



**COMMONWEALTH OF KENTUCKY  
DEPARTMENT FOR WORKFORCE INVESTMENT  
EDUCATION CABINET**

**WORKFORCE INVESTMENT ACT**

**ANNUAL REPORT  
JULY 1, 2004 – JUNE 30, 2005**





**Department for Workforce Investment  
Commonwealth of Kentucky**

**Commissioner  
Laura E. Owens**

On behalf of the partners committed to the Commonwealth of Kentucky's successful investment in its workforce, I welcome the opportunity to present Kentucky's Workforce Investment Act Annual Report for Program Year 2004. We are pleased to report continued progress toward our objective of a competitive economic development and workforce advantage in Kentucky. Our workforce system continues to enhance its strength and effectiveness through innovative partnerships, technology, and leadership.

This report focuses on the significant accomplishments of the 10 local Workforce Investment Areas and other major partner advances in the workforce system. It is clear no one agency can meet the workforce challenges Kentucky faces. We continue to strengthen our partnerships with education, economic development, and other agencies to provide an educated and trained workforce.

While Kentucky's performance exceeded the U.S. Department of Labor's standards in most areas, we will carry on our efforts to address the challenges we face. We must continue to assess where we are and where we want to go in order to prepare Kentucky's workforce for the realities of tomorrow's economy.

Laura E. Owens

A handwritten signature in black ink that reads "Laura E. Owens". The signature is written in a cursive, flowing style.

Commissioner  
Department for Workforce Investment



## TABLE OF CONTENTS

<b>Executive Summary</b>	
Commonwealth Strengthens Workforce System .....	6
<b>Kentucky Workforce Investment – Background</b>	
Workforce Development System.....	7
<b>State Structure</b>	
Kentucky Workforce Investment Board.....	8
Kentucky Workforce Investment Board Strategic Plan .....	9
Department for Workforce Investment.....	10-11
<b>Local Structure</b>	
Local Workforce Investment Boards.....	12
One-Stop Comprehensive Centers.....	13-17
Local Workforce Investment Areas Map.....	18
<b>Local Area Highlights</b>	
Barren River .....	19
Bluegrass.....	20
Cumberlands.....	21
EKCEP.....	22-24
Greater Louisville.....	24
Green River.....	25
Lincoln Trail.....	26
Northern Kentucky.....	27-28
West Kentucky Workforce.....	29-30
TENCO.....	30-32
<b>State Highlights – State Initiatives and Programs .....</b>	<b>33-37</b>
<b>Cost and Evaluation of WIA Activities/ Performance Measures.....</b>	<b>38-45</b>
<b>Federal Performance Standards .....</b>	<b>46</b>
<b>KWIB Members/Contact Information .....</b>	<b>47</b>



## Executive Summary

### Commonwealth Strengthens Workforce System

Kentucky continues its commitment to providing high-quality services for all individuals seeking training, employment, job retention, or increased earnings and preparing Kentucky's youth with the knowledge and behavior skills necessary to enter and succeed in high-skill, high-wage careers. Dedication to meeting Kentucky's employers' workforce needs remains a top priority. Workforce services are administered through the 10 local workforce investment areas by trained employment professionals from various partner agencies in the commonwealth's 31 comprehensive one-stop career centers.

Kentucky's enhanced partnerships have led to a more seamless delivery of services and universal access for all customers. Laura E. Owens, commissioner of the Department for Workforce Investment, states that "by giving our citizens resources that provide both knowledge and training, we will create a winning situation for employers and employees."

Kentucky's unemployment rate has experienced small increases during the first six months of 2005. Even so, the average rate of 5.4 percent is below the 5.6 percent average for the first six months of 2004.

#### **Program Year 2004 key achievements and results:**

- ▶ Kentucky exceeded all 17 WIA performance measures for the fifth consecutive year.
- ▶ Received \$300,000 BRAC National Emergency Grant (NEG) earmarked to assist in the realignment of Ft. Knox.
- ▶ Transitioned the TAA program from the Office of Employment and Training to the Local Workforce Investment Areas.
- ▶ Developed exemplary WIA Data Element Validation process which was shared with US DOL and other states.
- ▶ Kentucky was chosen as one of four states to participate in US DOL's Business Relations Group's successful ANCOR pilot project to recruit, screen and train in-home health care professionals.

# **Kentucky Workforce Investment – Background**

## **Workforce Development System**

Kentucky's Department for Workforce Investment in the Education Cabinet represents the majority of the Workforce Investment Act (WIA) mandated one-stop partners. The department's mission of connecting Kentucky to employment, workforce information, education, and training complement WIA's intent.

The department is made up of four offices including the Office of Employment and Training, the Office of Vocational Rehabilitation, the Office for the Blind, and the Office of Career and Technical Education.

The Office of Employment and Training is responsible for program and financial monitoring, technical assistance to the local workforce investment areas, financial management and reporting, rapid response services, veteran services, and performance management and reporting. In addition, Unemployment Insurance programs are administered through the Office of Employment and Training.

WIA programs assist job seekers in acquiring job skills, updating skills, and finding employment. These services are provided through the one-stop system in the 10 Local Workforce Investment Areas (LWIAs) across the state. The one-stop system provides resources and solutions to strengthen Kentucky's workforce by improving the quality of the workforce, reducing welfare dependency, and enhancing the productivity and competitiveness of the state and nation.

The success of Kentucky's one-stop system is largely due to the dedication and commitment of the 10 LWIA's and their staff. Local boards have creatively used Title I funds to upgrade one-stop facilities and services and provide financial assistance to obtain training and support services for customers. In addition, the local boards have dedicated funds for marketing the one-stop system to individual and business customers.



## State Structure

### Kentucky Workforce Investment Board

The Kentucky Workforce Investment Board (KWIB) was established in February 1999 to assist in implementing the provisions of the Workforce Investment Act (WIA) of 1998. As an early implementation state, Kentucky's state Workforce Investment Board initially focused on addressing numerous administrative start-up responsibilities and challenges.

The KWIB continues to carry out its statutory responsibilities under WIA, and its efforts and energies have been focused on its strategic role as the leading advisory board for the Commonwealth's broad workforce development system. In this role, the KWIB has worked on such strategic issues as:

- enhancing Kentucky's workforce information system,
- promoting the one-stop system,
- providing responsive services to the business community, and
- strengthening partnerships and the alignment of services.

The board does not deliver services or implement programs, but rather articulates a strategic vision and then acts as an initiator, convener, and facilitator to reach the vision of a world-class workforce in Kentucky. The KWIB remains committed to working closely with Kentucky's ten local workforce boards as well as various other state-level partners in workforce, education, business, and economic development.

In early 2003, the KWIB, in partnership with the ten local workforce investment boards, undertook a comprehensive planning initiative to set a new strategic

direction for workforce boards and their communities as they strive to build Kentucky's highly competitive workforce. The board adopted the new KWIB strategic plan at its February 12, 2004 meeting. Additionally, each local WIB developed a local plan using the statewide framework of awareness, access, alignment, and accountability. Several LWIB chairs report that their boards found new energy and direction through this process.

During the 2004 program year, the KWIB underwent significant re-engagement, realigning its focus and activities with the revised strategic plan. Further, following substantial changes in board membership resulting from the replacement of members whose terms had expired, the board's committee structure was reevaluated and revised, identifying new committees with direct responsibility for the avenues of focus identified in the revised strategic plan: awareness, access, alignment, and accountability. Through these four avenues, the board's immediate goals were (and are) to become more engaged with local WIBs in the issues and concerns of the local Workforce Investment Areas, plus increased responsibility for and involvement in the Perkins Act endeavors and expenditures. Near the end of the 2004 program year, the KWIB's Executive Committee ratified the Perkins state plan and Perkins activities, with action by the full KWIB projected for early in the 2005 program year.



## Kentucky Workforce Investment Board Strategic Plan

The KWIB identified strategic issues – summarized as **awareness, alignment, access, and accountability** – (**A<sup>4</sup>**) – that must be addressed to create a competitive economic development and workforce advantage.

### ◆ **Awareness**

*Creating a sense of urgency at the state and local level about the importance of a competitive workforce, and ensuring that industry clusters, employers and workers know of the workforce development tools and services available to increase their competitiveness and productivity*

1. **To create a sense of urgency ...** that will inform and motivate local constituents, state and local policy makers, business, education and political leaders about the critical nature of addressing workforce and economic development challenges.
2. **To promote the one-stop system...** so that Kentucky WorkNet is known to businesses and individuals.

### ◆ **Alignment**

*Building a demand-driven system that clearly reflects the employment needs of industry clusters, knows the status of the available labor pool, and promotes strategies to assure a competitive labor pool in terms of quality and quantity*

1. **To strengthen partnerships ..** among education, workforce, economic development, community development and business.

2. **To align to business needs** ... through a demand driven, agile, responsive system that delivers workforce solutions to the business community.
3. **To enhance the comprehensive workforce information system ...** through an intelligent, future-oriented approach.

### ◆ **Access**

*Identifying and eliminating barriers that inhibit workers from getting the education and training needed to be employable and employers from getting the quantity and quality of the workforce needed*

1. **To eliminate barriers for individual workers ...** students, workforce entrants, dislocated workers and incumbent workers – so they can easily access and pursue continuous learning opportunities.
2. **To deliver workforce solutions to the business community ...** by increasing access for businesses to workforce services.

### ◆ **Accountability**

*Developing systems to measure and report the state and local impact of the workforce development system*

1. **To measure and report the quantitative and qualitative workforce system impact ...** on local, regional, and state economies and individuals.
2. **To ensure continuous improvement of the Kentucky workforce system.**



## Department for Workforce Investment

The Department for Workforce Investment (DWI) continues to enhance its comprehensive workforce information and analysis system, which supports economic development in the Commonwealth and helps individuals, employers, and communities make informed decisions. This information is used not only by the department and its customers but also by businesses, local economic development officials, other state agencies, and educational institutions.

The department's goal of continuously improving education, training, and employment opportunities for Kentuckians also supports economic development by ensuring that Kentucky employers have access to job-ready workers.

The department provides opportunities for Kentuckians to improve themselves financially, professionally, and personally. While the department's services are geared toward helping people enter the workforce, the critical byproduct is improved individual lives. A person with a disability becomes self-sufficient because he is given the opportunity to prove himself in the workforce. A chronically unemployed Kentuckian gets the necessary training to find and keep a good job. A high school student excels in technical education and sets the direction for a future career.

Utilizing its large and diverse applicant database, the Office of Employment and Training (OET) assists employers in finding qualified applicants for their job openings, while assisting job seekers in finding employment. The OET unemployment insurance program provides benefits to ease

the financial burden on individuals who are unemployed through no fault of their own. OET compiles and disseminates a wide range of workforce statistics, including employment, unemployment, and wage information.

