIA customers and job seekers benefit through this waiver. As the economy improves and more employers are able to access OJT training, the participant becomes more valuable to present and future employers.

Replace the performance measures at WIA Section 136(b) with the common measures.

The waiver facilitates system integration and streamlines the reporting process across partner programs. It assists in achieving the goal of a fully integrated workforce system; provides clear and understandable information to stakeholders, improves service coordination and information sharing; simplifies and streamlines performance measurement system; assists in the realignment of youth program designs to better implement the Department of Labor's Youth Vision—targeting out-of-school youth; and reduces labor intensive data collection. Outcomes include a more integrated case management system, improved customer service and operational effectiveness.

Utilize Individual Training Accounts (ITAs) for Older Youth program participants.

The waiver has allowed continued flexibility in utilizing Youth funds to provide training services while retaining the limited Adult funds to be used for Adult training services. It has increased the efficiency and customer choice for older youth. The workforce system has a full array of services to offer older youth that can benefit them in decision-making processes, such as choosing a rewarding career, selecting a training provider and making smart financial decisions.

Extend the period of initial eligibility for training providers on Kentucky's Eligible Training Provider List (ETPL).

The waiver has allowed training providers to offer continuous, uninterrupted service to WIA customers. WIA customers continue to have the ability to choose their training providers and access training services in their local areas with the highest degree of informed customer choice possible. The primary goal of this waiver is to ensure that the increasing numbers of adults and dislocated workers have a system that can offer training options ensuring maximum customer choice. The number of providers on the Eligible Training Provider List is over 900, allowing participants to choose the best possible program and provider to enhance skills and further their education and career goals.



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