

# Training Today for Jobs Tomorrow

Kentucky Workforce Investment Act  
Program Year 2014 Annual Report



**Kentucky**  
WORKFORCE  
INVESTMENT BOARD

# Introduction - Gov. Steven L. Beshear

Transforming Kentucky's workforce is essential to success in the 21st century. 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. This has been our focus as we transform the workforce development system in Kentucky.

Our primary objectives have been to align workforce training goals with the economic and education goals of the state; simplify the system; and make workforce programs more customer-focused.

The driving force behind our efforts is a thoughtful and relevant strategic plan adopted by the Kentucky Workforce Investment Board (KWIB) in 2010.

The plan identifies a series of 25 strategic priorities for this transformation effort – only a few of which are highlighted in this report. Each one, however, serves to build prosperity and improve economic and educational outcomes for Kentucky citizens and businesses.

This report is focused on the goals and significant accomplishments of the major workforce partners who have contributed toward meeting our goals. This document is

not meant to be all-inclusive, but rather highlights successes that, when woven together, create a significantly more effective workforce development system.



Our Local Workforce Investment Boards, along with the Education and Workforce Development Cabinet and partner agencies, have played a critical role in bringing these strategic priorities to life. We are working to build a more collaborative environment where business, labor, government, educators and community leaders work together to identify barriers, anticipate future workforce needs and develop innovative solutions to meet workforce challenges.

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, reading "Steven L. Beshear".

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Cover photograph by Dean Rhodes, lineman training coordinator, at Somerset Community College

# Training Today for Jobs Tomorrow



In the last year, Kentucky has again been a trailblazer in meeting the needs of businesses and workers by creating and driving strategic workforce solutions.

The state's success at providing excellent customer service and establishing continuous improvement processes is crucial in supporting strong local and regional economies. In partnership with the local workforce areas and the many state and local partners throughout Kentucky, we are well positioned to strengthen our foundation in building a progressive workforce system.

Early in the year, the strategic initiatives set forth by the Kentucky Workforce Investment Board (KWIB) were reviewed.

We have made good progress in our endeavors to implement initiatives such as career center certification, Sector Strategy grant partnerships, apprenticeships and Work Ready Communities.

All of these actions have helped to build a more consistent, high-quality system for both employers and job seekers. However, we still have much work to do.

What's to come? We will continue to embrace a collective impact approach to our work.

The passage of the Workforce Innovation and Opportunity Act will bring about thoughtful and strategic planning and further alignment of the system with regional economic development strategies to meet the needs of local and regional employers.

More so than ever, accountability and transparency will be key.

We expect to contribute more to Kentucky's economic growth and business expansion by enhancing the talent pipeline to become even more job-driven and results oriented. Also, resources for youth will be a focal point for the new system.

We invite you - as a job seeker, a student, a business, an organization, a Kentuckian - to become part of broadening strategy and partnerships leading to more successful outcomes in our system. With Kentucky's economic growth in the past year, our state is well positioned to rise to the top in many areas.

We know we have a lot of work ahead of us, and we are rolling up our sleeves and getting to work.

- Executive Director Melissa Aguilar  
Kentucky Workforce Investment Board



# State Workforce Development System and Services



Secretary Thomas O. Zawacki  
Education and Workforce  
Development Cabinet

## 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.



Commissioner Beth Kuhn  
Department of Workforce  
Investment

## Department of Workforce Investment

The Department of Workforce Investment is a link to employment services, workforce information, education and training for job seekers, employers, youth and people with disabilities.

Its agencies, the Office of Employment and Training (OET), the Office for the Blind (OFB) and the Office of Vocational Rehabilitation (OVR), along with the local workforce investment boards, work together as the Kentucky Career Center (KCC). Under the KCC brand, each agency works together to provide seamless unified services to customers statewide.



Executive Director Melissa Aguilar  
Kentucky Workforce  
Investment Board

## Kentucky Workforce Investment Board

The 42-member Kentucky Workforce Investment Board (KWIB) serves as an advisory board to the governor on workforce training and development issues.

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

# Organizational Highlights



## OFFICE OF EMPLOYMENT AND TRAINING

The Kentucky Office of Employment and Training (OET) had success in providing vital facilitation and support for the many strategic initiatives underway in Kentucky's workforce system during PY 2014.

Overseeing the network of Kentucky Career Centers, the "storefront" of its workforce system, OET strives to deliver job services, unemployment insurance services, labor market information and training opportunities for Kentuckians and anyone looking to work or hire within the state.

### Individual Customer Services

Within the Employment and Services Division, the Individual Customer Service branch houses the Focus Suite application team, veteran services and the regional program managers.

Focus Suite has undergone application upgrades in PY14.

Focus Talent, Kentucky's online job-match system for employers, and Focus Career, which helps job seekers

search for career opportunities, are free tools that use the latest technology to match skilled workers with employers in need of those skills.

Focus Assist is a tool for staff members, enabling them to effectively help both job seekers and employers use the online systems. Focus Assist also gives staff the ability review applications for job seekers and edit new job orders for employer accounts.

The next generation of Focus has been developed and offers a host of new elements for job seekers, employers and staff.

Focus Career has been upgraded with Focus Explorer, a career guidance and exploration navigator that helps job seekers make career decisions based on skills and education demands in their area in real time.

Focus Talent will allow employers to upload multiple job postings and invite groups of eligible job seekers to apply to these postings. Focus Assist has many new features that will help staff more efficiently

| For the Report Period July 1, 2014 - June 30, 2015                             |                 |                     |
|--|-----------------|---------------------|
|  |                 | <b>Total</b>        |
| The number of job seekers (active) who created a Focus account.                |                 | <b>58226</b>        |
| The number of employers who posted jobs in FocusTalent.                        |                 | <b>5834</b>         |
| The number of jobs posted in FocusTalent by the above employers. (Talent Jobs) |                 | <b>48344</b>        |
| The number of external jobs available through Focus Career.                    |                 | <b>715864</b>       |
| Following data broken down by statewide (Ky.)                                  |                 |                     |
| The number of registered / returning job seekers in Focus                      |                 | <b>126064</b>       |
| <b>EDUCATION LEVEL</b>   |                 | <b>TotalSeekers</b> |
| Less than high school  |                 | <b>74372</b>        |
| High school diploma  |                 | <b>14698</b>        |
| Some college   |                 | <b>13634</b>        |
| Vocational degree  |                 | <b>2</b>            |
| Associate degree   |                 | <b>7955</b>         |
| Bachelor's degree  |                 | <b>11197</b>        |
| Master's degree  |                 | <b>3221</b>         |
| Doctoral degree  |                 | <b>319</b>          |
| GED  |                 | <b>564</b>          |
| Others   |                 | <b>102</b>          |
|  | <b>total</b>    | <b>126064</b>       |
| Following data broken down by statewide (Ky.)                                  |                 |                     |
| The number of job orders posted (active) (Ky.)                                 | <b>315</b>      |                     |
| The number of job openings (active) (Ky.)                                      | <b>2551</b>     |                     |
|  |                 |                     |
| Average years of work experience of job seekers (Ky.)                          | <b>10</b>       |                     |
| Average age of registered job seekers (Ky.)                                    | <b>38 years</b> |                     |

problem solve customer issues. In addition, a new reporting feature allows real-time data collection.

## Veterans Services

Veterans services met or exceeded nine of 13 veteran employment measures in three of the four quarters during PY 2014.

The local veterans employment representatives increased the number of businesses using the Focus Talent portal by 1,130. They helped organize several job fairs around the state with recruiting companies as well as veterans to attend the fairs. The Disabled Veterans Outreach Program specialists provided one-on-one services to 2,699 veterans resulting in 1,642 of them gaining employment.

Information on veterans receiving services by employment staff shows that the six-month average wages remained consistent with last year's wages.

The National Chamber of Commerce held two Hiring Our Heroes job fairs in Louisville. Approximately 300 veterans attended these events with 40 veterans hired.

The Ashland area located in the TENCO workforce development region held its third annual veterans expo. Veterans staff in Kentucky and West Virginia, along with federal, state and local civic agencies from both states, attended along with 35 businesses. More than 250 veterans and their spouses attended with 21 veterans receiving job offers.

## Employer Customer Services

The Employer Customer Services branch houses the Kentucky Career Center Tax Credit Unit that administers the Work Opportunity Tax Credit (WOTC) and the Kentucky Unemployment Tax Credit (UTC) programs. These programs provide direction, planning and organization for statewide implementation, execution and continuation.

Kentucky Career Center Tax Credit Unit accomplishments for PY 2014 included the certification of 38,920 WOTC requests and 1,298 Kentucky UTC program requests. Also the

unit updated the Kentucky UTC program online application making it more user-friendly.

Another service under the Employer Customer Services branch is the Rapid Response team. Rapid Response assists workers and businesses through the inevitable periods of economic transitions that will occur throughout the business cycle.

Its goal is to prevent layoffs when possible, limit their impact on workers if they occur and help dislocated workers transition to new employment as quickly as possible.

During PY 2014, Rapid Response processed and responded to 64 Worker Adjustment and Retraining Notification Act (WARN) claims. WARNs provide workers with sufficient time to seek other

employment or retraining opportunities before losing their jobs. Rapid Response is also provided on request to employers laying off employees.

Also in PY 2014, Rapid Response updated communication regarding WARNs. The original WARN(s) and worker layoff information are posted on the KCC website by year, and they go back to 1998.

Another successful initiative under the Employer Customer Services branch is the National Career and Readiness Certificate (NCRC) program.

In PY 2014, the KWIB's NCRC initiative tracked the generation of 20,238 NCRCs throughout the state; 15,920 of which were Silver Level or greater. Through the work of OET and partners Kentucky Adult Education, Kentucky Community and Technical College System, the Department of Corrections, Workforce Innovation and Opportunity Act partners and the Kentucky Department of Education (KDE), the state has eclipsed the 100,000 NCRC threshold.

Kentuckians' performance on the three tests that make up the NCRC (WorkKeys; Applied Math, Locating Information; and Reading for Information) continued to improve with greater percentages of examinees earning certificates on the first try. Inclusion of KDE's data into the Kentucky NCRC database has





allowed the state to track nearly all publicly funded assessments.

During PY 2014, the NCRC coordinator conducted six WorkKeys administrator training opportunities for 76 people.

WorkKeys training consists of ACT and Kentucky NCRC coursework in both paper and pencil and Internet version administration, as well as the Kentucky NCRC system and how to use it as an employability tool.

Presentations were given to four Kentucky Association of Manufacturers gatherings across the state.

Additional presentations were given to the EKCEP business services team at Big Sandy Career and Technical Center; TENCO Job Fair in Maysville; Marion County Area Technology Center in Lebanon; Madison County Industrial Club in Richmond; and the Office of Career and Technical Education's annual meeting in Louisville.

## Unemployment Insurance

The Unemployment Insurance (UI) Program was created by the Social Security Act of 1935 and offers the first economic line of defense against the effects of unemployment.

UI is a social insurance program but unlike other safety net programs, UI eligibility is not means tested.

All qualified workers, regardless of means, are entitled to UI benefits. Entitlement is established only if the claimant has sufficient employment

history. UI is designed to provide benefits to eligible individuals who are unemployed due to non-disqualifying reasons.

To qualify for benefits, claimants must demonstrate workforce attachment, must be able and available for work and generally must meet other eligibility requirements while they seek work.

Numerous studies have found that during times of high unemployment, each dollar of UI benefits paid will result in up to \$2 of economic activity.

In 2015, OET has continued to see a decrease in UI initial claims, as is consistent with nationwide trends due, in large part, to the overall health of the economy.

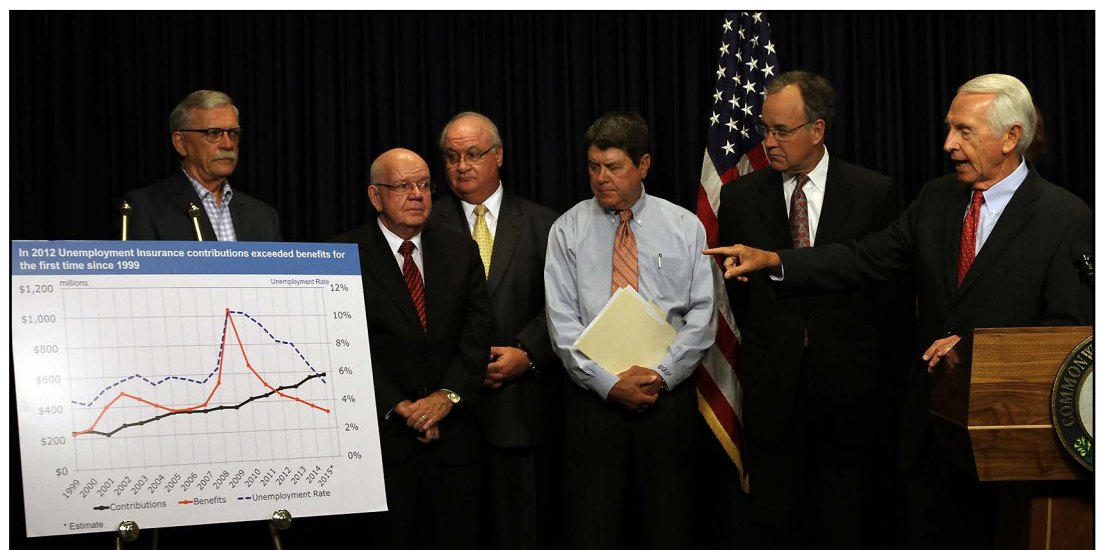
This workload decrease has allowed staff the opportunity to shift the primary focus of work back to continuous improvements toward quality.