A part of OET, the Division of Workforce and Employment Services (formerly the Division of Workforce Services) administers federally funded Workforce Investment Act (WIA) Title I programs through local workforce investment areas. These programs help people acquire skills, update current skills, and find new jobs. Trained employment professionals provide these services at one-stop career centers. In addition, the division's Rapid Response Team helps employers and employees during layoffs with information about retraining, job opportunities, filing for unemployment insurance benefits, and other local, state, and federal services. Through WIA youth programs, young people are provided with services that increase success in school and the workplace.

The Office of Vocational Rehabilitation (OVR) provides assessment, guidance, counseling, and job placement services to assist eligible Kentuckians with disabilities achieve their career goals. The office also operates a comprehensive rehabilitation center. OVR assists employers in filling approximately 5,000 positions each year with qualified, job-ready applicants.

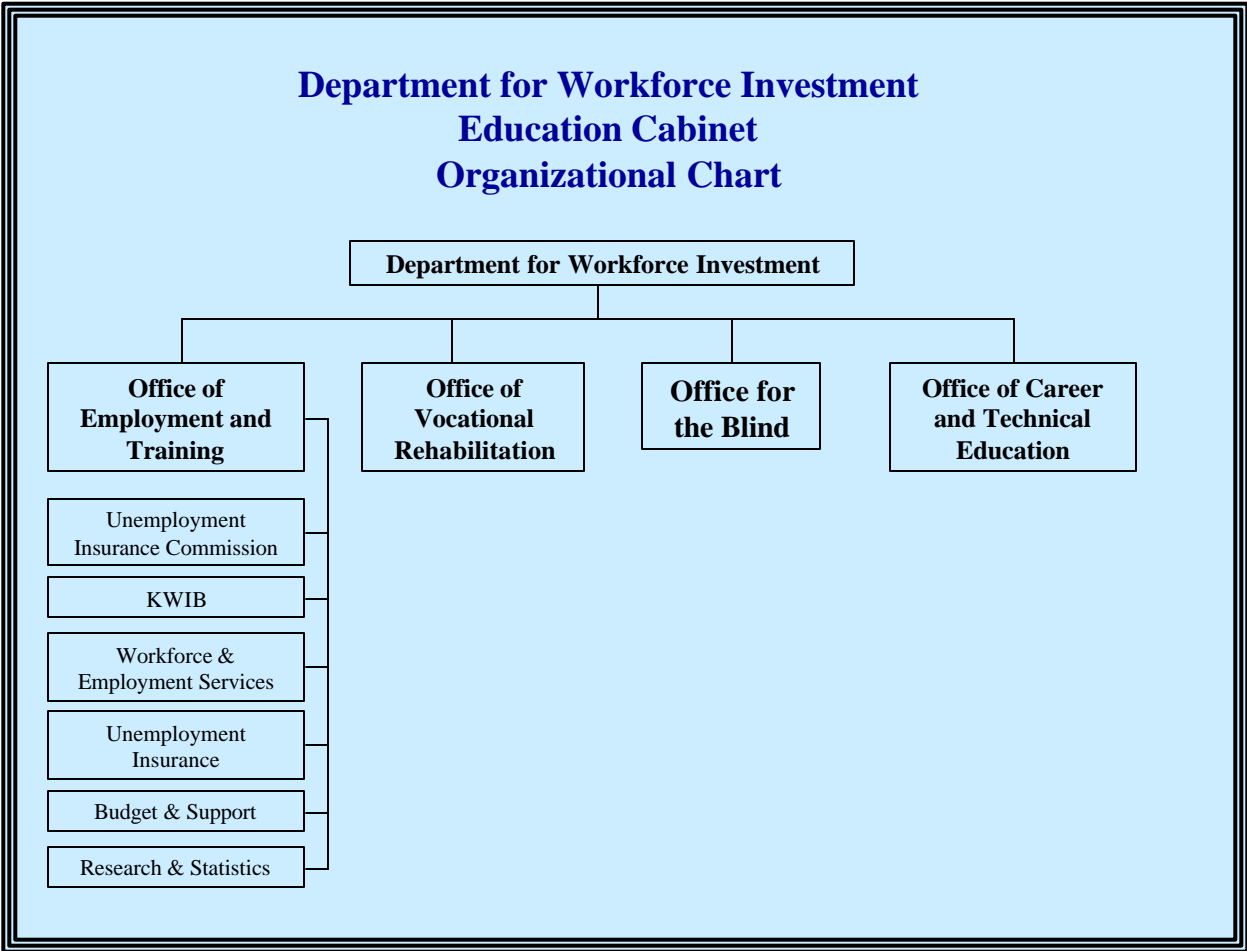
The Office for the Blind (OFB) offers educational assistance, job training, job placement, and assistive technology to Kentuckians with visual disabilities.

OFB operates a comprehensive vocational rehabilitation center for workforce preparation. The OFB's Business Enterprises Program offers entrepreneurial opportunities for Kentuckians with visual impairments. The office helps provide a ready workforce for employers.

The department's Office of Career and Technical Education (OCTE) provides Kentuckians with education, training, and employment opportunities through good-quality secondary technical programs,

matching job seekers and employers who are recruiting employees, placing people in job training programs, and assisting people with disabilities to enter the workforce.

OCTE offers high school students technical training in 53 area technology centers. Students prepare for careers in medicine, computers, business, construction, manufacturing, and other fields. The schools also partner with local communities in economic development and training efforts.





## Local Structure

### Local Workforce Boards

Kentucky's local Workforce Investment Area (WIA) system is comprised of 10 areas including: West Kentucky Workforce Investment Area, Green River Workforce Investment Area, Lincoln Trail Workforce Investment Area, Barren River Workforce Investment Area, Greater Louisville Workforce Investment Area, Cumberland Workforce Investment Area, Northern Kentucky Workforce Investment Area, TENCO Workforce Investment Area, Bluegrass Workforce Investment Area and Eastern Kentucky Concentrated Employment Program (EKCEP Workforce Investment Area). Each area is governed by a Local Workforce Investment Area Board comprised of representatives of businesses, local educational entities, labor, community-based organizations, economic development, and representatives of each of the one-stop partners.

Local Workforce Investment Boards are responsible for strategic and regional planning in addition to administering the portion of funds allocated to them for local services. These services are geared to adults, dislocated workers and youth. They are provided through 31 comprehensive one-stop career centers, strategically located throughout the commonwealth, and over 90 satellite/affiliate centers. Partner involvement is diverse throughout the commonwealth. In more populated urban areas, various programs and providers are co-located in the comprehensive one-stop centers. In more sparsely populated rural areas, electronic

connectivity links partner agencies and services.

Kentucky is proud of its diverse one-stop models designed to meet customer needs. Rural population models have been showcased, as well as those business-driven design models resulting from mass layoffs. Many examples of the accomplishments of the local WIA programs are in the individual highlights section of this report. The successes of these programs and partnerships have resulted in Kentucky again exceeding the performance measures set by the U.S. Department of Labor.

## Local Structure

### One-Stop Comprehensive Career Centers

#### **Barren River Workforce Investment Area Career Centers**

*Counties Served: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren*  
*Web Site: [www.bradd.org](http://www.bradd.org)*  
*270-781-2381*



#### **Bowling Green Area Career Center**

803 Chestnut Street  
Bowling Green, KY 42102  
270-746-7425

#### **Glasgow Area Career Center**

445 North Green Street  
Glasgow, KY 42141  
270-651-2121

#### **Bluegrass Workforce Investment Area Career Centers**

*Counties Served: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford*  
*Web Site: [www.bgadd.org](http://www.bgadd.org)*  
*859-269-8021*



#### **Central Kentucky Job Center**

121 East Broadway  
Danville, KY 40423  
859-239-7411

#### **Central Kentucky Job Center**

1000 West Main Street, Suite 5  
Georgetown, KY 40324  
502-863-2402

#### **Central Kentucky Job Center**

1055 Industry Road  
Lexington, KY 40505  
859-452-2180

#### **Central Kentucky Job Center**

595 South Keeneland Drive  
Richmond, KY 40475  
859-624-2564



## One-Stop Comprehensive Career Centers (*continued*)

### **Cumberland Workforce Investment Area Career Centers**

*Counties Served: Adair, Casey, Clinton, Cumberland, Green,  
Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne,  
Whitley*  
*Web Site: [www.lcadd.org/cumberlandsworkforce](http://www.lcadd.org/cumberlandsworkforce)  
270-866-4200*



### **EKCEP Workforce Investment Area Career Centers**

*Counties Served: Bell, Breathitt, Carter, Clay, Elliott, Floyd,  
Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie,  
Letcher, Magoffin, Martin, Menifee, Morgan, Owsley, Perry,  
Pike, Wolfe*  
*Web Site: [www.jobsight.org](http://www.jobsight.org)  
606-436-5751*



### **Cumberlands Workforce Network**

Campbellsville Career Center  
1311 East Broadway  
Campbellsville, KY 42718  
270-465-2335

### **Cumberlands Workforce Network**

Corbin Career Center  
310 Roy Kidd Avenue  
Corbin, KY 40702  
606-528-3460

### **Cumberlands Workforce Network**

Somerset Career Center  
410 East Mt. Vernon Street  
Somerset, KY 42501  
606-677-4124

### **Bell County JobSight**

Bell-Whitley CAA, Inc.  
129 Pine Street  
Pineville, KY 40977  
606-337-3044

### **Clay County JobSight**

Daniel Boone Development Council Inc.  
1535 Shamrock Road  
Manchester, KY 40962  
606-598-5127

### **Perry County JobSight**

LKLP CAC, Inc.  
14 Logan Drive, P.O. Box 340  
Jeff, KY 41751  
606-436-3161

### **Elliott County JobSight**

Rocky J. Adkins Elliott County Public Library  
Sycamore & Main Street, P.O. Box 750  
Sandy Hook, KY 41171  
606-738-5796

### **Pike County JobSight**

Big Sandy Community & Technical College  
120 South Riverfill Drive  
Pikeville, KY 41501  
606-218-2106

## One-Stop Comprehensive Career Centers *(continued)*

### Greater Louisville Workforce Investment Area Career Centers

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

Web Site: [www.kentuckianaworks.org](http://www.kentuckianaworks.org)  
502-574-2500



### KentuckianaWorks One Stop Career Center

Nia Center  
2900 West Broadway  
Louisville, KY 40211  
502-574-4100

### KentuckianaWorks One Stop Career Center

600 West Cedar Street  
Louisville, KY 40202  
502-595-0099

### KentuckianaWorks One Stop Career Center

Shepherdsville Square #12  
445 Highway 44 East  
Shepherdsville, KY 40165  
502-955-9131

### Green River Workforce Investment Area Career Centers

Counties Served: Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster

Web Site: [www.gradd.com](http://www.gradd.com)  
270-781-2381



### Henderson Career Connections Center

2660 South Green Street  
Henderson, KY 42420  
270-831-9660

### Owensboro Area Career Center

121 East Second Street  
Owensboro, KY 42303  
270-926-4610

### Lincoln Trail Workforce Investment Area Career Centers

Counties Served: Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, Washington

Web Site: [www.ltcareercenter.org](http://www.ltcareercenter.org)  
270-769-2393



### Lincoln Trail Career Center

860 West Stephen Foster Avenue  
Bardstown, KY 40004  
502-348-2709

### Lincoln Trail Career Center

916 North Mulberry  
Elizabethtown, KY 42701  
270-766-5115

### Lincoln Trail Career Center

125 East Market Street, Suite 10  
Leitchfield, KY 42754  
270-259-4912



## One-Stop Comprehensive Career Centers *(continued)*

### **Northern Kentucky Workforce Investment Area Career Centers**

*Counties Served: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton*  
*Web Site: [www.nkadd.org](http://www.nkadd.org)*  
*859-283-1885*



### **One Stop Career Alliance of Northern KY**

8020 Veterans Memorial Drive  
Florence, KY 41042  
859-371-0808

### **One Stop Career Alliance of Northern KY**

320 Garrard Street  
Covington, KY 41011  
859-292-6666

### **West Kentucky Workforce**

*Counties Served: Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg*  
*Web Site: [www.peadd.org](http://www.peadd.org)*  
*270-886-9484*



### **Breathitt Career Center**

110 Riverfront Drive  
Hopkinsville, KY 42240  
270-889-6509

### **JobNet Career Center**

755 Industrial Park Road  
Madisonville, KY 42431  
270-821-9966

### **Mayfield Career Center**

319 South 7<sup>th</sup> Street  
Mayfield, KY 42066  
270-247-3857

### **Paducah Career Center**

416 South 6<sup>th</sup> Street  
Paducah, KY 42003  
270-575-7000



## **One-Stop Comprehensive Career Centers (*continued*)**

### **TENCO Workforce Investment Area Career Centers**

*Counties Served: Bath, Boyd, Bracken, Fleming, Greenup, Lewis,  
Mason, Montgomery, Robertson, Rowan*  
*Web Site: [www.tenco-onestop.ky.gov](http://www.tenco-onestop.ky.gov)  
606-564-6894*



### **Ashland One-Stop Center**

1844 Carter Avenue  
Ashland, KY 41101  
606-920-2024

### **Gateway One-Stop Center**

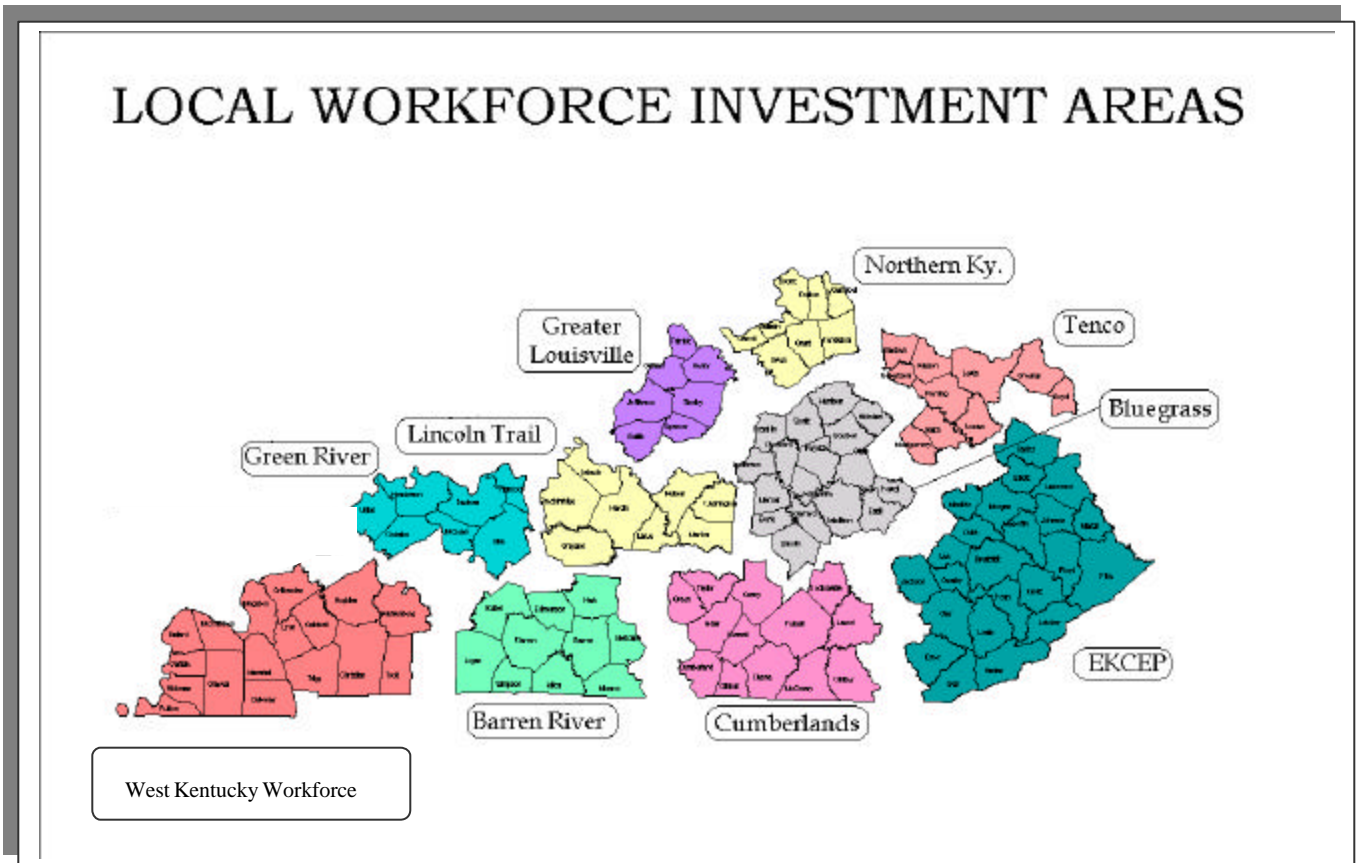
126 Bradley Avenue  
Morehead, KY 40351  
606-784-7538

### **One-Stop Government Center**

201 Government Street, Suite 300  
P.O. Box 460  
Maysville, KY 41056  
606-564-3347

# Graphic Representation

## Local Workforce Investment Areas



# Local Area Highlights



## Barren River

### One Stop Highlights

The Workforce Investment Act strives to bring employment and training service agencies together. The Barren River LWIA has two comprehensive Area Careers Centers located in Bowling Green and Glasgow. In partnership with these two centers, much emphasis was given during the past year to updating the resource rooms as well as developing and distributing new marketing literature. This will allow both the employers and job seekers access to better resource information and allow more media exposure.

Approximately \$40,000 was spent overall toward making improvements at the resource centers. Improvements include the purchase of 22 CPU/monitors, two LaserJet printers, tables and task chairs. Over 15,000 "JobFit" brochures and posters were distributed throughout the 10 county area of the LWIA to high schools, partner facilities and training providers such as the technical colleges and universities.

At our annual meeting, several successful customers who have triumphed over adversity and hardships to make a difference in their lives by taking advantage of the resources offered to them through the staff of the Area Career Centers were recognized. These customers were presented with framed

certificates of accomplishment and gift cards.

### Recognizing Success

**Debra . . .** Debra is a 19-year-old high school graduate who came into the program with goals to gain employability as well as academic skills. She needed direction as to how to prepare for her future. Debra has a mild functional disability and was very dependent on her family, especially her mother. Through several work experience opportunities, her confidence, sense of responsibility, drive and determination have soared. Debra is actively working with the Office of Vocational Rehabilitation to seek admission into the Carl D. Perkins Comprehensive Rehabilitation Center. She has not decided what area of occupational training she wishes to pursue but we know she will excel in whichever path she chooses.

**Brandy . . .** Brandy came to the Bowling Green One-Stop seeking services in October 2004. A single mother of a seven-year-old daughter, Brandy had recently moved to the area and had not been employed for over three months. She was trying to scrape by on Food Stamps and K-Tap while searching for self-sufficient employment. Having no marketable skills and limited retail experience, Brandy found job searching a fruitless experience. She had already completed several semesters at Bowling Green Technical College in the area of surgical technology, but needed assistance to complete her degree. Brandy began receiving WIA assistance in January 2005, and obtained her associates degree in May 2005. Brandy is currently employed full-time at the Medical Center in Bowling Green making \$11.70 per hour.

## Barren River (continued)

**Kathleen . . .** Kathleen is someone who can only be described as determined. Kathleen was self-employed as a house cleaner making \$5 an hour and had recently gone through a divorce when she came to the Bowling Green One-Stop to seek assistance. Lacking any marketable skills to aid in finding self-sufficient employment, Kathleen entered into training at Draughons Junior College in March 2003. In spite of problems at home, trying to continue to clean homes in her spare time and school, Kathleen managed to keep her studies up and completed her degree in medical assistance in December 2004 with a 4.0 GPA. Kathleen is currently employed full-time at the Bowling Green Kidney Center as a medical assistant making \$8 an hour.

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board, a large side-mounted exterior plasma screen for outdoor events, wireless Internet capable of serving several computers to the exterior of the vehicle, wheel chair lift and accessible workstation, private interviewing space, and the capacity to serve the workforce development needs of residents of the Bluegrass in ways previously undreamt.



Bluegrass WIA “Mobile One-Stop”



**Bluegrass**

## Taking the One Stop to the People

In February 2005, the 17 county Bluegrass Workforce Investment Area became the first in Kentucky to utilize a “mobile one stop” unit designed to provide workforce investment services to the residents and businesses of the region. The unit, named the “Mobile Job Center (MJC)” after the local One Stop system, is a customized recreational vehicle, outfitted with state-of-the-art mobile technology, including satellite-based Internet service, 10 student computer stations, teaching computer station, plasma TV teaching

Since its introduction to the public in March 2005, the MJC has been utilized by several businesses in the Bluegrass for applicant screening and recruiting, as well as for job fairs, One Stop partner programs, Rapid Response services, and marketing. Currently, the MJC has standing weekly appointments for two local area businesses as a way of managing their applicant flow. The main task of the Bluegrass LWIA, as it regards the MJC, is to continue to increase use across the 17 counties – letting both businesses and job seekers know that the Central Kentucky Job Centers can now come to them.

## **Bluegrass LWIA Partners with Toyota Motor Manufacturing Kentucky**

In May 2005, the Bluegrass Workforce Investment Board began work with Toyota Motor Manufacturing Kentucky's (TMMK) human resources staff on a new hiring phase for the company. The Bluegrass LWIA, local One-Stop partners and two One-Stop centers outside of the region coordinated testing of applicants for the TMMK Web-based assessment.