The Adjudication Branch exceeded the percentages necessary to be taken off corrective action by the USDOL. Additional trainings were implemented in addition to peer reviews, all of which were factors leading to the tremendous improvements.

OET continued to promote the State Information Data Exchange System (SIDES), an e-filing system that allows employers to file responses to the Division of Unemployment Insurance notices electronically, decreasing the time necessary to receive the response and preventing the risk of mishandling documents.

In 2013, UI implemented the additional 15 percent penalty for UI claims paid as a result of a fraudulent

*Gov. Steve Beshear, far right, and other workforce investment stakeholders held a press conference to discuss unemployment insurance in 2015.*



act by a claimant; and began imposing a penalty for employers who failed to timely or adequately respond to the agency request for information regarding a claim. To date, \$13.7 million in UI overpayments have been established and \$11.3 million collected.

OET continued efforts to identify misclassified workers in the employer community. To date, Kentucky's Division of Unemployment Insurance, Tax Audit Branch has conducted 1,127 audits. These audits have resulted in the identification of 1,646 misclassified workers with a combined total of gross unreported wages of nearly \$10.4 million.

## OFFICE FOR THE BLIND

The Kentucky Office for the Blind (OFB) assists individuals who are blind and visually impaired to obtain and maintain employment and to live independently in their communities.

Services are provided through programs with highly qualified rehabilitation staff from 10 field offices across the state serving all 120 counties.

In PY 2014, 1,471 individuals received vocational services through OFB with 274 placed in employment.

Of those, 553 were legally blind; 798 were visually impaired; 43 were deaf-blind; and four had other primary disabilities. Average weekly earnings rose from \$7.30 per hour at application to \$12.27 at the closure of their cases for an average increase of \$4.97 per hour with the average number of hours worked per week at 32.

The educational levels of individuals achieving employment show that 81 percent of them have a high school diploma, bachelor's degree or some postsecondary education coursework.

The Independent Living Program served 717 individuals across the state. The Older Blind program for people 55 years and older, served 562 individuals while the Independent Living Program for people under the age of 55 years served 155.

At the Charles W. McDowell Rehabilitation Center in Louisville, residential services are designed to assist individuals who are blind or visually impaired in achieving their educational, vocational and independent-living goals.

In 2014, 80 individuals were served at the center



*Individualized bioptic devices, which are used during Kentucky driver's license tests, helps those with a visual impairment.*

with 12 graduating from the program. In order to increase employment outcomes in PY 2014, OFB implemented a formal pre-employment program at the center to meet the unique needs of this population.

Office for the Blind staff worked with Karen Wolffe, an expert in the area of pre-employment training for individuals with a visual impairment and creator of the Employability Skills Program. Her program was implemented in October with the first pilot session of the three-week employability skills boot camp program.

The agency's Bioptic Driving Program allows an individual with low vision to complete driver training using an individualized bioptic device and test for his or her Kentucky driver's license.

Since its inception in 2004, the Bioptic Driving program has licensed more than 375 individuals in Kentucky. This has allowed for greater independence in a state where public transportation, specifically in rural areas, is non-existent.

The Kentucky Revised Statute specifically required an individual to wait 36 months before the restriction of nighttime driving could be lifted, barring no traffic violations during that 36 month period and clearance from a low-vision specialist.

In PY 2014, OFB worked closely with the legislators on updating and amending the law to allow nighttime driving immediately upon completing the driving test if approved by a low-vision specialist and the certified driving instructor.

In April 2014, OFB hosted its first annual Transition

Conference “Beyond All Limits” with 135 individuals in attendance including staff, students, parents and other service providers. It was an exciting two-day event designed to increase knowledge and awareness and provide current information on transition for blind and visually impaired youth and students.

The Business Enterprises Program provides training and certifies Kentuckians who are legally blind in food service and licenses them to operate snack bars, dining facilities and automated vending facilities in public or private state locations.

The program provides full-time employment and career opportunities for Kentuckians who are legally blind, while providing high quality vending and food service for government and business. In PY 2014, OFB served 54 vendors in 144 locations.

OFB annually seeks to determine the satisfaction level of all individuals served whose cases are closed both successfully and unsuccessfully. Overall, the results of the study indicated that consumers expressed high degrees of satisfaction with their experiences. Nearly 90 percent of all participating consumers rated the services that they received as a one or two on a five-point scale where one is excellent and five is poor.

In addition, for those with a case closed successfully, more than 93 percent indicated that their needs were met through the services received.

### **OFFICE OF VOCATIONAL REHABILITATION**

The Kentucky Office of Vocational Rehabilitation (OVR) offers high quality services to people with disabilities to help them become more independent and obtain or maintain employment.

Services including assessment; guidance and counseling; training; supported employment; job placement; assistive technology and many others are delivered to meet the individual needs of consumers.

OVR employs approximately 140 rehabilitation counselors in more than 50 offices covering all 120 Kentucky counties. It is divided into two divisions, the Division of Program Services and the Carl D. Perkins Vocational Training Center, which work together to assist Kentuckians with disabilities to achieve suitable employment and independence.

During FY 2014, 3,957 individuals with disabilities



*James Emmett, a national leader in development of employment services for persons with disabilities, spoke at the 2014 Untapped Labor Pool Conference in Lexington. The event focused on recruiting and retaining workers with disabilities.*

obtained or maintained employment after receiving services from OVR. Their average weekly earnings rose from \$159.96 at application to \$418.67 at the closure of their cases for an average increase of \$258.71 in weekly income.

At their application, 30 percent (1,200) of the individuals receiving OVR services reported that their primary source of support was through employment compared to 89 percent (3,532) that listed employment as their primary source of income at case closure.

About 14 percent (565) were receiving health insurance benefits through their employer.

As a group, OVR customers increased their federal income tax payments by an estimated \$8 million, their state income tax payments by about \$3.1 million and their Social Security payments by an estimated \$8.1 million (including employer contributions).

They worked an average of 32 hours per week with an average hourly wage of \$12.34. For FY 2014, a total of 787 Social Security recipients obtained employment after receiving services from OVR. Social Security reimbursed OVR for 324 claims totaling more than \$3.65 million.

### **Carl D. Perkins Vocational Training Center**

Fiscal year 2015 marked the 42nd year of operation for the Carl D. Perkins Vocational Training Center.

This year, center staff members revised their vision and mission and rededicated themselves to the service of Kentuckians with disabilities. In addition, the Tobacco Free Executive Order stimulated health initiatives geared toward both students and staff.

Highlights of FY 2015 Perkins Center programming include changes in the enrollment process for the Food Service Occupational Skill Training Program as well as the addition of National Career Readiness Certification and a cash register curriculum through Point of Sale University.

The center served 661 Kentuckians during the fiscal year and received 292 new referrals from OVR counselors in the Division of Program Services.

The center served 280 individuals who were transition age (21 or younger) and 313 individuals who were considered youth (24 or younger), respectively 42 percent and 47 percent of the total number served.

Program completion rates were at an all-time high with seven out of 15 programs having 100 percent completion rate.

The Academic and Lifeskills Program of Higher Achievement had the highest enrollment since program inception (21), earning a collective grade point average 2.94 on a 4.0 scale.

Services offered by the center were acclaimed. The vocational evaluation unit earned a three-year reaccreditation from the Committee on Accreditation of Rehabilitation Facilities.

The onsite daycare center, Growing Together Day Care Center, maintained three-star rating after inspection. Further, both the cosmetology training program and the center cafeteria consistently earn perfect marks on state inspections.

Customer satisfaction remained high at a 94 percent rate.

### **Kentucky Assistive Technology Loan Corporation**

The Kentucky Assistive Technology Loan Corporation program enables qualified applicants to borrow funds for the purchase of assistive technology. It processed 106 applications for assistive technology approving 58 applications for a total of \$425,240. Hearing aids and vehicles with modifications remained the most requested items.

### **Rehabilitation Technology**

Assistive technology continues to be a focus at OVR due to the significant impact it can have on a disabled person's ability to find and/or maintain employment.

The Rehabilitation Technology Branch continues to assist consumers in reaching their vocational goals by assessing, recommending and providing appropriate assistive technology solutions.

A total of 895 consumers received equipment and services that allowed them to successfully prepare for, gain or maintain employment.

Of that number, 110 received modifications to their personal vehicles at a cost of more than \$1,171,160.

A total of 155 individuals received driver evaluations, and 84 received driver training, providing yet another resource to facilitate successful employment.

Approximately \$2.34 million was spent on assistive technology equipment and services for OVR consumers.

The Rehabilitation Technology Branch completed its work on Project CARAT, a program to sanitize, refurbish and redistribute assistive technology in the Appalachian region of Kentucky.

In the three years funded by the Health Resources and Services Administration, Project CARAT provided 621 pieces of assistive technology to 269 people, providing a savings of more than \$237,000 to individuals with disabilities.

Project CARAT has become one of the prominent programs for healthcare helping individuals with disabilities to return to or stay in their homes. Some carryover funding remains and will be used to continue work in the Appalachian areas of Kentucky through the end of April 2016.

Administration of Project CARAT was transferred to the Kentucky Assistive Technology Services Network, which is working to extend this successful project across the state.

### **Transition**

In FY 2014, OVR continued to provide high-quality services to transition youth with disabilities in all 173 Kentucky school districts. According to the Kentucky Post School Outcome Study, OVR ranked as the agency in Kentucky that most often provided



services to youth with disabilities covered by an Individualized Education Program.

A total of 8,295 consumers on counselor caseloads were referred from secondary schools or 22.8 percent of the 36,379 consumers.

Of the agency's 3,957 professional employer organizations, 599 (15.1 percent) had been referred by secondary schools.

### **Supported Employment**

In 2014, 781 Individualized Plans for Employment were developed by OVR counselors and consumers who needed supported employment (SE) services.

Three of these consumers had no SE services available in their area. More than 90 SE vendors affiliated with the agency delivered services for 1,525 individuals resulting in 554 PEOs.

The SE staff continued to work with the Division of Developmental and Intellectual Disabilities (DDID) and the Medicaid waiver programs to better enhance SE services to consumers.

OVR continues to partner with DDID to shift from OVR funds to Medicaid waiver funds as seamlessly as possible.

### **KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM**

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 and more than 70 locations 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 that they serve.

Since its founding in 1998, KCTCS has transformed the lives of more than 750,000 Kentuckians by providing them with the skills and education they need to succeed in today's economy.

In FY 2015, the program provided workforce services to more than 5,906 businesses and industries, provided training to 39,549 employees and conducted 77,814 workplace assessments.



Through the Workforce Solutions program, KCTCS offers customized employee training, helping businesses across Kentucky 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 businesses and industries to continually upgrade the skills of their employees.

In addition, KCTCS offers open enrollment classes on hundreds of topics to help individuals and companies meet their workforce training goals.

### **KENTUCKY ADULT EDUCATION**

Kentucky Adult Education (KYAE), a unit of the Council on Postsecondary Education, provides free adult education services in all of Kentucky's 120 counties.

The KYAE mission is "to prepare students to succeed in a global culture and economy by delivering a world-class education," and the KYAE vision is that Kentuckians will experience a higher standard of living and high quality of life through increased educational attainment.

To this end, KYAE provides academic instruction aligned to college- and career-readiness standards and preparation and coaching for next steps (i.e., college and career) for: individuals without a high school diploma; individuals with a high school diploma but emergent needs; English language acquisition (ELA) learners (literacy and civics); individuals participating in integrated education and training; and individuals in correction.

These services are offered to help individuals



prepare for the GED high school equivalency test; postsecondary education and training; the NCRC; and/or employment.

By 2020, 65 percent of all U.S. jobs and 63 percent of all Kentucky jobs will require some level of postsecondary education or training.\*

While there has been a significant decrease in the number of working-age Kentuckians (ages 18-64) without a high school credential since 2000, there are still nearly 376,000 individuals in this population lacking a high school diploma or GED credential.

To support Kentucky's economic growth and ensure Kentuckians are earning family-sustaining wages, more adults must acquire college- and career-readiness skills.

A high school or GED graduate earns approximately \$9,300 more per year than a non-graduate, and the earnings increase as educational attainment levels increase.

Of additional concern is the fact that low-skilled adults are two times more likely to be unemployed, three times as likely to be in poverty, four times as likely to be in poor health and eight times as likely to be incarcerated.

Through their services, KYAE programs help individuals enact transformational and generational changes that not only affect the individuals themselves, but their families, their communities and Kentucky.

Increasing Kentuckians' college and career readiness is at the core of KYAE's work in helping adults build their skills and raise their levels of educational attainment.

In order to ensure programmatic and statewide success, both local and state staff members employ innovative strategies to reach and teach more adults – and it's working, as evidenced by the following statistics.

- From 2000-13, Kentucky experienced a 29 percent decline in the percentage of working-age adults (ages 18-64) without a high school diploma or GED credential; the fifth best in the nation. In years 2010-13, Kentucky's progress ranked as third best.
- In 2000, 39 out of 120 Kentucky counties had a population greater than 30 percent without a high school or GED credential; there were zero counties with a population of 0-10 percent and 34 counties had a populations of 10-20 percent without a high

# KENTUCKY Adult Education



*Your future starts here!*

school or GED credential. In 2013, zero out of 120 counties had a population greater than 30 percent without a high school or GED credential; there were 88 counties in the lowest two ranges (0-20 percent).

- In 2014-15, Kentucky's GED pass rate was 84 percent, second highest in the nation.
- The most recent statistics show that 25 percent of Kentucky GED graduates transition to postsecondary education within two years.

KYAE is committed to ensuring that Kentucky adults have the opportunity to earn a GED credential and beyond. In doing so, KYAE is helping build more successful individuals, families and communities, thereby helping build a more successful Kentucky.

\* Source: Georgetown University on Education and the Workforce, *Projections of Jobs and Educational Requirements through 2020*, 2013.

## CABINET FOR ECONOMIC DEVELOPMENT

The Cabinet for Economic Development is the primary state agency in Kentucky responsible for encouraging job creation and retention and new investment in the state.

Programs administered by the cabinet are designed to support and promote economic development primarily by attracting new industries to the state; assisting in the expansion of existing industries; leading a statewide network of support for entrepreneurs, small business owners and knowledge-based startup entities; and assisting communities in preparing for economic development opportunities.

## Kentucky Federation for Advanced Manufacturing Education (KY FAME)

Businesses consistently report that the need for highly skilled workers has never been greater. It's vital that Kentucky students develop the skills they need to be successful and that companies have a strong pool of workers from which to choose.

To help accomplish each goal, the cabinet set out to develop the best training programs possible to meet the needs of Kentucky businesses, both now and for the future.

In 2014, Gov. Steve Beshear launched the Kentucky Skills Initiative, which features elements from Germany's dual system of vocational education that allows students to earn a degree while working for a company sponsor.

The primary outcome of the skills initiative is the expansion of the sector based, industry partnership, Kentucky Federation for Advanced Manufacturing (KY FAME).

KY FAME is a partnership of regional manufacturers whose purpose is to use dual-track, apprenticeship-style education to create a pipeline of highly skilled workers.

The primary method to achieve the goal of creating a highly skilled workforce is through partnerships with local educational institutions to implement the Advanced Manufacturing Technician Program (AMT), an integrated, career pathway associate in applied science degree partnership program provided by KCTCS.

AMT is a dual-track, five semester program within an associate in applied science degree providing a multi-disciplinary technical foundation coupled with continuous real-world working experience with a leading manufacturer (company sponsor). AMT combines proven workplace components of apprenticeship with the earn-and-learn model in subjects including electricity, fluid power, mechanics, fabrication and robotics, as well as paid work experience that introduces hands-on application and the best practices of a world class manufacturer.

In January 2015, Beshear announced the establishment of the KY FAME board of directors that consists of business and industry patterns, government and education. KY FAME includes 112

companies statewide from eight chapters. More than 40 students have completed the AMT program, and more than 200 students are currently enrolled.

### **Bluegrass State Skills Corporation**

The Cabinet for Economic Development's Bluegrass State Skills Corporation (BSSC) was established in 1984 by the Kentucky General Assembly to stimulate economic development through customized skills training programs.

The BSSC, in cooperation and coordination with its Kentucky Skills Network partner organizations, including the Education and Workforce Development Cabinet, the Labor Cabinet and KCTCS, has the

capability to customize a comprehensive program of skills training services for new and existing businesses and industries.

By leveraging resources, Kentucky Skills Network agencies are better able to assist Kentucky's businesses and industries by providing a talent pipeline to meet workforce needs.



The BSSC also administers 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. In FY2014, the BSSC Board of Directors approved 99 skills training grants valued at about \$3.4 million to train 9,122 Kentucky resident 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 24 companies valued at \$1.6 million to train 6,217 Kentucky resident employees.

# Workforce System Key Initiatives

# Work Ready COMMUNITIES

The Kentucky Work Ready Communities certification program from the Kentucky Workforce Investment Board (KWIB) and the Kentucky Education and Workforce Development Cabinet assures employers that a local workforce has the talent and skills necessary to staff existing jobs and to master the innovative technologies new jobs will require.

The highly successful Work Ready Communities effort depended greatly on the input of state and local economic development professionals as well as the contributions of adult education, the community college system and several key business organizations. Labor and county government associations also brought expertise to the table. The resulting framework that demonstrates the high quality of the workforce is directly attributed to the collaborative spirit of this group from concept through implementation.

Since certification began in February 2012, 18 counties have achieved Kentucky Work Ready status and 38 counties have been certified as Work Ready Communities in Progress. Another 30 counties have submitted letters-of-intent meaning that they have formed a work ready committee and intend to submit an application for certification.

## **Kentucky Work Ready Communities (18)**

Boyle, Boone, Campbell, Clark, Daviess, Fleming, Hardin, Henderson, Hopkins, Kenton, Madison, Nelson, Oldham, Pulaski, Rowan, Shelby, Warren and Woodford counties

To be designated Kentucky Work Ready Communities, a county must gather local support and commitment and apply for the certification. Counties have to meet criteria in six areas including high school graduation rate, National Career Readiness Certificate holders, demonstrated community commitment, educational attainment, soft-skills development and digital literacy.

"This designation shows employers that a county is completing rigorous requirements and is a cut above other communities nationally when it comes to developing a skilled labor force. I encourage all Kentucky communities to strive for the Kentucky Work Ready Communities designation," Gov. Steve Beshear said.

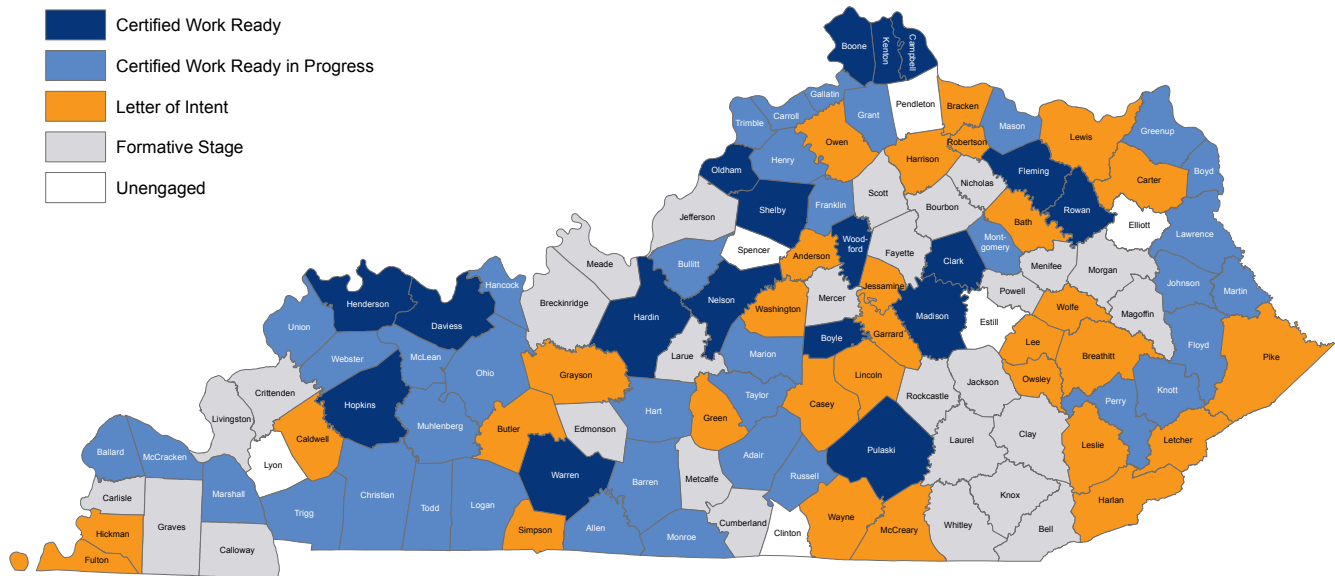
"The Kentucky Work Ready Communities program momentum is growing as more communities learn about the certification and how it can help them achieve a higher level of competitiveness among business and industry," KWIB Chair Hugh Haydon said.

## **Kentucky Work Ready Communities in Progress (38)**

Adair, Allen, Ballard, Barren, Boyd, Bullitt, Carroll, Christian, Floyd, Franklin, Gallatin, Grant, Greenup, Hancock, Hart, Henry, Johnson, Knott, Lawrence, Logan, Marion, Marshall, Martin, Mason, McCracken, McLean, Monroe, Montgomery, Muhlenberg, Ohio, Perry, Russell, Taylor, Todd, Trigg, Trimble, Union and Webster counties

To achieve this level, a county must present a viable

*"Working toward the Kentucky Work Ready Communities status gives communities an economic advantage when companies are looking for a place to locate, and it shows established Kentucky businesses that they will continue to have a strong pipeline of skilled workers in the future." - Kurt Krug, chair of the Kentucky Work Ready Communities Review Panel and vice president of North American Human Resources for INOAC Corporation.*



plan to meet all of the criteria within three years. The designation shows that a community is making strides and working with its business, education, workforce and economic development leaders to set and meet common goals that will give the county an economic edge.

"Working toward the Kentucky Work Ready Communities status gives communities an economic advantage when companies are looking for a place to locate, and it shows established Kentucky businesses that they will continue to have a strong pipeline of skilled workers in the future," said Kurt Krug, chair of the Kentucky Work Ready Communities Review Panel and vice-president North American Human Resources for INOAC Corporation.

Applications for the certification are reviewed by a panel appointed by the KWIB. The panel recommended certification by the board for the counties that met the criteria. The panel meets four times a year to review applications, which can be submitted at any time.

## Best Practices Summit

A Best Practices Summit was held at the KCTCS office in Versailles in April. Over the course of reviewing applications, review team members

have identified best practices from applications submitted by the counties. The purpose of the summit was to share those best practices with counties looking to apply for certification and counties looking to move from work-ready-in-progress status to work ready. There were 112 summit participants.

## Progress

Momentum for the certification is increasing across Kentucky. This past year the KWIB certified 18 counties as either Kentucky Work Ready Communities or Kentucky Work Ready in Progress. Boone, Campbell, Hardin and Kenton counties were certified as Kentucky Work Ready and Ballard, Boyd, Carroll, Grant, Greenup, Johnson, Knott, Lawrence, Marshall, Martin, Ohio, Perry and Trimble counties were certified as Kentucky Work Ready Communities in Progress.

In addition to the 18 newly certified counties, two counties moved from Kentucky Work Ready in Progress to Kentucky Work Ready status. Those counties were Fleming and Hopkins.

As of the end of the fiscal year, 114 counties were engaged in the Kentucky Work Ready Communities certification process.





Gov. Steve Beshear announced the creation of the Kentucky Skills Network in February 2014. Its goal is to provide ease of service, professionalism, high quality resources and results that will enhance the workforce delivery system in the state.

The Kentucky Skills Network brings together the solutions that individuals, employers and workforce professionals need to prosper in the global economy.

Resources provided by the Kentucky Skills Network include:

- recruitment and job placement services
- customized training
- training incentives
- talent pipeline development programs

Last year, its consolidated services provided training for more than 84,000 Kentuckians representing more than 5,600 companies from a variety of industry sectors, including manufacturing, healthcare, information technology, energy, distribution and research and development.