As of early September, more than 12,000 users have accessed the testing system and more than 7,000 of them have had direct contact with the Central Kentucky Job Centers. In a 12-day period, the One Stop Centers were flooded with applicants needing assessment, so they accommodated the large number by opening offices during evenings and weekends.

The Bluegrass LWIA will continue to play a critical role in the success of the hiring project, as staff assist in several of the latter stages of the process, as well as the continued use of the One Stops to manage applicant flow.

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## **Cumberlands**

The Cumberlands Workforce Investment Area (WIA) worked with Lincoln Trail and Bluegrass WIAs to offer a regional job fair because the bordering regions often serve the same employers and job seekers. The three job fairs in Somerset, Danville and Lebanon drew a large number of participants. The job fairs

were so successful that one employer asked, "When are you having another?" So more are being planned.

During the past year business liaisons and economic development partners have helped to attract several new employers to the area. The business liaisons make contact with employers to assist in their locating to the area. One example is an automotive company that has purchased property and a building to start a plant. While renovating the building, temporary space for the company's human resource manager to conduct interviews was offered at the local one-stop center. The manager is able to speed up the hiring of workers for the new company by using the one-stop center for applicant assessments and other resources. This kind of service builds relationships between area businesses and the local one-stop.

The Cumberlands Workforce Investment Board contracted a company to develop a State of the Workforce document. After extensive visits, interviews and reviewing the local plan, policies and procedures the document is providing a valuable assessment of the board and the deliverance of services for future planning. The board is reviewing recommendations.

During the past year, the Cumberlands WIA provided in-school and out-of-school services through contracts for 725 youths. The Cumberlands Youth Council is addressing a need for expanded occupational skills by working with Area Technology Centers to offer a more diverse range of skills. They also are working with local community leaders to get students involved in community projects.

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**EKCEP**

## **Program Successes**

### **JobSight Helps a Major Factory Recover**

EKCEP's Clay County JobSight helped one of eastern Kentucky's largest employers recover from a January 2005 fire that destroyed its 240,000-square-foot Jackson County factory. JobSight provided special workshops that helped Mid-South Electronics streamline human resources processes, hire qualified employees, and recover from the fire. The Work Experience program allowed participants to work in full-time paid positions while training.

After receiving tax abatements the company resumed production in late January, and in early February Mid-South opened its fifth production line.

### **Transition Unit Keeps At-Risk Students on Track for Graduation**

The Jackson County Transition Unit—an offshoot of one of EKCEP's WIA Youth Programs—helps dropouts and at-risk students get back on track toward high school graduation. This year 24 Jackson County High School seniors received diplomas who would not have graduated on schedule—or at all—without the program. Another 18 at-risk students in other grades advanced to the next grade with help from the unit.

### **“Success NSight” a Success**

Success NSight, which began as an EKCEP pilot program nearly three years ago, has become one of the most

successful and best-known aspects of the WIA Youth Program. Success NSight is a free job-readiness program for older teens and young adults who are out of school and under 22 years of age.

Of the 70 teens and young adults served by the *Success NSight* program from July 1, 2004 to June 30, 2005, almost 100 percent successfully completed the intensive, multi-week workshop. Twenty-eight are enrolled in college, eight entered full-time employment, three are both employed and attending college, and two are enrolled in training. Seven of the participants earned a GED through *Success NSight*.

## **Partnerships**

### **Partnerships Bring \$1.12 Million in Tax Refunds**

EKCEP and JobSight resumed key roles in the successful second-year expansion of the Eastern Kentucky Asset Building Collaboration (EKABC), a multi-agency cooperative effort, provides free tax preparation and helps taxpayers claim refunds under the Earned Income Tax Credit (EITC). The collaboration expanded to serve more than 900 taxpayers in Perry, Pike, Bell, Owsley and Whitley counties. The effort brought in \$1.12 million in refunds, \$515,000 of which were refunds claimed under the EITC. The collaboration was recognized by the Internal Revenue Service for “outstanding effort, dedication and contribution toward building a stronger community.” A grant from the Annie E. Casey Foundation funded the project.

## **Partners Host Job Fair for 800 Prospective Coal Miners**

EKCEP and JobSight joined with the L.K.L.P. Community Action Council and Hazard Community and Technical College to allow nearly 800 eastern Kentuckians to investigate and apply for coal mining careers at a September 2004 job fair. The partnership brought representatives of several of the region's largest coal companies. Staff from EKCEP, JobSight and the partner agencies handled the applications and testing process, allowing the coal companies to choose from the most qualified candidates. An estimated 90 percent of the day's applicants were eligible for underground and surface mining jobs.

## **Recognizing Success**

**Lewie Hatton** - After the Richmond factory where he had worked for 10 years moved to Mexico, Lewie spent two years training as a diesel technician—a high-skill, high-demand career—with assistance from the WIA Dislocated Worker Program. The Jackson County resident proved himself so skilled that three companies offered him jobs. Lewie now has an associate's degree and is a member of the repair and maintenance staff at National Distributors' Richmond trucking terminal.

**Michelle Harris** - At the age of five, a toy oven ignited the desire to become a professional chef in Michelle. Nineteen years later, the WIA Youth Program enabled Michelle's lifelong dream to become a reality.

The 24-year-old Clay County native currently is a student at the Treasure Island Job Corps Center Advanced Culinary Academy in San Francisco, where 1,000 top Job Corps students, nationwide, attend culinary programs. Michelle became involved in the WIA Youth Program after she graduated from high school. WIA put her in contact with the Job Corps, a partner in JobSight. With the help of her WIA career advisor, Michelle entered the Pine Knot Job Corps Center to begin her culinary arts training. After completing that program in near-record time, she was referred to the prestigious Treasure Island academy. She expects to graduate in June 2006.

**Shana Fuson** - After several low-paying jobs in the four years after her high school graduation, Shana of Middlesboro enrolled at Southeast Community and Technical College in the physical therapy assistant program. The two-year program, provided through a regional collaboration between Southeast and Hazard Community and Technical College, required Shana to travel to four campuses and do clinical work at five different hospitals. Shana graduated with an associate's degree in applied science and is employed as a physical therapy assistant at the Harlan Nursing Home.

**Melissa Smith** - WIA has played an important role in Melissa's life. The program subsidized her college-related expenses and the majority of the tuition for her final two years of work toward her bachelor's degree in special education at Union College.



Special WIA funds paid for Melissa’s custom set of bi-optic driving glasses and training in how to use them. The glasses and training were obtained through the Kentucky Office for the Blind, a partner in EKCEP’s JobSight. The resulting improvement in her vision allowed Melissa to pass her driver’s test, giving her the freedom to drive for the first time in her life.

higher education and desire to start anew. Offerings include:

- Part and full-time job placement assistance
- Career counseling and assessment
- Job readiness workshops
- Onsite GED and skill upgrade classes
- Assistance entering post-secondary education or training
- Referrals for counseling and special services as needed



## Greater Louisville

### Youth First – Greater Louisville establishes a One-Stop for youth

Louisville and the Greater Louisville Workforce Investment Board consider establishment of the new “youth focused” One-Stop Career center a success. The center is not only a place that focuses on the special needs of young people - it is quickly becoming the place where young people, at varying stages of workforce readiness, are coming to seek career guidance.

Through a partnership with Jefferson County Public School’s Adult and Continuing Education Program, youth are accessing many educational and workforce-oriented resources. Federal funds are being blended with local resources so that when young people enter the Youth Opportunities Unlimited Center (Y.O.U), they can be served regardless of whether or not they meet certain eligibility requirements. Services are free and open to young people looking for employment or those who have dropped out of high school or

The location of the One-Stop center is also tailored to meet the needs of young people. It occupies space in a building with four floors of educational and workforce resources and is also contiguous to the Jefferson Community and Technical College campus. So while young people are encouraged to continue their education, they can literally be accompanied to different floors of the building to apply for financial aid through the Kentuckiana College Access Center, enroll for classes at the community college, or receive additional career development services through the Connecting Resources between Education and Workforce (CREW) career center. In addition, employer partners like Home Depot, United Parcel Service, Hyatt Regency, Humana, Manpower, are actively assisting to make this center a success.





## **Green River Workforce Investment Area**

### **Special Initiatives**

The Green River Workforce Investment Board (WIB) focused on building a demand-driven workforce system with the goal of engaging economic development and education in developing a shared vision to maximize the provision of services to assist local companies.

To meet this goal, the Green River WIB initiated the development of a *State of the Workforce Report* that analyzes the ability of the local workforce development system to meet the employment needs of business and industry. The WIB will use the report to determine what changes are needed in one-stop services to ensure that the local workforce development system is truly demand-driven.

This information will be collected annually to assess how well system partners are working together to reduce critical skill shortages in the area. This data gathering process was an opportunity for the system partners to showcase successes as well as to identify challenges.

### **Business Services**

The mission statement for the Employment & Training Department at the Green River Area Development District (GRADD) is “to provide employers with qualified employees to improve the economic stability in our district,” with the emphasis placed on

serving employers. To move forward, GRADD employed a business consultant. The business consultant focused on identifying workforce development challenges and assisting area companies in meeting these challenges.

For example, GRADD partnered with Kenergy during PY2005 to get a WIA grant to provide computer-training labs to address their workforce-training needs. Kenergy Corp, a member-owned electric distribution cooperative serving 14 western Kentucky counties, was implementing a GIS mapping system that would improve the responsiveness of Kenergy to 50,000+ residential, commercial and large industrial customers. One of the primary objectives of the plan was to automate the storm outage system by giving utility lineman in the field ‘real time’ information. In order to facilitate the transfer of information, laptop computers were placed in all utility trucks in the Henderson, Owensboro and Marion offices. The GRADD assisted by equipped two learning labs; enabling existing and future linemen to gain the necessary basic computer skills and basic GIS mapping skills.

### **Special Events**

JOB Quest 2005, the largest job fair in the region, was expanded to twice a year in May and October. These two job fairs united 93 employers with 1,114 job seekers.

*“I am new to the area and this was my first Job Quest experience. I must admit I was impressed. Not only was my company able to identify excellent candidates, the event was well organized and very professional.”*  
- JOB Quest employer-

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## **Lincoln Trail**

### **Partnerships**

#### **Regional Job Fairs**

The Lincoln Trail Workforce Investment Area (WIA) partnered with the Cumberland WIA and Bluegrass WIA in sponsoring three regional job fairs in 2005 – in January, March and June. The partnership assembled employers, education providers and job seekers from a 38 county area to help meet the employment and training needs of the local communities. A total of 110 employers/education providers participated and over 1,000 job seekers took advantage of the opportunity to better their careers. The success of these job fairs may promote their continuance in years to come.

#### **Career Pathways to Highways Program**

The Lincoln Trail Workforce Investment Board partnered with the Kentucky Transportation Cabinet, the Federal Highway Administration and several others to develop the “Career Pathways to Highways” program. This unique project was designed to train individuals in a variety of transportation-related occupations to fill employment shortages identified within the commonwealth. The program offers four training tiers, each based upon the level of training the participant desires. The first class of 30 participants graduated in June 2005; with 11 obtaining employment and 19 furthering their education. This successful project has allowed the Lincoln Trail Workforce Investment Board to respond to employers’ needs; while providing

in-demand career opportunities to the citizens of the Lincoln Trail region.

#### **National Emergency Grant for BRAC**

Shortly after the Base Realignment and Closure Commission (BRAC) announced final actions in 2005, the Lincoln Trail Workforce Investment Board received a National Emergency Grant (NEG) of \$275,000 to engage in a Phase I planning stage. This initiative will ensure that our region responds effectively to the impact of military and civilian worker changes at Ft. Knox, resulting from the BRAC 2005 final actions. The WIB will be working with workforce development partners, local community and state officials, Ft. Knox military and civilian personnel staff, economic development, Chamber of Commerce officials, the general public and other stakeholders to develop an effective response to these changes.

### **Business Services**

#### **Incumbent Worker Training Grant**

In January 2005, the Lincoln Trail WIA received a \$250,000 grant from the Governor’s Reserve dollars to fund incumbent worker training (IWT) projects in the eight county areas. The purpose of IWT is to provide reimbursement grants to area businesses and industries to assist with certain expenses associated with significant and technical “skills upgrade” training for full-time company employees.

#### **Participant Success Story**

**April Chesser** - When April Chesser walked into the Springfield Local Youth Networking Center (LYNC) office on July 2004 she was confused and without a

life plan. She was 18 years old, a single mother and had recently moved to Kentucky to live with her grandfather. April had dropped out of school after years of moving and the traumatic suicide of her father when she was only a young teen. She was ready for a fresh start with her move to Kentucky.

April started Leadership Development/Work Readiness Training and Basic Skills/GED through the LYNC program immediately. She was ready to take the GED test after only two months of preparation. She passed the test and decided that she would use the program services to become a certified nurse aide. She completed CNA training in January 2005 and with assistance from LYNC staff she received her driver's license. She will soon take on a second career as she prepares for Real Estate School.



### **Business Service Liaison**

Gateway Community and Technical College's Business and Industry Services Division created the position of Business Services Liaison (BSL) through a grant from the Workforce Investment Board (WIB) and Northern Kentucky Area Development District. The position was created in response to a need identified in the strategic plan developed by the WIB.

The position responsibilities include: increasing visibility of the Northern Kentucky One Stop with employers and business organizations; coordinating resources for employers with and among One Stop partners; and identifying employer needs and processing these needs through the service network of the One Stop. In six months of functional operation, the employer contacts totaled 111. This is 154 percent above the minimal semi-annual goal of 72 contacts and 123 percent above the semi-annual optimal goal of 90 employer contacts.

Examples of services to employers include the following:

- The president of Willis Music Co. sold a division of the company and requested help with the anticipated dislocated workers. The BSL made a referral to the local rapid response team to assist these workers. The team responded to the employer within a week of the original contact by the employer.
  
- The general manager of AmeriPride Services requested help in finding employees. Through "solution selling," the employer determined he needed supervisory training for his front-line supervisors in order to change the work culture to reduce the high turnover rate of employees. The BSL made a referral to a partner who provides such training.



### Northern Kentucky (*continued*)

- The regional manager of Progressive Rail Co. had 30 vacancies for basic welders available and was interested in training and financial help. The positions required candidates pass one of four aspects of the American Welding Societies' standards for basic welding. The BSL made a referral to a partner who provides welding training. The regional manager was made aware of training assistance through WIA and the Bluegrass grants.
- An on-line business survey was created by the BSL (with partner input) to evaluate awareness of the One Stop and the utilization of its services. Arrangements were made with the Northern Kentucky Chamber of Commerce to send the on-line survey to over 2000 employers resulting in a 3 percent return. The results were integrated into the action plan to advance awareness and utilization of One Stop business services.

### Health Connections

The Health Connections grant is operating out of the Covington and Florence One Stop with recruiting efforts throughout the eight-county area. Services are provided by two Health Connections career counselors and include: core, intensive and training with training services offered to youth in cooperation with the Youth Career Counselor. Job Shadowing is an

important element to the program and is provided by the Greater Cincinnati Health Alliance. The program began offering services to clients in January 2005. Currently, 160 clients are being served. Forty-two of the 160 clients are in training or follow up. Training programs include: Associates Degree in Nursing, Licensed Practical Nurse, Medical Assisting, Medical Billing and Coding, Respiratory Care, Medical Office Specialist, Surgical Technician, Medical Transcription. Job placements have been made with several area medical facilities.

### WIA Career S.T.E.P.S.-Segue to Employment Programs/School

The NKADD began serving youth through the One Stops in January 2005. The WIA Career Counselor is working with various organizations such as, Adult Education, Department of Juvenile Justice, and Brighton Center, to encourage referrals. In addition, we are working with Adult Education to cross-refer for the Kentucky Employability Certificate/Kentucky Manufacturing Skills Standards (KEC/KMSS). While youth are attending classes to receive the KEC/KMSS, they can also attend WIA workshops on resume preparation, interviewing and career exploration.

**Northern Kentucky One Stop Center  
Served over 29,000 individuals in  
PY04!!**



## West Kentucky Workforce

### Operation Workforce

The West Kentucky Workforce Investment Board (WKWIB) has been active in local partnerships with chambers and economic development groups to highlight work and career opportunities.

As an outreach to all of the counties within the WKWIB, requests were sent out for *Operation Workforce*. This event gave each county a chance to apply for funding for a workforce event. These collaborative efforts were to encourage chamber/economic development cooperation with a local career center, city/county government, educational entities, and the WIB.

In an effort to encourage local unemployed and under employed adults, a program called *Training for All* was started. This “off site” career center for a day concept gave partners a chance to reach out to the community. The *Training for All* sessions emphasized all the great things that the career centers have to offer and reminded the attendees of the importance of proper preparation for job interviews/searches. The event gave the career center a chance to encourage the local residents to come to the career center and acquire the tools to compete in the workforce.

Coordination by the WKWIB, the Hopkinsville, Oak Grove, & Christian County Military Affairs Committee, and the Hopkinsville-Christian County Chamber of Commerce resulted in the *Eagle Employment and Training Expo*. This one-day event was designed to help the community as well as the

career centers reach out to military spouses and retirees to provide more awareness of the industrial and economical development that is transpiring within the community. The goal of the event was to show military families their skills are needed in Western Kentucky’s workforce plus to encourage that participation.

### Western Kentucky Industrial Training Consortium



Commissioner Laura Owens, Department for Workforce Investment, Education Cabinet, presents check to WKWIB.

The development and implementation of this program is truly a community effort to identify industry’s training needs and develop cooperative training programs, prepare entry-level employees for specific job requirements and provide skills upgrading for current employees. Total value of the training package is in excess of \$870,000. The Caldwell County fiscal court, local businesses and the WKWIB donated incentive funds for communications and operating costs to the program. A check was presented by Commissioner Laura E. Owens, Education Cabinet, to the WKWIB in the amount of \$119,720. It was provided by the Governor’s discretionary funds through the Department for Workforce Investment, Office of Employment and Training under the Education Cabinet.



## Workforce Transition Center

On June 29, 2004, Continental Tire North America (CTNA) announced they would indefinitely suspend tire production at their Mayfield, Kentucky, plant by December 31, 2004.

Immediately following this announcement community leaders and agencies began to coordinate services for the 715 hourly and 112 salaried workers that would be dislocated. With the support of community partners, the *Mayfield-Graves County Workforce Transition Center (WTC)* began serving dislocated workers on September 1. Since its inception, the *Workforce Transition Center* has been visited over 10,000 times by affected workers and their family members. To date, approximately 266 CTNA dislocated workers are attending training and many others have gone back to work.

## Workforce Connections

Started a couple of years ago as a pilot project, *Workforce Connections* has evolved into a successful coordination effort to help out-of-school youth make the transition to the workforce with skills and high wages. By combining short term occupational training in high demand occupations, along with leadership development and internships, this program has become a successful partnership benefiting the total community by increasing job opportunities through educational partnerships with the Kentucky Community and Technical College System.

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## TENCO

### Strategic Planning

The Workforce Investment Board (WIB) participated in a series of local meetings with national leaders to develop a plan of action for the region that closely mirrors the goals set by the Kentucky Workforce Investment Board. Bob Knight, president of the National Association of Workforce Boards and Ed Barlow, an economic futurist, met with board members and community leaders in an effort to bring an awareness of how globalization and technology affect our economy today and what is expected in the future. The WIB approved \$130,000 of incentive funds to implement the goals. Overall goals included:

- Bring awareness to local economic and business groups of workforce issues and the promotion of strategic solutions.
- Identify and pilot alternative methods for developing worker skills within targeted industry clusters.
- Develop systems to measure, report and improve the workforce development system.
- Hire a business services coordinator to enhance the objectives of the board plan.

## **Business Services**

The business services coordinator formed three business services teams that continue to develop relationships with employers to meet local demands.

One-Stop partners worked with national employers such as Wal-Mart, Lowe's, Mitsubishi Electric and Krispy Kreme Donuts providing assistance in taking applications, screening, assessing, and interviewing applicants. Through short-term classes provided by the Kentucky Community and Technical College System (KCTCS) and Adult Education, smaller companies have been given assistance with skill development. Skills training and assistance to employers are also provided through on-the-job training services.

The small-business community is also utilizing the business services teams, WIA, one-stop centers, and partners as a resource to provide information regarding how to enhance their workforce and business success. At the request of the employer, the business services teams have toured worksites to gain knowledge regarding how the company and workers function. Through this on-site observation, the business service teams can provide a list of resources and suggestions to the business.

One example is the development of an employment application to identify the specific skill level desired. Another company that was experiencing employee turnover because the employees did not have the skill level required, was assisted through a workshop designed to address the job interview process.

## **Recognizing Success**

**Clay ...** Clay came to the Maysville One Stop Career Center in August 2002. Clay, 26, was a victim of the closing of the TechnoTrim Plant in Maysville after working there nearly eight years. His wife had also lost her job from TechnoTrim and was pursuing a college education.

Clay quit school in the 10<sup>th</sup> grade but obtained his GED certificate in 2000. He had always been interested in auto mechanics and had worked on his own and friends' automobiles as a hobby. He enrolled into the automotive technology program at Rowan Technical College in the fall of 2002. By June 2003 he was working fulltime and overtime at Toyo Seat USA. Some weeks, Clay worked 60 and to 70 hours per week while carrying a full load at Rowan Technical College. In May 2004 he received his diploma in automotive technology with a grade-point average of 2.9.