In all, Kentucky Skills Network partners provided more than \$19 million in grant and tax credit funding to train employees of Kentucky companies.

The Kentucky Skills Network is a collaborative partnership between the Cabinet for Economic Development, the Kentucky Community and Technical College System, the Labor Cabinet and the Education and Workforce Development Cabinet.



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Kentucky takes much pride in creating a **WORLD CLASS WORKFORCE** for tomorrow's jobs.

**5,600-plus companies** were provided workforce training services by Kentucky's workforce partners in 2014.

**84,000-plus Kentuckians** participated in training services provided by Kentucky's workforce partners in 2014.

Kentucky's workforce partners allocated **more than \$19 million** in Workforce Training Funds in 2014.



# Kentucky SECTOR STRATEGIES



Kentucky Sector Strategies efforts expanded during PY 2014.

Four new industry sector partnerships received funding through the Statewide Reserve Investment strategy, the fourth round of such funding to help seed sector partnerships across Kentucky.

Also at the statewide level, Kentucky contracted with Maher and Maher for a re-evaluation and updating of the targeted sector analysis and the online sector toolkit.

Both projects will be completed during the 2015 program year.

Local workforce areas also implemented effective sector strategies.

In Northern Kentucky, the Kentucky Career Center began offering sector-based orientations to individual customers and also identified career center staff to specialize in specific sectors to facilitate both individual and employer customer services.

In Greater Louisville, the Manufacturing Career Center substantially expanded its employer partnerships, individual training and job placement levels and prepared to open a Health Care Career Center toward the end of 2015.





In June 2014, Kentucky received a \$6 million Job-Driven National Dislocated Worker Grant (NDWG) from the U.S. Department of Labor.

The funds launched an initiative to reach individuals throughout the state who have experienced the burden of long-term unemployment and those who have been identified as likely to exhaust their unemployment insurance benefits. This NDWG was used to build the Kentucky Career Center Get Opportunity (KCCGO!) model.

While in the first year of KCCGO!, the impact of this program already has been evident through customer interactions in career centers.

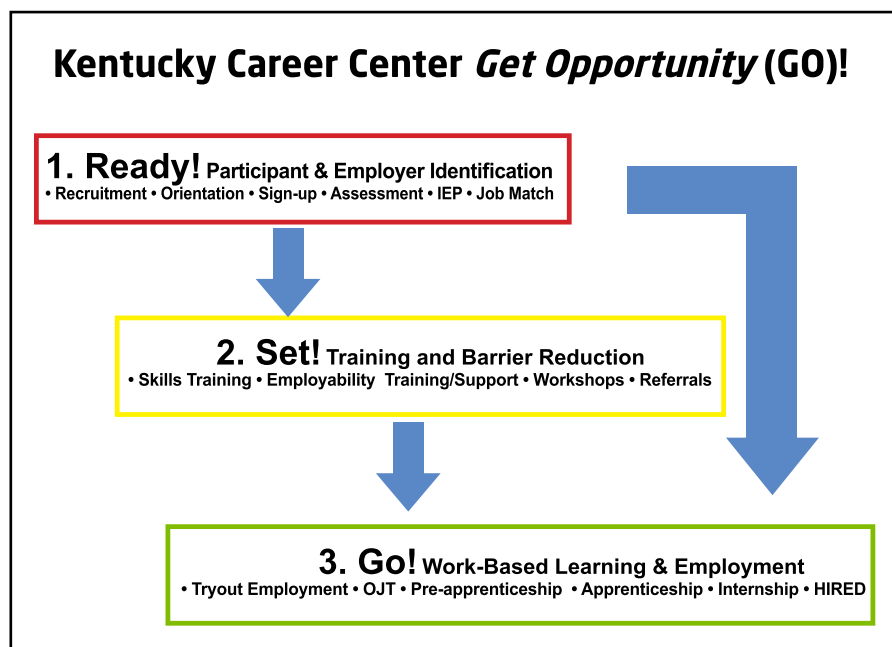
Leveraging partnerships and resources to provide a holistic service model, the GO! grant has helped to relieve some of the mental and emotional burden often experienced by the long-term unemployed. Customers who complete KCCGO! become empowered in their job search efforts and are given strategic direction to gain employment. Here are a few samples of the feedback participants are giving:

"You have given me such a confidence boost and

that is sorely needed. When I came to the first KCCGO! meeting, I was feeling pretty hopeless. I am feeling much better about my job search now. Thanks to you and the others who have worked so hard to help. The biggest lesson I've learned is that I don't have to do it alone."

Said another: "There are so many great things I can say about KCCGO!. After attending KCCGO's intensive three week workshops, I felt better prepared to develop my resume and to utilize today's social media more effectively. KCCGO! also helped me understand how to write a cover letter that complemented my resume and the importance of networking. Thanks to this training and the instructor's guidance, I was able to find a full-time position in a short time. I can truly say the KCCGO! prepared me to find the job I had been seeking. I can recommend KCCGO!'s workshops with 100 percent confidence that you will leave prepared, too."

As our career center offices continue to build on the KWIB initiatives, KCCGO! is becoming a benchmark for providing an integrated service delivery model for customers across Kentucky.





The Accelerating Opportunity Kentucky (AOKY) initiative assists low-skilled adults with earning the credentials and skills they need to gain and sustain employment.

This collaborative project of the Kentucky Career Center, Kentucky Community and Technical College System and Kentucky Adult Education is in its fourth year.

The target population for AOKY is GED-seeking students, though it is available to all low-skilled students. With the Ability to Benefit provision under Pell reinstated earlier this year, GED-seeking students can now get tuition assistance to enroll in AOKY courses.

AOKY is offered at all 16 KCTCS colleges. The most common programs are in the automotive, healthcare, industrial maintenance and welding sectors.

The outcomes for the initiative continue to show promising evidence that the initiative is helping low-skilled students succeed.

## AOKY by the numbers

Students enrolled: 1,499 (January 2012 - May 2015)

- 85 percent had high school diploma.
- Of the 249 students who did not have a high school diploma, 44 percent (110 students) earned a GED.

✓ 962 students (64 percent) earned a credential.

- A total of 1,928 credentials were earned by AOKY students in and beyond the program.

✓ 1,800 credentials

✓ 28 diplomas

✓ 98 associate degrees

An unemployment insurance data match for students who had been in AOKY through December 2014 yielded the following results for 763 students:

- 50 percent were employed with median earnings of \$2,784 in the FAO quarter (\$928 converted to monthly).

✓ 7 percent increase in employment rate from quarter in which they enrolled in AOKY.

✓ Median quarterly increase in wages between student enrolling and completing AOKY: \$435.

- There was an increase in the percent of students whose primary jobs were in the healthcare/social assistance industry: from 19 percent to 26 percent.
- There was a decrease in students whose primary job was in retail trade or accommodation and food service: from 46 percent to 34 percent.

# INDUSTRY PARTNERSHIPS

The Kentucky Department of Workforce Investment announced a new round of Industry Partnership Grants that support regional collaborations of 10 or more employers with education, training and other workforce development organizations for the purpose of addressing industry skill gaps. The grants range from \$5,000 to \$50,000, totaling \$300,000.

This was the fourth round of grant opportunities for industry partnerships. Two kinds of grants were available:

- support grants to create new partnerships or expand the capacity of existing partnerships
- training grants to provide direct support of skill development

Local workforce boards were required partners and must serve as the fiscal agent. The lead applicant may be a local workforce board, a business association, a government agency, a non-profit or other type of organization; however, a training provider may not be the lead grant applicant.

The applications had to specify a state or regional targeted sector in: automobile, aircraft, advanced and/or sustainable manufacturing, transportation, distribution and logistics, business services and research and development, health care/social assistance, energy creation and transmission or technology.

Funding for the grants is from Workforce Investment Act funds for statewide activities.

In January 2015, the Kentucky Workforce Investment Board (KWIB) and the Kentucky Education and Workforce Development Cabinet (EWDC) announced the recipients of four industry partnership grant awards totaling \$187,450.

- West Kentucky Workforce Investment Board (WKWIB) received a \$37,450 grant to partner with the I-69 Industry Alliance to expand the scope of its operation and membership. The alliance, formerly the Madisonville Area Manufacturers Association, provides training and support for employers in the light manufacturing sector, which WKWIB has identified as having the potential for significant, near-term growth.

The I-69 Industry Alliance will use the grant to hire a consultant to assess the training and support needs of the light manufacturing sector in these counties; create a coordinated outreach and recruitment campaign to broaden its membership; and refine current networking and communication strategies to effectively serve the regional membership.

- KentuckianaWorks received a \$50,000 grant to partner with the Health Careers Collaborative of Greater Louisville

to support the upcoming launch of a one-stop center for health care job seekers called the Kentucky Health Career Center. The collaborative of local health industry organizations, secondary, post-secondary and higher education institutions, community-based organizations and health care providers identifies potential health care workers and supports career pathways to meet the needs of health care institutions.

The grant will be used to hire a coordinator for the collaborative, launch the Kentucky Health Career Center, develop career pathway materials and establish entry-level credentials for health care workers.

- Barren River Local Workforce Investment Board and the Franklin Simpson Industrial Authority received a \$50,000 grant to partner with the Southcentral Kentucky Community and Technical College (SKYCTC) and the Barren River Development District to address the need for skilled workers in advanced manufacturing jobs in the area.

The grant will be used for an advanced manufacturing technician (AMT) training program that would allow graduating high school seniors and other candidates to work for a sponsoring employer while earning their technicians degree at SKYCTC. The grant will help the group establish the Advanced Manufacturing Technician Program, hire a project manager, identify potential graduating students for the apprenticeship program and coordinate employer selection.

- Green River Area Development District (GRADD) and the Greater Owensboro Regional Alliance for Education received a \$50,000 grant to fund the No Worker Left Behind: Growing a Diverse Workforce for a Competitive Economy in the Advanced Manufacturing and Automotive Sector.

The project will assure the continued viability and expansion of advanced manufacturing in the targeted areas of Daviess, Hancock, McLean and Ohio counties, and provide a pipeline of well-prepared entry-level workers. It will also help the industries to develop a diverse workforce from non-traditional groups that are underrepresented such as females and minorities.

The grant will be used to collect and analyze data to identify current and future training needs; research and implement strategies to increase diversity in employment; and develop a long-term plan to address these issues.



# KENTUCKY CAREER CENTER CUSTOMER FLOW

Kentucky Career Center Customer Flow assesses service delivery across the state for individual and employer customers.

The goal is to improve customer flow through the Kentucky Career Center and gauge how the sector strategy operating framework is embedded in service delivery.

The information gained through the process was used to identify promising practices as well as other issues that may be affecting the high quality of services our customers receive.

Maher & Maher was awarded a contract effective July 1, 2014 to assist with the work of this initiative.

One site visit in each local workforce investment area occurred and was conducted by Maher & Maher team members. The purpose of the onsite visits was to provide an assessment to the career center offices regarding processes of service delivery to both job seekers and employers.

Selections of the 10 offices were based on several factors such as urban versus rural, low and high volume as well as identifying comprehensive sites where there is full representation of the partners.

In addition to making the center visits, Maher & Maher conducted surveys of career center individual and employer customers statewide.

An assigned workgroup was brought together to review the results of the site visits contained in the report and discuss how to implement and support the agreed upon recommendations.

The workgroup consisted of 24 members from across the state involved in day-to-day service delivery in the regions as well as upper level management.

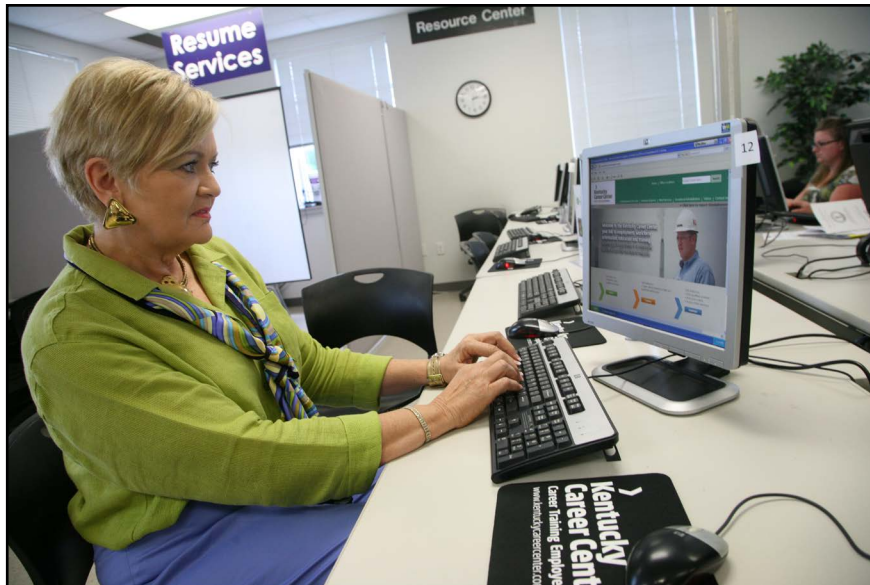
The report made solid recommendations based on a synthesis of all the project activities inclusive of the site visits, workgroup meeting, the relationships of other projects and the survey summaries.

Upon receipt of the final report the state identified a needed plan of action.

Technical assistance funding for the workforce areas will be available in the upcoming year to address the following prevalent areas identified through the process:

- enhancing industry sector focus and business services,
- re-orienting career center focus and developing staff and organizational/service integration, and
- meeting the need for greater service diversity.

The final KCC Customer Flow report was distributed to staff and is available on the KWIB website.

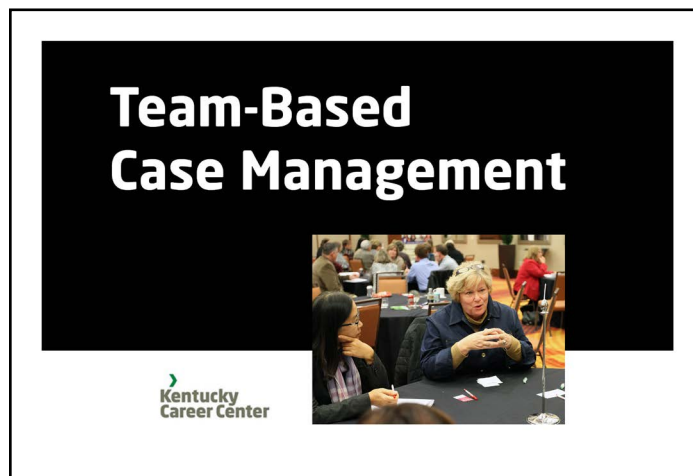


# TEAM-BASED CASE MANAGEMENT

The Kentucky Workforce Investment Board's initiative of team-based case management is reflective of the joint efforts within the Kentucky Career Center offices to ensure customers receive high quality services.

Consistency in case management is one of the cornerstone elements in the transformation of Kentucky's workforce system. To achieve this unification across the system, case managers have attended training. Professional development is provided on a continuing basis.

A request for proposal issued in July 2014 incorporated the philosophical approach and practical application of collaborative case management. It also aligned case management with other initiatives that support customer service such as career center certification, Partners for Success, Workforce Academy, Customer Flow and user-friendly online services.



The Department of Workforce Investment employees have worked to identify and share best practices in case management practices and tools. The development of a common intake and individualized career plan has been adopted, and the integration of those forms will be incorporated into technology.

## EVALUATION

The initiatives previously described represent an intense focus on evaluating and improving the efficiency and effectiveness of services across the workforce system.

Evaluation is built and embedded in these efforts in numerous ways, beginning with the assessments conducted by consultants and by the local workforce investment areas.

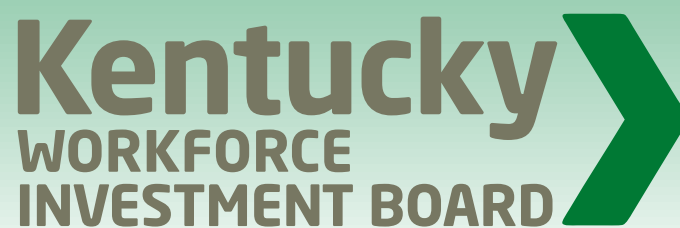
These assessments were and are at the heart of initiatives like Kentucky Career Center certification, KCCGO! and more.

The results enable us to make substantive changes in service delivery and organizational structure required to meet the elevated workforce system standards.

As these efforts continue, we anticipate additional opportunities to evaluate the effectiveness and secure new resources to engage others to help research the strategies and results.

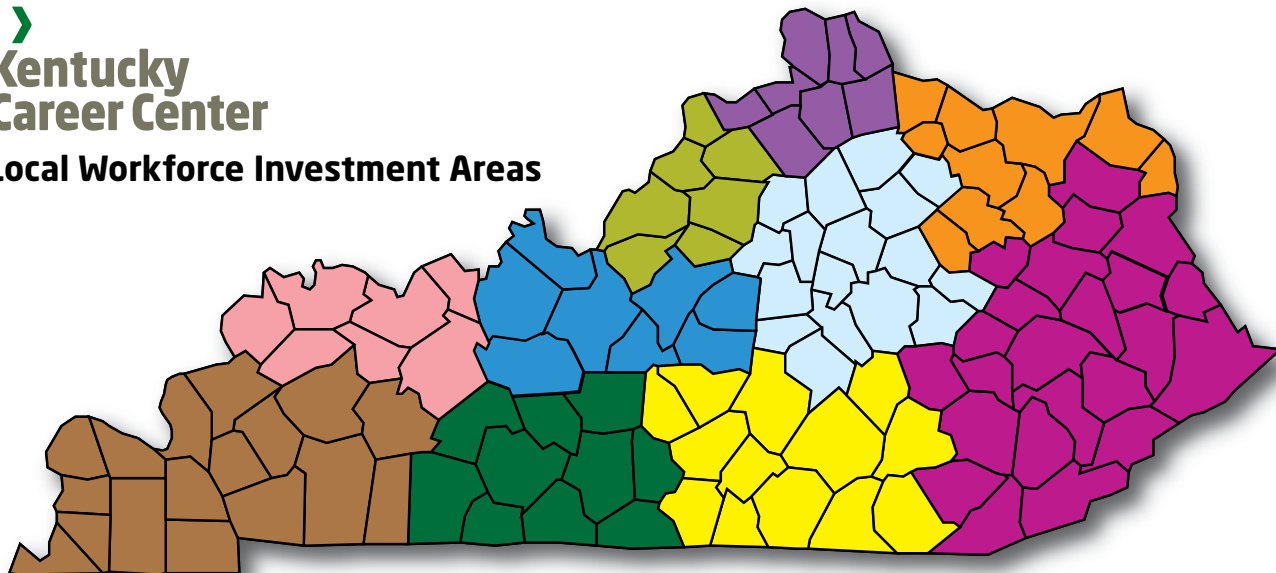


# LOCAL WORKFORCE INVESTMENT AREAS



# Kentucky Career Center

## Local Workforce Investment Areas



### Barren River

Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren  
**Sharon Woods, Director**  
 177 Graham Avenue  
 Bowling Green, Kentucky 42101  
 270-781-2381  
<http://kcc.bradd.org/sharon@bradd.org>

### Bluegrass

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford  
**Chris Turley, Director**  
 699 Perimeter Drive  
 Lexington, Kentucky 40517  
 859-269-8021  
[www.ckycareers.com/cturley@bgadd.org](http://www.ckycareers.com/cturley@bgadd.org)

### Cumberlands

Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, Whitley  
**Darryl McGaha, Director**  
 PO Box 1570  
 Russell Springs, Kentucky 42642  
 270-866-4200  
[www.cumberlandsworkforce.com/darryl@lcadd.org](http://www.cumberlandsworkforce.com/darryl@lcadd.org)

### EKCEP

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**  
 941 North Main  
 Hazard, Kentucky 41701  
 606-436-5751  
[www.jobsight.org/jwhitehead@ekcep.org](http://www.jobsight.org/jwhitehead@ekcep.org)

### Green River

Daviess, Hancock, Henderson, McClean, Ohio, Union, Webster  
**Jodi Rafferty, Director**  
 300 GRADD Way  
 Owensboro, Kentucky 42301  
 270-926-4433  
<http://www.gradd.com/WD/jodirafferty@gradd.com>

### KentuckianaWorks

Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble  
**Michael Gritton, Director**  
 410 West Chestnut Street, Suite 200  
 Louisville, Kentucky 40202  
 502-574-2500  
[www.kentuckianaworks.org/KentuckyCareerCenters.aspx](http://www.kentuckianaworks.org/KentuckyCareerCenters.aspx)  
[Michael.Gritton@KentuckianaWorks.org](mailto:Michael.Gritton@KentuckianaWorks.org)

### Lincoln Trail

Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, Washington  
**Sherry Johnson, Director**  
 PO Box 604  
 Elizabethtown, Kentucky 42702  
 270-769-2393  
[www.ltcareercenter.org/sherry@ltadd.org](http://www.ltcareercenter.org/sherry@ltadd.org)

### Northern Kentucky

Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton  
**Barbara Stewart, Director**  
 22 Spiral Drive  
 Florence, Kentucky 41022  
 859-283-1885  
[www.nkcareercenter.org/Barbara.stewart@nkadd.org](http://www.nkcareercenter.org/Barbara.stewart@nkadd.org)

### TENCO

Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan  
**Denise Dials, Director**  
 201 Government Street, Suite 300  
 Maysville, Kentucky 41056  
 (T) 606-564-6894  
[www.btadd.com/ddials@btadd.com](http://www.btadd.com/ddials@btadd.com)

### Western Kentucky

Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg  
**Sheila Clark, Director**  
 300 Hammond Drive  
 Hopkinsville, Kentucky 42240  
 270-886-9484  
<http://www.peadd.org/employ/sheila.clark@ky.gov>

# Kentucky Career Center Barren River

## 'Making Your Future Count'

Monster.Com's Making Your Future Count, presented Sept. 24 and 25 by the Barren River Workforce Investment Area, hosted high school seniors representing schools from Barren, Butler, Hart, Metcalfe, Monroe, Simpson and Warren counties.

Students were "edutained" by Monster.Com career coaches, Yvonne Williams and Ron Sullivan.

The event was part of Barren River Workforce Investment Area's Academy for Career Excellence (ACE) program that brings year-long comprehensive career prep workshops to Barren River regional high schools.

More than 400 students participated in the kickoff, held at Western Kentucky University.

Students networked with peers and received tips on résumé preparation, job interviewing, college planning and financial aid.

Barren River Workforce Investment Area Director Sharon Woods said students gave the speakers high marks on evaluation forms.

## Online resources for youth and retooling job seekers

To help job seekers easily access Kentucky Career Center and Workforce Investment Area (WIA) programs and services, the Workforce Investment Board completed two new websites that give visitors a hands-on experience.

Visitors can quickly access WIB-sponsored online

tools such as Focus Career, InterviewStream and CareerScope; learn how to prepare for the National Career Readiness Certificate; and explore their strengths and interests by taking other online assessments to help them choose the right career.

The websites feature in-depth information on nine of the region's top demand career pathways in three targeted sectors: manufacturing, healthcare and services.

Each sector and career path features full-motion video and links to training programs, top jobs and other helpful information.

The websites were designed to be easily updated in response to changes in industry demand and new tools and services that will become available.

## Simpson County wins Innovative Workforce Grant

The Franklin-Simpson Industrial Authority and the Barren River Local Workforce Investment Board have been awarded a \$50,000 special purpose grant by the U.S. Department of Labor to design a program addressing the needs of local employers in filling advanced manufacturing technician (AMT) positions.

The program will allow high school seniors - among others - to work for a sponsoring employer while simultaneously earning their AMT degree at Southcentral Kentucky

Community and Technical College's Franklin-Simpson Center. Sponsoring employers will pay the selected candidates' tuition while working three full days per week and attending college two full days per week for two years.

Grant funds will be used to recruit individual participants from Simpson and neighboring counties, coordinate area employers' selection of qualified candidates, facilitate hiring and funding and oversee career development.

Selected candidates will be paid wages by their sponsoring company and also receive tuition assistance throughout the program.



*Barren County Local Workforce Investment Board and Franklin-Simpson Industrial Authority representatives accept an Innovative Workforce Grant.*



## Automotive Service exam at Butler County ATC

Travis Anspach, Justin Barks, Zach Phelps and Caleb Renfrow are among participants in the ACE program through the Barren River Area Development District (BRADD).

These participants attend the Butler County Area Technology Center (ATC) and are enrolled in the free auto technology program.

WIA staff and volunteers from partner agencies conduct monthly workshops at high schools and ATCs in the 10-county area.

Workshops cover the Seven Habits of Highly Effective Teens, soft skills, interviewing skills and resume writing material. Eligible participants have job shadowing opportunities, work experience, internships, completing a college- or career portfolio and much more.

These participants passed the student version of the Automotive Service of Excellence (ASE) exams for the Fall 2014 semester.

The ASE exams cover areas such as maintenance and light repair, engine repair, suspension and steering and much more.

The ASE exam is a worldwide industry certification given to high school seniors who have completed the two year automotive program offered by their ATC. Butler County ATC's pass rate was 98 percent.