Clay continues to work 50 to 60 hours weekly at Toyo Seat and part time at a local transmission shop. Currently enrolled in EMT classes, Clay is also renewing a license he holds in phlebotomy. He will use this training to obtain additional part-time work while holding a full-time job.

**Sonya ...** In June 2001, Sonya, 51, was laid off from her job at Black River in Butler, where she made \$11.25 per hour. Sonya had 15 years experience working in medical offices but was unable to secure a job. She took a certified nursing assistant (CNA) class through a local nursing home and was eventually able to start the LPN program at Maysville Community College in January 2002.



## TENCO (continued)

Practical nursing classes did not always come easy for Sonya, but she said she had great faith in a higher power and belief in herself that she could meet her goal. Her husband was retired and she had a daughter in college to support. She worked part time in a nursing home to help support her family. Her hard work and study skills paid off.

Sonya graduated in December 2003 and passed her state board exam the next month. She has been employed with Maysville Nursing and Rehabilitation Center since graduation and does some PRN work at Adams County Hospital in Ohio. She has surpassed her previous wages and recently had a leadership opportunity because her supervisors know they can count on Sonya to fill in when needed.

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## KENTUCKY WORKFORCE INVESTMENT BOARD

### MISSION

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



# State Highlights

## State Initiatives and Programs

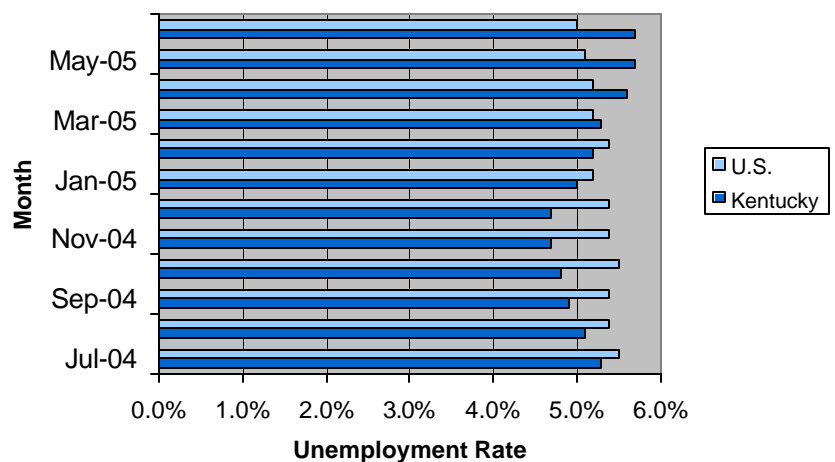
### Kentucky Unemployment Rate

Kentucky's unemployment rate averaged 5.2 percent on a seasonally adjusted basis for the most recent program year 2004. This 5.2 percent was slightly below the 5.3 percent average recorded for the U.S. for the same period.

During the first eight months of the program year, Kentucky's unemployment rate was below the U.S. rate. However, during the more recent months, Kentucky's unemployment rate has climbed above the U.S. rate.

Although the unemployment rate in Kentucky has been increasing, the number of employed Kentuckians has also grown. These conflicting occurrences are a clear sign that the job market in Kentucky is improving. When the job market is in an expansion mode, many persons who previously had been discouraged from seeking work (and thusly, not counted in the statistics) decide to enter or reenter the labor market. As a result, those who are successful in their job search raise the employment numbers, while those who could not find a job that fits their skills, qualifications, or location they wanted are tallied as "unemployed."

Monthly Unemployment Rates



Of the 50 states and the District of Columbia, Kentucky's unemployment rate of 5.2 percent was ranked as the 22<sup>nd</sup> highest in the nation.



## State Initiatives and Programs (continued)

### Rapid Response Services

The state Rapid Response unit, within the Office of Employment and Training, is directly responsible for providing immediate information to employers and workers affected by announcements of plant closings and ensuring that Rapid Response is provided by the local workforce delivery system. The purpose of the Rapid Response unit is to connect the displaced worker with services to transition to new employment following either a permanent closure or mass layoff, approved trade impacted events, or a natural or other disaster resulting in a mass job dislocation.

The state Rapid Response unit maintains a working relationship with local and state partners to enhance service delivery on site to both employers and employees. Through highly skilled and trained Rapid Response Teams, employers can expect a quick response to their transition planning needs, confidentiality, assistance in understanding government regulations, pre-layoff services designed to shorten workers' transition time, and assistance in maintaining worker morale and productivity during the transition. Employees are provided information that will help them return to work as quickly as possible and maintain their standard of living.

Kentucky makes certain that there is a seamless transition between Rapid Response services and the one-stop activities for affected workers by immediately directing the affected workers at Rapid Response meetings to the local one-stop system for supportive transitioning services. The description of one-stop services is provided to both employees and employers during their respective informational meetings. Employees and employers are registered with an area one-stop system at Rapid Response prior to layoff for a smooth transition.

From July 1, 2004 – June 30, 2005, the Rapid Response Team reported 114 layoffs statewide, which impacted approximately 6, 414 employees transitioning from layoffs to reemployment. The Team served 100 businesses and met with over 4, 013 employees. The Commonwealth's Rapid Response Team is an invaluable service for continuing education and improving the workforce in Kentucky.

## **Business Services**

Kentucky has designated a State Business Services Coordinator, who serves as the liaison between the United States Department of Labor's Business Relations Group (BRG) and the local liaisons. Emphasis has been placed on the President's High Growth Job Training Initiative and preparing Kentuckians to take advantage of new and increasing job opportunities in high growth/high demand occupations. The foundations of this initiative are partnerships that include the public workforce system, business and industry, education and training providers and economic development.

Responding to federal and state business initiatives, the Local Workforce Investment Areas (LWIAs) have developed, a Business Services (Business Solutions) group. Some hired individuals to act as their business liaison, while others have developed a team approach. Regardless of the form of their efforts, the emphasis is on meeting the needs of business and industry through our state and local network of resources designed to assist business in recruiting, training, and retaining a skilled workforce. Thus, Kentucky continues to focus on "business" as a primary customer in the State's workforce system.

As an incentive for new and expanding industries providing jobs for Kentucky workers, a large segment of the current workforce can participate in on-the-job training and customized training opportunities. This encourages growth among current employers and offers an incentive for new industries to move to

Kentucky. An ongoing partnership with state and local economic development officials is a proven strategy in communicating and marketing these services to new and expanding business and industry.

Kentucky hopes to use its partnerships to reduce duplication of services, to foster cooperation, and to leverage resources that all partners have available to assist local communities and their citizens. This joint approach fosters growth and strengthens the state and local governments in reinforcing systems to help those who need assistance until they become self-sufficient.

## **Enhancing Workforce Information**

The KWIB fully participated in the development of the Program Year (PY) 2004 Workforce Information Core Products and Services Grant Plan. This collaboration enabled Kentucky to broaden its scope of workforce information to integrate a variety of products and services to better meet the data and analysis needs of its constituents. The Office of Employment and Training administers WorkforceKentucky ([www.WorkforceKentucky.ky.gov](http://www.WorkforceKentucky.ky.gov)), an integrated, user-friendly Web application that provides access to a whole host of workforce information. This product serves employers, economic developers, job seekers, the education community, and a variety of additional customers.



Workforce information enhancements during PY 2004 included:

- The Web site attracted 237,000 visitors during PY 2004, substantially more than the 168,000 during PY 2003. In addition, individuals seeking workforce information viewed nearly 1.5 million pages on the Web site during PY 2004.
- Expanded occupational wage data was produced during PY 2004. Occupational wage information at both the statewide and Area Development District (ADD) level has been produced annually for many years. For the first time, wage data at the Workforce Investment Area (WIA) level and also at the detailed industry level became available during PY 2004.
- The Kentucky Career Profiles and were produced and added to the Web site during PY 2004. These are useful for any job seeker, detailing 150 of the fastest-growing and most abundant occupations within the state.
- The Kentucky LMI Directory was updated during PY 2004 and made available electronically or paper copy. This publication is helpful to anyone looking for a reference point from which to seek any type of data or workforce information.

- Informational articles were added to the Web site during PY 2004 that assist the workforce needs of all customer groups.
- Local quarterly workforce indicators by WIA area became available during PY 2004 from the Local Employment Dynamics (LED) program.
- The statewide Occupational Outlook to 2012 was completed during PY 2004. This publication provides forecasts, wage data, and educational requirements for some 700 occupations.

### **The Trade Act program**

The Office of Employment & Training (OET) integrated the Trade Act Program with the Workforce Investment Act Program in April of 2005. The training component of the Trade Act will be administered by Local Workforce Investment Areas (WIA) in Kentucky, furthering the integration of training services for dislocated workers in Kentucky.

Local WIAs will negotiate and administer local training agreements in accordance with providers on the Statewide Eligible Training Provider List (ETPL), provide case management services to eligible clients, coordinate services for Trade clients in regards to working with OET regarding Trade Readjustment Assistance (TRA) allowances and provide “wrap around” services to Trade clients such as

## **The Trade Act program (continued)**

reimbursement for travel cost associated with training and child care if applicable.

The integration of the Trade Act program and Workforce Investment Act Dislocated Worker program positions Kentucky to better serve its customers needs and emphasizes integrated, seamless service delivery through Kentucky's One-Stop system. Integration allows Kentucky maximum flexibility in tailoring service delivery and making strategic investment in workforce development activities to meet the needs of state and local economies and labor markets.

Integration also has positioned Kentucky to respond to national strategic priorities: implementing a demand-driven workforce system; system reform to eliminate duplicate administrative costs and enabling increased training investments and enhanced integration of service delivery through One-Stop delivery systems nationwide.

Because of Kentucky's integration efforts, Kentucky was chosen this past year to participate in a US Department of Labor (USDOL) TAA Co-Enrollment Pilot Study. Co-enrollment (100%) will occur with all Trade and WIA Dislocated Workers in both programs. This pilot will study the impact of integration and assist USDOL in transition efforts nationwide in the future.



## Cost and Evaluation of WIA Activities

### WIA Title 1B

	<b>PY 2004 Expenditures</b>	<b>PY 2004 Customers Served</b>	<b>PY 2004 Exiters</b>	<b>PY 2004 Cost Per Customer Served</b>	<b>PY 2004 Cost Per Customer Exited</b>
Adults	\$ 12,959,093	4,093	1,723	\$ 3,166	\$ 7,521
Dislocated Workers	\$ 7,614,211	3,917	1,572	\$ 1,944	\$ 4,844
Youth	\$ 10,690,205	4,719	2,425	\$ 2,265	\$ 4,408

As expected, the adult customers experienced a higher cost for services than the dislocated worker population due to the multiple barriers and extensive needs of many of the adult customers. The number of adults served increased by 5 percent from PY 03 and the cost of providing these services increased by approximately 21 percent.

The decrease in the number of dislocated workers served correlates to the decrease in the number of Rapid Response reported dislocations. Although Kentucky served 326 fewer dislocated workers in PY 04 than PY 03, expenditures increased by 22 percent.