*Metcalfe County High School seniors toured the General Motors Corvette Assembly Plant through participation in a youth service program.*

## Student job fair held at Warren Area Technology Center

Warren County ATC high school seniors interviewed with several local employers on April 30 for positions in a summer work program.

Areas of interest included auto body, healthcare, construction and welding.

The summer work program is for anyone.

Students who want a fall post-secondary education can work up to 12 weeks with an employer at minimum wage and still be eligible for tuition assistance in the fall.

Internships allow students wanting to go straight into the workforce to work for 250 hours for an employer, paid for by the Workforce Investment Act grant.

The employer and the graduate

have the opportunity to work together and make sure they're a good fit before becoming a full-time employee of the company.

## Metcalfe County High School seniors tour Corvette plant

On May 11, 34 Metcalfe County High School seniors in a BRADD youth program traveled to Bowling Green to the General Motors Corvette Assembly Plant.

Many of the students participated in BRADD's ACE program that prepares students for postsecondary success by exposing them to career opportunities to fine-tune their employment skills.

This trip was funded through the BRADD program with services provided by the kid-FRIENDLY Race to the Top grant.

# Kentucky Career Center Bluegrass



*The Kentucky Career Center in Richmond celebrates its ribbon cutting in May.*

## Richmond office hosts ribbon cutting

The Kentucky Career Center held its ribbon cutting on May 29 at its new location at 2028 Merrick Drive in Richmond.

Several members of the Richmond Chamber of Commerce and local elected officials were in attendance.

The event kicked off with speeches from Education and Workforce Development Deputy Secretary Beth Brinly; Executive Chair of the Bluegrass Workforce Investment Board Tracy Pratt-Savage; and office manager Jana Reed.

A theme of partnership ran through all the presentations, as well as the importance of making Madison County a prosperous area

for families and businesses.

The short presentations were followed by the ribbon cutting that took place outside the building.

## The second annual Regional Career Fair

More than 50 businesses had staff members who met with potential employees June 4 at the second annual Regional Career Fair, the largest job fair in the Bluegrass Region.

It was held at Bluegrass Community and Technical College (BCTC) and was sponsored in partnership by the Kentucky Career Center, BCTC and Commerce Lexington.

More than 1,000 job openings in a variety of fields were available in the Bluegrass Region.

Varying career sectors were represented at the fair. The Bluegrass focuses on four high-demand sectors: advanced manufacturing, healthcare, information technology and transportation, distribution and logistics.

Other sectors represented were government, customer service, finance and retail.

The Kentucky Career Center holds workshops throughout the year and leading up to the event to assist job seekers in preparing for the fair.

Whether it's writing a resume, doing interview preparation or finding nice business attire to wear, workers at the centers can provide assistance.

"I think preparation is key," said Denise Jones, veterans employment representative of the career center. "By attending the workshops at the career center and practicing interviewing, you give yourself the best chance."

Employers and job seekers from Anderson, Bourbon, Boyle, Clark, Estill, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell and Scott counties attended.

The only requirement for attending this event was to be registered in Focus Career.

Priority was given to veterans and their families with the first hour of the fair to give them the opportunity to meet with employers before other attendees.

## Georgetown and Richmond area career fairs a big success

Two fall career fairs were held in Georgetown and Richmond due to several requests from employers

throughout the region and brought on by the notable success of the region career fair held in Lexington.

The first of the two events was held in Georgetown on Oct. 21 with 30 employers and 98 job seekers in attendance.

The feedback from the employers was positive as they reported most of the job seekers who attended came dressed professionally with a well-prepared resume and were ready to be interviewed.

The second event, held in Richmond on Oct. 28, had 201 job seekers and 41 employers attending.

It was estimated that more than 700 jobs were available among the businesses represented.

Similar to the Georgetown Career Fair, employers commented favorably on the level of professionalism of the staff and job seekers at the event.

Career center staff members have made it a goal to host quarterly career fairs similar to these events throughout the region each year moving forward.

Employers reported they would be very willing to participate in events like this in the future.

## Bluegrass success stories

Kateruah Witt was laid off from her job of 18 years and was at a loss on what to do next.



*Kateruah Witt*

She attended a Rapid Response session at her former employer, where she met workforce specialist Jennifer Hayes. "Jennifer was very supportive and helpful from the very first time I met her," Witt said.

During their meeting, Hayes told Witt about the Bluegrass Workforce Investment Board Scholarship Program and the opportunity she had to return to school. Witt had always been interested in the medical field, so she returned to school to get her degree.

After two years of training, Witt is now a registered medical assistant with Richmond's Kentucky One Health Urgent Treatment.

She enjoys her job and is so much happier and secure in her new career. She attributes that satisfaction and the financial security she has received to the steady support of the Kentucky Career Center in Richmond and a workforce specialist.

• **Joi Rapach** worked at Creation Technologies for more than eight years before she was laid off in February 2013. She found out about the WIA program through the Rapid Response services provided by the employer during layoff.

She was unable to afford the additional education required for the change in profession she wanted until she met with a WIA workforce specialist who explained she was eligible for training benefits through Trade Adjustment Assistance (TAA).

WIA aided her in the process and guided her on her path back to school.

Rapach completed her education and received an associate degree in applied science from Maysville Community and Technical College with certificates in accounting, basic business administration and financial perspectives.

In November 2014, she was hired by Hinkle Holding Company in Paris, Ky. as an accounting clerk.



# Kentucky Career Center Cumberlands

With the signing of the Workforce Innovation and Opportunity Act (WIOA) and Kentucky implementing early, the Cumberlands Workforce Area worked diligently to complete several projects that would allow WIOA to begin by July 1, 2015.

Below is a list of the projects that had July 1, 2015 completions date that have been put into place:

- designation of a workforce area that kept the current boundaries intact
- certification of the Kentucky Career Center in Campbellsville
- adoption and approval of a new inter-local agreement between local elected officials of the 13 counties within the workforce area
- new WIOA contract with Kentucky that allows the continuation of funds to the workforce area
- a memorandum of understanding signed by all workforce area partners
- a resource sharing agreement for the Kentucky Career Center in Campbellsville among the partners that are located within the center
- formation of a consortium consisting of the 13 county judge executives to serve as the governing board for the workforce area and to execute procurements



*A career fair participant studies promotional material for careers in the health industry.*

The Cumberlands Workforce Investment Board (CWIB) continues to build upon and implement parts of its strategic plan.

The strategic planning committee continues to review and update the plan to further build upon the sector strategies that establish areas of growth and opportunities for our participants to be trained.

Discussion and preparation on a new strategic plan consistent with WIOA is in progress.

The CWIB continues to build and expand the business services teams within the workforce area.

The goal of working as a collective group of partners to work with and

provide seamless services to the business community of our area is the major theme of this plan.

A matrix of goals and results are reported to the CWIB by gathering information from all partners.

Examples of results reported for the year ending June 2015 are:

- 2,926 business contacts
- 815 visits to local chamber, industrial authority meetings, human resources groups or other business led groups
- 1,275 individuals obtained a gold or silver National Career Readiness Certificate
- 1,420 individuals receiving employability skills training
- 49,924 customers visited the career center offices and affiliate sites.

During the past year, 26,516 core services were provided to employers, and 10,052 job-seeker core services were provided.

Through information obtained from the business community, the CWIB realized that a major problem facing it is the poor employability or soft skills within our workforce.

The CWIB entered into a contract with EKCEP WIA to deliver the employability skills program called Work S.E.N.S.E.

Its goal was to have 250 individuals receive a certificate of completion for the training each year. For PY 2012, 829 individuals completed the training and received a certificate.

Due to the success of the program the CWIB voted at the June 2013 meeting to continue this program for another year.

For PY 2013, 899 more completed



## Working their way up

*Students train to be linemen at the Lineman Tech Training Center at Somerset Community College. "It is a very cool place and does a great job training and placing individuals," said Cumberland's Workforce Investment Area Director Darryl McGaha. For more on the center, go to [www.facebook.com/LinemanTechCenter](https://www.facebook.com/LinemanTechCenter).*



and received a certificate. For PY 2014, another 811 completed and received a certificate. In total, 2,539 customers have received a certificate of completion in soft skills training.

This is addressing a problem that is very important within this workforce area.

The workforce area experienced a large trade eligible plant closure during the past year.

Fruit of the Loom in Jamestown closed with most of layoffs occurring during PY 2014.

Approximately 700 individuals were affected by this closure.

During the program year, the Cumberland's WIA served 183 trade participants who were eligible for retrain-

ing and others who choose to continue in the workforce find employment.

The CWIB established a goal of assisting local boards of education as they worked to have more students college and career ready.

A major focus was placed on those seeking career readiness.

Assistance has been and will continue to be given as everyone works to increase the readiness of students through gaining occupational and soft skills.

These skills will better prepare and lead them to becoming a part of the workforce that is needed within the workforce area.



# **Kentucky Career Center** Eastern Kentucky

The adoption of a comprehensive, five-year strategic plan in 2013 continued to drive the work of the Eastern Kentucky Concentrated Employment Program (EKCEP) in 2014.

EKCEP's work included initiatives that not only provide job seekers access to an array of services and training in the agency's 23-county service area, but also move toward a more diverse regional economy to help offset the sharp decline in the region's coal industry.

EKCEP led or partnered in a number of grant-funded initiatives in 2014, including its Hiring Our Miners Everyday (H.O.M.E.) jobs initiative for former coal industry workers and spouses.

Funded by a \$12.7 million National Emergency Grant (NEG) from the USDOL's Employment and Training Administration, H.O.M.E. helps workers and their spouses affected by the coal-industry downturn identify their skills, determine new career options, enter classroom training, and/or get placed into subsidized on-the-job training (OJT) positions with area employers.

More than 2,200 people have enrolled in H.O.M.E. since it began in 2013, including several hundred during PY 2014. Of that total, more than 1,100 obtained em-

ployment while nearly 800 more received training or internships with new employers.

EKCEP also applied for and received funds to serve non-coal workers who lost jobs due to the economic effects of a coal decline.

With a \$7.5 million NEG from the USDOL, EKCEP launched its Community Impact initiative in January 2015. This initiative will serve 685 dislocated workers who were laid off from jobs in sectors outside of coal.

Services under Community Impact are similar to H.O.M.E. and include career advising and coaching, tuition for training and wages for OJT with area employers.

A large number of EKCEP's efforts over the past year involved collaborative relationships with area nonprofits and educational organizations that shared the goal of providing work or training opportunities for area residents.

EKCEP collaborated with grassroots community organizations

and Southeast Kentucky Community and Technical College to form the Selling to the World entrepreneurial mentoring initiative.

EKCEP applied for and received private grant funding from The New York Community Trust to create and advance the Selling to the World entrepreneurial mentoring initiative, which provides intensive mentoring and hands-on business training to regional artisans who already produce high quality products but could dramatically grow their businesses by online marketing.

EKCEP is also serving as the backbone agency for Kentucky's \$20 million Paths 2 Promise SNAP Employment and Training Grant, working with Kentucky's Cabinet for Health and Family Services

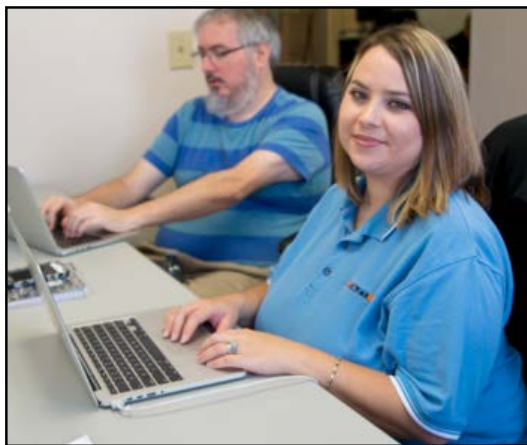
to provide direction and leadership.

Paths 2 Promise was developed as a pilot project to deliver employment and training services to recipients of assistance

from the Supplemental Nutrition Assistance Program (SNAP).

The project's goals are to reduce SNAP dependency and increase the work requirements and overall efforts of SNAP recipients in the eight-county, federally designated Promise Zone region in Eastern Kentucky.

Paths 2 Promise is slated for a full launch in January 2016.



EKCEP also used \$569,000 in grant funds from Kentucky to implement the Kentucky Career Center Get Opportunity (KCCGO!) program at its Kentucky Career Center JobSight locations in Hazard and Pikeville.

Funded under an overall \$6.1 million NEG from the USDOL, KCCGO! is designed to implement new or expand local and regional job-driven partnerships that will serve more dislocated workers and long-term unemployed and achieve better employment-related outcomes for this group of workers.