The figures cited under the Dislocated Worker funding stream do not reflect those receiving services with National Emergency Grants (NEG) funds. Kentucky administered two NEGs

during PY 04, exiting 541 participants. Since the inception of the grants in PY03, 1,076 dislocated workers received services.

Youth program costs varied reflecting the different services needed for youth, so the average cost does not effectively capture what actually occurred. (For example, some younger youth may benefit from an in-school program that is relatively inexpensive, while an older youth may receive services over a period of years and need extensive support services and training). It also should be noted that measurements of activity costs for the three funding streams do not reflect services provided to thousands of customers who receive core services through the one-stop system. A more detailed analysis of program costs is contained in the tables on the following pages.

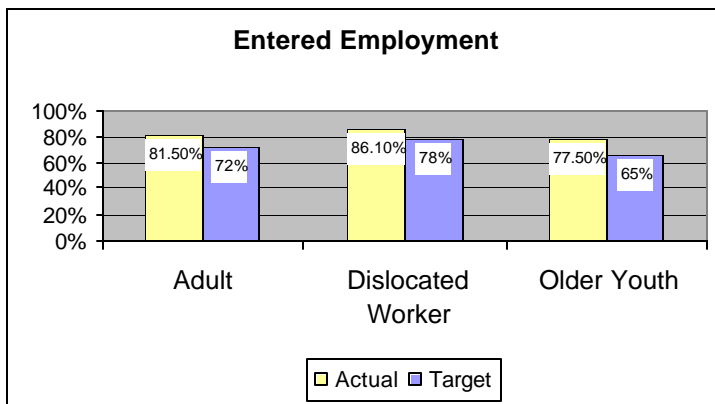
## Performance Measures

Kentucky actively seeks to improve workforce services as outlined by the 17 required WIA performance measures for adult, dislocated worker, and youth funding streams. Kentucky values performance measures as an integral part of improving and accounting for workforce delivery services. This has resulted in substantial achievements in meeting the state's WIA performance goals in PY 01, PY 02, PY 03 and PY 04.

The Office of Employment and Training, Division of Workforce and Employment Services initiated significant efforts in PY 04 to assess WIA performance and identify and understand the issues contributing to poor performance in some standards at the local level. This initiative was directed primarily to review and analyze Workforce Investment Act Standardized Record Data and WIA participant data from Kentucky's Employ Kentucky Operating System (EKOS).

The Division performance policy staff conducted extensive quarterly reviews of EKOS data and case files to identify issues that negatively affected performance in WIA. The results revealed a number of case management practices, misunderstandings about performance and how results were derived, data entry weaknesses, and other issues that negatively impacted state and local performance results. Technical assistance and training guidance were developed to help local areas in improving performance outcomes.

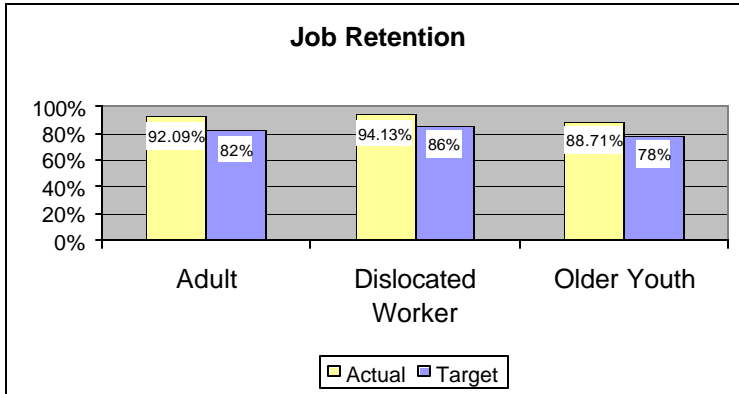
The following charts provide an overview of the targeted goal and the actual performance for workforce services.



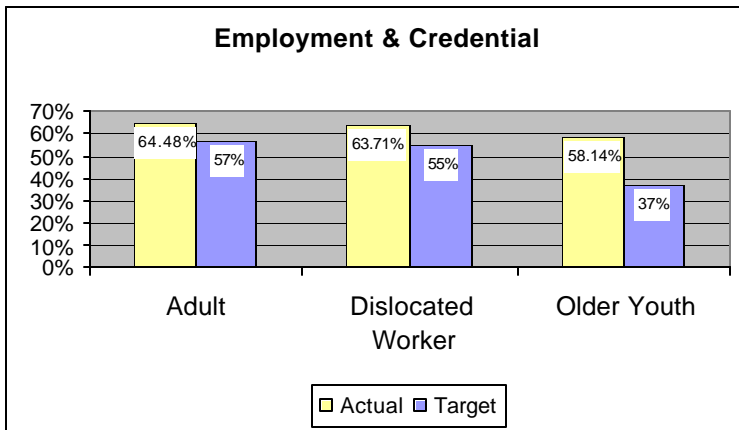
For the fifth year, Kentucky surpassed its targets for adult, dislocated worker and older youth services entered employment rates. The adult services have shown a steady annual improvement over the last four years. Youth services remained about the same as the previous year, and dislocated worker services increased nearly 10 percent over the previous year.



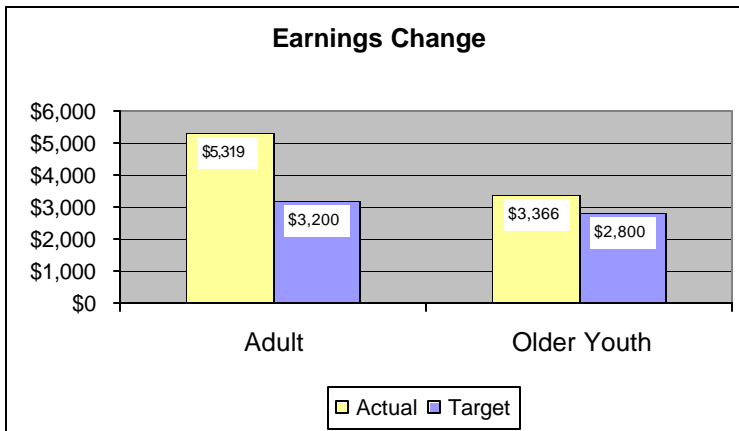
**Targeted Goals and Actual Performance Charts (continued)**



For the fifth year, Kentucky surpassed its targets for adult, dislocated worker and older youth services job retention rates. All three have shown a steady annual improvement over the last four years.



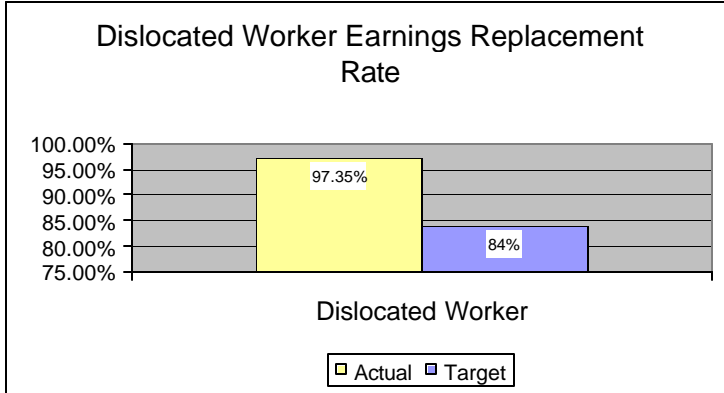
For the fifth year, Kentucky surpassed its targets for adult and dislocated worker services employment and credential rates. After coming within 80 percent of the negotiated rate for older youth in PY 01 and PY 02, Kentucky demonstrated a significant increase in PY 04, establishing nearly a 24 percent increase over PY 03.



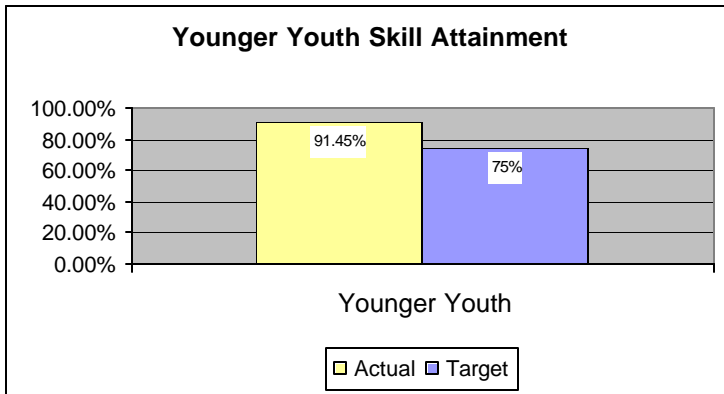
Kentucky exceeded the adult and older youth earnings change targets for the fifth year. Although the adult earnings change has demonstrated a steady increase although the youth earnings change indicated a steady increase from PY 01 through PY 03, there was a decrease in PY 04, down from \$3,492 in PY 03 to \$3,366 in PY 04.



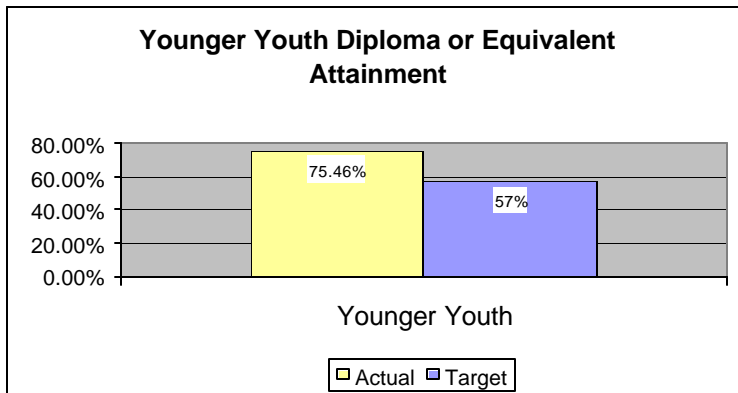
**Targeted Goals and Actual Performance Charts (continued)**



For the third consecutive year, Kentucky has exceeded the target for the dislocated worker earnings replacement rate, after coming within 80 percent of the target in PY 00 and PY 01. The dislocated worker replacement rate has shown a steady annual improvement over the last four years.



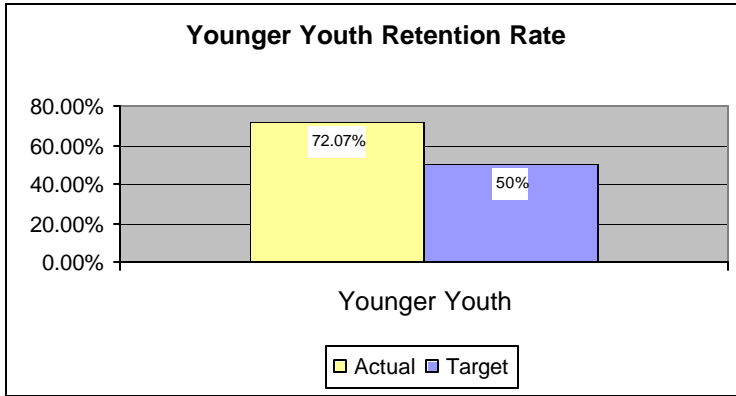
For the fifth year, Kentucky surpassed its targets for younger youth skill attainment rates and has demonstrated a steady increase since PY 02. Kentucky experienced a slight increase over PY 03.



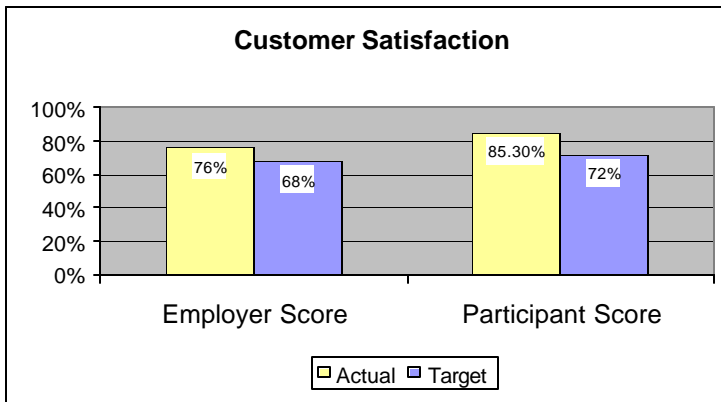
For the fifth year, Kentucky surpassed its targets for younger youth diploma or equivalent attainment rates and has demonstrated a steady increase since PY 01. Kentucky experienced a slight increase over PY 03.



**Targeted Goals and Actual Performance Charts (continued)**



For the fifth year, Kentucky surpassed its targets for the younger youth retention rate and has demonstrated a steady increase since PY 01. Kentucky experienced an 8 percent increase over PY 03.



For the fifth year, Kentucky surpassed its targets for the employer and participant customer satisfaction rates. The employer satisfaction rate has remained steady over the past five years and the participant satisfaction rate has increased every year since PY 01.

## Cost and Evaluation of WIA Activities *(continued)*

### WIA Financial Statement Program Year 2004

Operating Results	Available	Expended	Percentage Expended	Balance Remaining
<b>Total All Funds Sources</b>	<b>\$ 74,549,723.00</b>	<b>\$ 43,907,151.00</b>	<b>59%</b>	<b>\$ 30,642,572.00</b>
Current Year Funds	\$ 45,489,792.00	\$ 20,272,932.00	45%	\$ 25,216,860.00
Carry in Monies (Non-Additive)	\$ 29,059,931.00	\$ 23,634,219.00	81%	\$ 5,425,712.00
Adult Program Funds	\$ 11,522,347.00	\$ 7,552,777.00	66%	\$ 3,969,570.00
Carry in Monies (Non-Additive)	\$ 5,500,175.00	\$ 5,406,316.00	98%	\$ 93,859.00
Dislocated Worker Program Funds	\$ 6,651,942.00	\$ 2,473,898.00	37%	\$ 4,178,044.00
Carry in Monies (Non-Additive)	\$ 5,172,951.00	\$ 5,140,313.00	99%	\$ 32,638.00
Youth Program Funds	\$ 13,535,954.00	\$ 6,517,335.00	48%	\$ 7,018,619.00
Carry in Monies (Non-Additive)	\$ 4,181,079.00	\$ 4,172,870.00	100%	\$ 8,209.00
Out of School Youth		\$ 4,903,473.00		
In School Youth		\$ 5,882,279.00		
Summer Employment Opportunities		\$ 1,537,053.00		
Local Administration Funds	\$ 3,368,305.00	\$ 729,899.00	22%	\$ 2,638,406.00
Carry in Monies (Non-Additive)	\$ 3,009,569.00	\$ 2,998,220.00	100%	\$ 11,349.00
Rapid Response Funds	\$ 3,587,775.00	\$ 1,369,551.00	38%	\$ 2,218,224.00
Carry in Monies (Non-Additive)	\$ 3,595,078.00	\$ 2,660,916.00	74%	\$ 934,162.00
Statewide Activity Funds	\$ 6,823,469.00	\$ 1,629,472.00	24%	\$ 5,193,997.00
Carry in Monies (Non-Additive)	\$ 7,601,079.00	\$ 3,255,584.00	43%	\$ 4,345,495.00

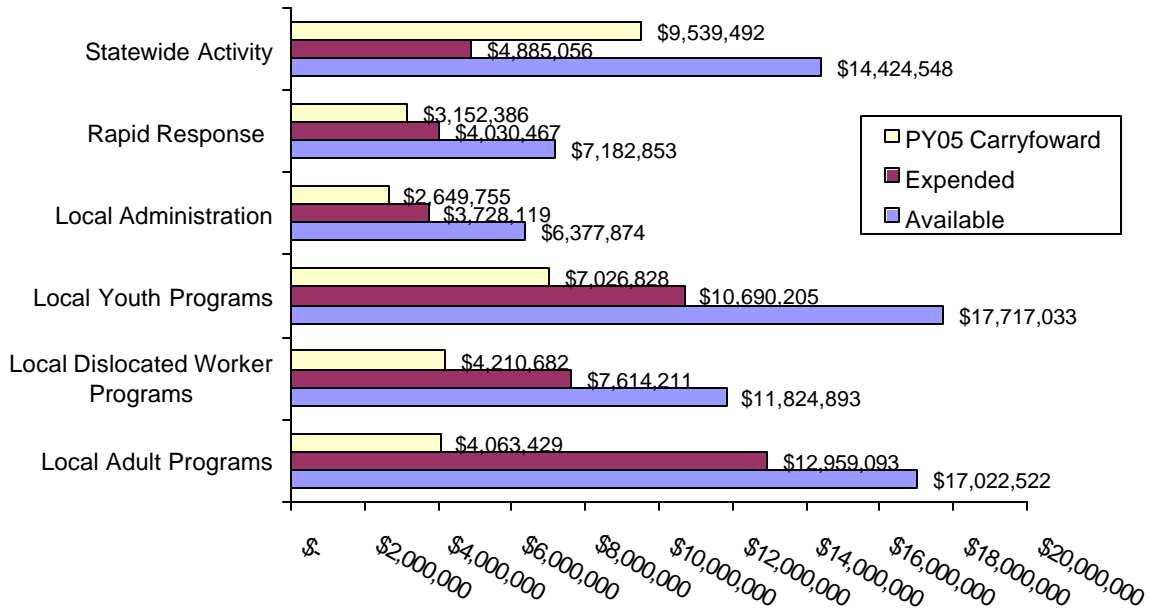
Cost Effectiveness	C/E Ratio
Overall, All Program Strategies	\$ 5,466
Adult Program	\$ 7,521
Dislocated Worker Program	\$ 4,844
Youth Program	\$ 4,408

Period of Availability on Balance Remaining:	
Through June 30, 2006 (PY2003 Carry in)	\$ 5,425,712.00
Through June 30, 2007 (PY2004 Funds)	\$ 25,216,860.00
<b>Balance Remaining</b>	<b>\$ 30,642,572.00</b>



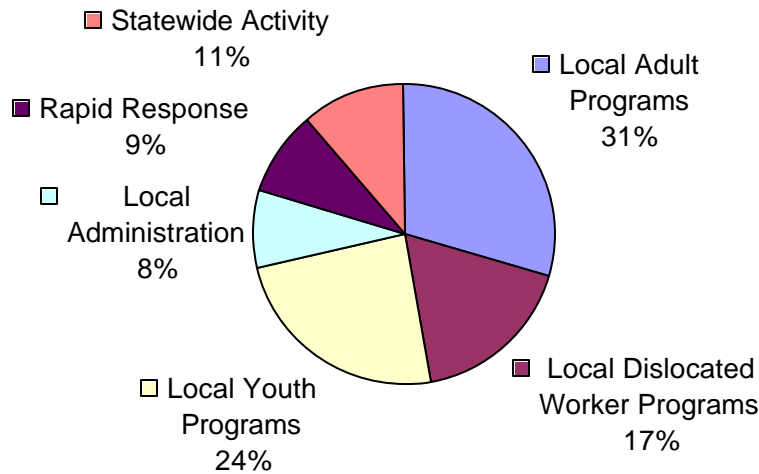
## Cost and Evaluation of WIA Activities (continued)

### Kentucky WIA Expenditure Summary



## Cost and Evaluation of WIA Activities (*continued*)

### PROGRAM YEAR 2004 EXPENDITURES



	Available	Expended	% Expended
<b>Local Adult Programs</b>	\$ 17,022,522.00	\$ 12,959,093.00	30%
<b>Local Dislocated Worker Programs</b>	\$ 11,824,893.00	\$ 7,614,211.00	17%
<b>Local Youth Programs</b>	\$ 17,717,033.00	\$ 10,690,205.00	24%
<b>Local Administration</b>	\$ 6,377,874.00	\$ 3,728,119.00	8%
<b>Rapid Response</b>	\$ 7,182,853.00	\$ 4,030,467.00	9%
<b>Statewide Activity</b>	\$ 14,424,548.00	\$ 4,885,056.00	11%

During Program Year 2004, the Commonwealth of Kentucky spent \$43,907,151 in WIA formula funds. As represented in the chart above, Statewide Activities constitute 11 percent (\$4,885,056) of the total expenditures. Rapid Response activities

conducted at both the State and local level represent 9 percent (\$4,030,467) of the total expenditures. Kentucky's LWIAs expended 80 percent (\$34,991,628) of the total.



## Federal Performance Standards

Program Year 2004

Population	Measure	Negotiated Rate	Actual Performance
<b>Adults</b>			
	Entered Employment Rate	72%	81.5%
	Six Month Retention Rate	82%	92.1%
	Six Month Earnings Change	\$3,200	\$5,319
	Employed & Earned Credential	57%	64.5%
<b>Dislocated Workers</b>			
	Entered Employment Rate	78%	86.1%
	Six Month Retention Rate	86%	94.1%
	Six Month Wage Replacement	84%	97.4%
	Employed & Earned Credential	55%	63.7%
<b>Older Youth</b>			
	Entered Employment Rate	65%	77.5%
	Six Month Retention Rate	78%	88.7%
	Six Month Earnings Change	\$2,800	\$3,366
	Employed & Earned Credential	37%	58.4%
<b>Younger Youth</b>			
	Skills Attainment	75%	91.5%
	Earned Diploma/GED	57%	75.5%
	Six Month Retention Rate in a Positive Activity	50%	72.1%
<b>Employers</b>			
	Customer Satisfaction	68%	73.9%
<b>Individual Customers</b>			
	Customer Satisfaction	72%	85.3%

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