### **Building a Tech Sector in Eastern Kentucky**

EKCEP is the lead agency in Eastern Kentucky's version of the White House's TechHire initiative, convening regional and statewide partners including employers, educators, training providers and other key leaders to move the promising sector forward.

TechHire works to increase employment in information technology (IT) fields through accelerated training, internships and apprenticeships, identifying/developing job opportunities and matching job seekers to those opportunities.

Through TechHire, EKCEP may apply for grants from a \$100 million fund set aside by the U.S. Department of Labor for projects that encourage and advance innovation, IT training and economic development.

In March 2015 at Hazard Community and Technical College, nearly 100 regional and national employers, state and federal partners, and higher education and nonprofit leaders convened to begin strategic planning for Eastern Kentucky's



TechHire initiative.

Hosted by EKCEP and its KCC JobSight workforce network, the meeting began the process of building upon the vision that the region can work toward creating a tech economy and position its workforce to take advantage of the high demand for tech workers.

In what has become a first step in supporting private tech investment in Eastern Kentucky, EKCEP partnered with Pike County businessmen Charles "Rusty" Justice and M. Lynn Parrish in the creation of Bit Source, a private company with a vision of training laid-off coal workers to transition into new careers as computer coders.

Bit Source recruited laid-off coal industry workers who had computer skills and a logic-based, problem-solving mindset for the initial training cohort of 10 people.

Nearly 900 people applied for the 10 coding training slots. Bit Source provided five months of expert computer-coding training to be followed by on-the-job training for six months as trainees began actual work as junior coders, writing code for mobile apps, websites and other commercial products.

Additionally, EKCEP has assisted another start-up Eastern Kentucky software development firm, Millcreek Software, in Breathitt County, in locating a qualified tech

intern to train as a software developer for the company. As was the case with Bit Source's internships, EKCEP is providing 100 percent of that intern's wages for a training period of 26 weeks.

EKCEP also entered into a partnership with Big Sandy Community and Technical College in development of the college's new Fast Track Information Technology training program.

The 12-week program provides a combination of both soft-and hard-skills training, which includes instruction in various computer-coding languages.

### **Employer Engagement**

EKCEP hosted multiple job fairs in an effort to connect hiring employers with area job seekers. With its Kentucky Career Center JobSight workforce network, more than 1,300 job seekers attended.

Teleworks USA hosted a series of virtual job fairs for Sutherland CloudSource, a national provider of telework customer service jobs for national companies.

As a result of this employee recruitment success through Teleworks USA, Sutherland CloudSource recently committed to bring 200 seasonal telework jobs to Eastern Kentucky directly through Teleworks USA, with the goal that at least 100 of those jobs will become full-time telework jobs with full benefits.

EKCEP's first Mega Job Fair attracted more than 300 people to the Kentucky Career Center JobSight in Hazard, with representation from nearly 30 employers.

# Kentucky Career Center Green River

Each year, the Green River Local Workforce Area partners with various community institutions to spread education and resources regarding job attainment and career advancement.

## Health Career Exploration Day

In an effort to meet the shortages in the high-demand and high-growth field of healthcare, the Green River Local Workforce Area partnered with Ohio County Hospital to offer the sixth annual Bring the Best Back Home event on April 24, 2015.

There were 100 students from Ohio County High School invited to learn about job opportunities in the healthcare field as well as see the day-to-day operations of the hospital.

## Youth Summit 2015

The Green River Local Workforce Area partnered with the Owensboro Parks and Recreation Department to host the 2015 Youth Summit at Kentucky Wesleyan College on March 10, 2015.

The summit featured educational sessions conducted by community leaders, business professionals and educators.

The event provided a forum for area youth to express their opinions and receive advice and information to improve their lives and their communities.

Approximately 400 students from local middle and high schools attended.

## Manufacturing Day

The Green River Local Workforce Area's Workforce Development team partnered with Century Aluminum to present Manufacturing Day tours for local middle and high school students on Oct. 3, 2014.

"This is a great way to introduce students to the manufacturing work environment," said Michelle Drake, Green River Area Development District's business and training administrator.

"Manufacturing is a critical sector of the economy that has been deemed as high-growth, high-demand for our area," Drake added. "It is of utmost importance that we focus on workforce challenges, trends and

future goals to help align our services with the needs of area employers to ensure continued success."

Manufacturing Day addresses common misperceptions about the industry by giving manufacturers an opportunity to open their doors and show, in a coordinated effort, what manufacturing is — and what it isn't.

By working together during and after Manufacturing Day, manufacturers will begin to address the skilled labor shortage they face, connect with future generations, take charge of the public image of manufacturing and ensure the ongoing prosperity of the whole industry.



*Students attend Health Career Exploration Day at the Ohio County Hospital.*

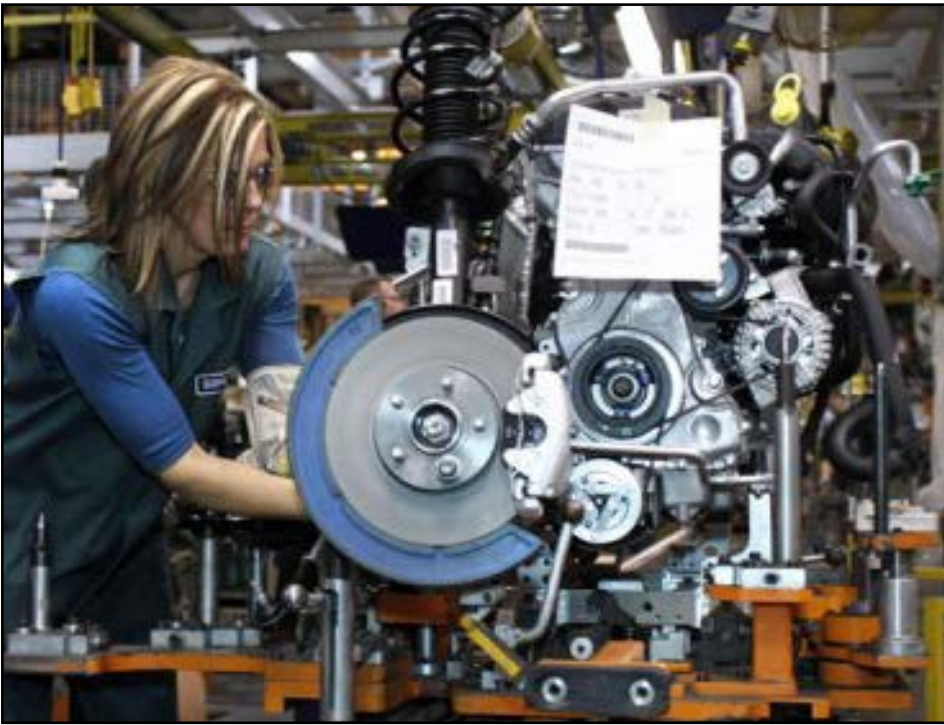
The rallying point for a growing mass movement, Manufacturing Day empowers manufacturers to come together to address their collective challenges so they can help their communities and future generations thrive.

## Green River Business Services Team

The Green River Business Services Team assisted Patriot Coal and the approximate 600 dislocated coal miners.

Several rapid response meetings were conducted for





*The Green River Local Workforce Area's Workforce Development team partnered with Century Aluminum to present Manufacturing Day in October 2014.*

the dislocated miners of Patriot Coal by the Green River Local Workforce Area and the Kentucky Career Center.

Following the rapid response meetings, Kyndle and other Business Services Team partners put together the job fair with area employers with open positions.

Several dislocated miners were able to use Adult Education in order to gain knowledge in basic skills to be more employable to area employers.

Many miners were able to enter full-time employment following the job fair, and on-the-job training contracts were established.

## Industry Partnerships

In order to create partnerships that encourage employers to build a talent pipeline and support targeted industry sectors, the Educa-

tion and Workforce Development Cabinet awarded grants totaling approximately \$50,000 to the Regional Alliance for Education.

This grant will support the continued viability of advanced manufacturing and transportation sectors

in the Green River Region.

It is the intention of the partnership to focus on addressing diversity through the promotion of females in the workforce.

Implementation of the project will strengthen the skill level of the current and future manufacturing and automotive workforce by developing a long-term strategy that ensures a diverse pipeline of highly trained technicians is available to support future workforce needs.

## Work Ready Communities

The Kentucky Workforce Investment Board certified all seven counties in the Green River Local Workforce Area.

Daviess and Henderson counties have been designated as Work Ready Communities, while Hancock, McLean, Ohio, Union and Webster counties are Work Ready Communities In-Progress.

The Green River Local Workforce Area was the first in the state to have a Work Ready Region.



*Job fairs organized by the Green River Local Workforce Area and other partners are just some of the many successful events that took place in the area during the 2014 program year.*

# Kentucky Career Center

## KentuckianaWorks

### Code Louisville creates tech-savvy workforce in KentuckianaWorks

Since its inception in 2013, Code Louisville has graduated 150 computer software coders. More than 120 of those students graduated in May 2015 after the White House shined the national spotlight on Code Louisville and a \$2.9 million grant from the federal Workforce Innovation Fund allowed the program to expand and cover the 13-county Greater Louisville region over the next three years.

Accolades keep piling up for Code Louisville: in March 2015 Louisville was named one of 21 cities to participate in the White House TechHire initiative to connect middle-class Americans to technology jobs. In April, President Obama visited Louisville to promote TechHire and recognize Code Louisville as a model for the national initiative. In September, Code Louisville was recognized for its rapid growth and innovation by EnterpriseCorp, an arm of Greater Louisville Inc.

"Louisville is leading the nation to solve the high-tech skills gap, arming citizens with the knowledge

they need to have fulfilling careers, and businesses with the trained workers they need to be successful," said Mayor Greg Fischer. "We're fired up about that."

Code Louisville is a free training offered by KentuckianaWorks, Greater Louisville's Workforce Development Board, to prepare people for computer software coding jobs. Code Louisville classes last 12 weeks. Students can train in either front-end Web development, back-end Web development or mobile development. After completing one 12-week course, students can take another 12-week course to gain more coding skills.

Students work to complete assignments on the Treehouse learning platform and are assigned individual projects around each student's schedule (usually 10-12 hours a week). Students also meet once a week for two hours with mentors and fellow students during the course.

Students build projects through the Treehouse assignments and additional challenges that can be collected in a portfolio to show prospective employers. Workforce readiness programs also are available to Code Louisville students. Those who successfully complete one or more of the 12-week courses and demonstrate a strong portfolio have the opportunity to meet with employers who are hiring.

Currently, there are several thousand jobs for computer coders in the Greater

Louisville region. Salaries for these positions start at \$45,000-\$60,000 with no degree necessary. By 2020, it is estimated that there will be more than 10,000 coding and programming jobs in the region.

Code Louisville is working to meet the needs of local employers by training a minimum of 850 coders by



*Louisville Mayor Greg Fischer presents keys to the city to members of the Coding at the Beech program, which taught coding to high school students after school.*



2017. The fall class and the January 2016 classes are at capacity, and students are enrolling in the April 2016 class.

Code Louisville students come from diverse backgrounds, cultures and education levels. Students range in age from 18 to over 60. More than 30 graduates have been placed in jobs; many others are currently interviewing.

In addition to working with adults, the Code Louisville program offered free coding training to high school students living in Beecher Terrace, one of Louisville's housing projects.

The youth used the same Treehouse platform and assignments as the adult program.

Those who completed the coding class were given a notebook computer and the opportunity to be founders of Beech Technologies, a company that helps local businesses create websites at an affordable cost.



*President Barack Obama spoke at the Indatus technology company in Louisville on April 2, 2015, praising the city's efforts to provide rapid training for higher-paying tech jobs including the Code Louisville initiative created by KentuckianaWorks.*



*A Code Louisville mentor, center, works with students during a weekly meet-up.*

# Kentucky Career Center

## Lincoln Trail

### New facility opening

In May 2015, the new Elizabethtown location of the Kentucky Career Center opened.

Located with the Elizabethtown-Hardin County Industrial Foundation, near many of Elizabethtown's larger industrial employers, the new career center location houses all partners and enables seamless, enhanced services to job seekers and employers in a single location.

Bringing these tenants under a single roof fosters stronger connections between workforce and economic development, positioning local communities to better meet workforce demands, create new career opportunities and encourage growth.

An overall emphasis on business

services also is reflected in the new space, offering convenient and accommodating space for custom business services such as job fairs and offsite interviews.

### Certification

Kentucky Career Center locations in Leitchfield, Lebanon and Bardstown earned affiliate certification, and the Elizabethtown location earned comprehensive certification during the 2014 program year, affirming a commitment to customer focus and unified services for all job seekers and employers.

### Outreach

The Kentucky Career Center staff and the Lincoln Trail Workforce Development Board also continued outreach efforts during the 2014 program year to build and strengthen partnerships through-

out the region and increase awareness of the services provided to job seekers and employers. Manufacturing Day 2014 outreach is an example of these efforts.

Business leaders, educators, community officials and others received a letter recognizing the importance of manufacturing, a priority sector and encouraged them to participate in Manufacturing Month activities.

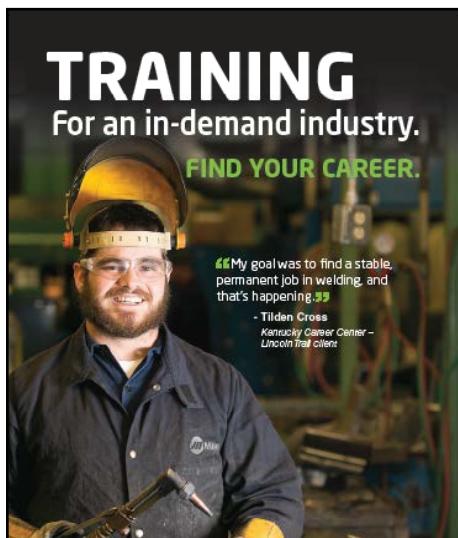
The sector's value was also highlighted in digital platforms and a series of newspaper columns called *Work Matters*.

Coordinated by the Kentucky Career Center and Lincoln Trail Workforce Development Board, *Work Matters* is an ongoing bi-weekly column that shares a variety of workforce development news.

### 100 Ideas for NOW (New Opportunities Waiting)

This was a partnership between the Kentucky Career Center, Kentucky Innovation Network, Small Business Development Center and Elizabethtown Community and Technical College to connect prospective entrepreneurs to established entrepreneurs and potential investors to create the next big idea.

Two events were held in the region – one in Hardin County and one in Marion County, providing attendees with a variety of resources to get their business ideas started such as a brainstorming session, access to a panel of local entrepreneurs, opportunity to create an elevator pitch and a future chance to present their business idea to the Lincoln Trail Venture Group.





# Kentucky Career Center

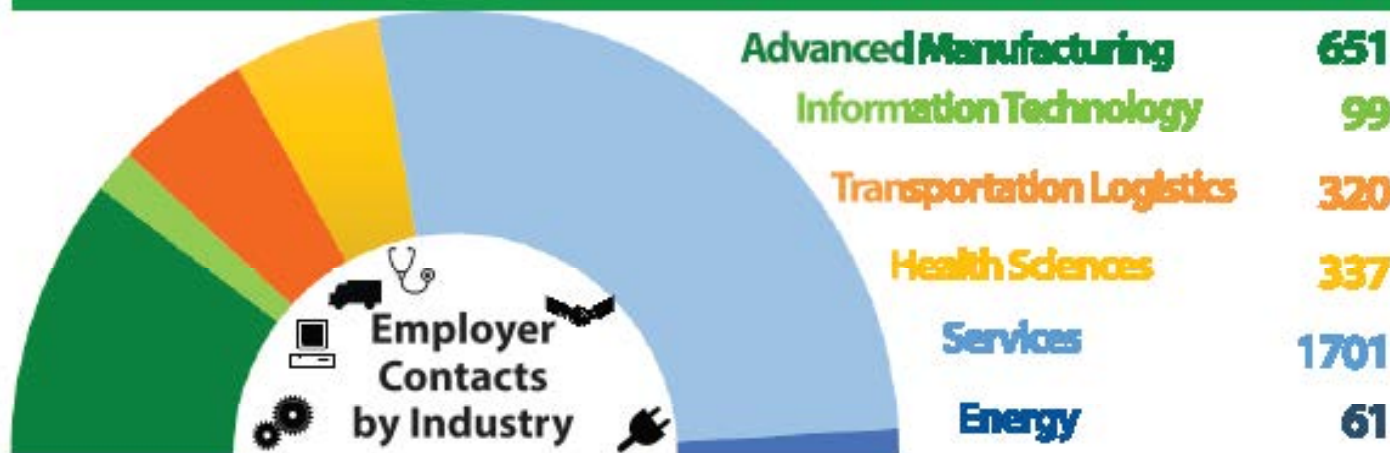
## Northern Kentucky

At A Glance FY15

### Defining Success...

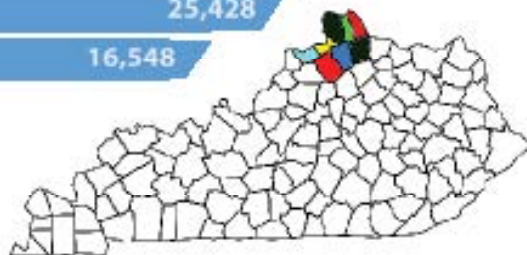
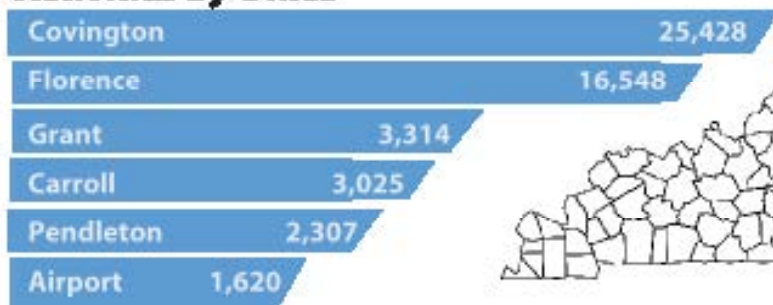


### Those We Serve...



### In the Community...

#### Activities by Office



#### Job Fair Statistics

**10 Job Fairs**  
**In 6 Counties**  
**2091 Registered Attendees**  
**439 Registered Employers**  
**376 Veterans or Spouses**  
**156 Confirmed Hires**

# Kentucky Career Center TENCO

## Business Services Team

The TENCO Workforce Development Board meets business needs by developing strong sector partnerships, training opportunities directly related to high-demand, high wage occupations and providing individualized business services.

In order to meet the business needs and guide job seekers in career paths, it is vital that the TENCO Business Services Team sees firsthand how businesses operate.

The Business Service Team toured the underground mines of Maysville's Carmeuse Lime and Stone, a leading global producer of lime and high calcium limestone.

Carmeuse Lime and Stone was established in Belgium more than 150 years ago.

It employs approximately 185 workers in its Maysville location and has production facilities throughout North America, Europe, Asia and the Middle East.

## Meeting the demands of business

The TENCO board supported a new nine week lineman program developed by Maysville Community and Technical College (MCTC) – Rowan Campus.

Based on the demands and needs of multiple energy companies such as Grayson Rural Electric, East Kentucky Power, Kentucky Utilities LGE, Mountain Telephone, Pike Electric and Fleming Mason Energy, the program trained potential workers, which should help these companies fill immediate job openings.

TENCO residents were traveling for hours to get the training necessary to successfully gain work as a lineman, which greatly reduced the number of applicants that was needed in the area.

That's when a partnership was



*The Business Service Team toured the underground mines of Maysville's Carmeuse Lime and Stone, a leading global producer of lime and high calcium limestone. Going on these tours is one way the business service teams strive to better understand how area businesses operate.*





*The Kentucky Workforce Investment Board recognized the Kentucky Career Center in Maysville at the August Board meeting, held at Papa John's Cardinal Stadium in Louisville.*

developed between MCTC, regional businesses and the TENCO WDB.

While MCTC provided the instructors, space and opportunity, businesses provided many of the supplies that gave students an advantage of real life experiences, and the TENCO WDB provided training scholarships for the students.

The lineman training recently held its graduation, with 80 percent of the students graduating with both a lineman certificate and a commercial driver's license, which was a requirement for the businesses involved in the curriculum design.

### **Career Center Certification**

The TENCO WDB certified the Kentucky Career Center in Maysville as a full- service career center in May.

The certification affirms the career center's commitment to a customer centric focus and the provision of unified services to job seekers and employers.

The Kentucky Workforce Investment Board

recognized the Kentucky Career Center in Maysville at the August board meeting.

### **Job fairs**

As the economic conditions improve, many local businesses have used available business services through the TENCO board to meet their hiring and retention needs.

Three regional job fairs and seven specialized job fairs were held where businesses partnered with the Kentucky Career Center to ensure unique needs were met.

The Mason County Regional Job Fair was selected for recognition by TENCO. Five partnering agencies planned the event, which resulted in 28 businesses with openings and 503 well-prepared job seekers attending.

Job seekers were provided completed online and hard copy applications onsite with the help of Kentucky Career Center staff.

Other services available included the National Career Readiness Certificate, training opportunities and salon stylists to discuss how to look your best.



# Kentucky Career Center Western Kentucky

## West Kentucky Workforce Investment Board funding announcement

Congressman Ed Whitfield, Gov. Steve Beshear and Education and Workforce Development Cabinet Secretary Thomas Zawacki announced the USDOL funding for a National Emergency Grant for approximately \$4.5 million on March 13, 2015 in the Emerging Technology Center located on the West Kentucky Community and Technical College campus in Paducah.

The funding assists workers and their families impacted by the closing of the Paducah Gaseous Diffusion Plant (PGDP). This is a direct grant awarded to the West Kentucky Workforce Investment Board (WKWIB) to expand assistance to former employees of the PGDP and to provide training for their spouses.



*A National Emergency Grant for approximately \$4.5 million assisted workers and their families impacted by the closing of the Paducah Gaseous Diffusion Plant in March.*

## Operation Workforce

WKWIB granted funds for Operation Workforce events that highlighted workforce activities, local industries, employee preparedness and workforce

information to benefit the citizens of the 17 counties comprising the Purchase/Pennyryle Local Workforce Investment Area.

The WKWIB requested that counties present a collaborative effort led by the Chamber of Commerce and/or the Economic Development agency, or in areas without these functioning entities, city/county governments.

Local educational entities including the community colleges were encouraged to be involved. Events could range from simple community career/job fairs, introduction of industries to the community, to more customized local needs of special skills/sector showcases.

Communities were encouraged to customize their events to meet local needs.

## Regional Career Pathways Expo - Christian, Todd, Trigg counties

On March 6, 2015, an all-day event began with Christian, Todd and Trigg County high school juniors and seniors attending the morning session at the James E. Bruce Convention Center in Hopkinsville. An employer panel gave insight to students on industrial hiring requirements. The afternoon session included a hiring fair with more than 50 booths as well as job search and resume workshops.

## Workforce Resources Showcase - Hopkins County

Held on Nov. 6, 2014 at Parkway Plaza Mall, the event highlighted agencies and organizations that could assist job seekers to overcome barriers they may have in securing a suitable job in the area. Special events included speed interviewing and Interview Do's and Don'ts Style Show.

## KCCGO! success

Michael W. Robertson lost his job in September 2014 and was desperately struggling to find another one. He had many ongoing discussions with WKWIB staff at the Kentucky Career Center during his job search.

The career center staff informed him of all of the opportunities within his reach that were available through the center and its partners.

Robertson learned from career center staff about a new program called Kentucky Career Center Get Opportunity (KCCGO!). Robertson attended



*Michael Robertson*

the KCCGO! orientation session on Feb. 5, 2015 and was referred to workforce staff for further guidance and career counseling.

Robertson began truck driver training through a partnership with Lake Cumberland CDL Training School, Inc. and Hopkinsville Community College's Workforce Solutions. Robertson completed training and earned his commercial driver's license. Robertson is employed by Jones Brothers Towing and Trucking in Hopkinsville.

"I am thankful for the opportunity to have met such a caring, kind and professional staff at the Kentucky Career Center in Hopkinsville and most appreciative that the staff did not hesitate to point me in the right direction so that I could gain employment and an opportunity for growth," Robertson said.

### **Veteran re-entry to the workforce**



*Colby Pryor*

Jason "Colby" Pryor had been searching for a job since he was honorably discharged from the Marine Corps in February 2014. He had no postsecondary degree but wanted to use the skills he had acquired during the five service years he was an aircraft mechanic to help him land a job.

Pryor had completed the National Career Readiness Certificate and scored high enough to qualify for a silver certificate

as required for new hires at Berry Plastics in Madisonville.

He was eligible for on-the-job training as a dislocated worker and began his training at Berry Plastics on June 17, 2014 as a maintenance technician making \$20.66 per hour. He completed his training at Berry Plastics five weeks later.

Pryor continued his maintenance tech position at Berry Plastics in the tooling area.

The pay and benefits help support his family with a 4-year-old daughter and a new baby on the way.

### **Work Ready Communities**

All 17 counties in the WKWIB region are working to become Work Ready Communities.

Nine counties in the region were certified during the program year, and six of the counties are in the formative stage while four are working on renewal certifications. All counties continue to have regular meetings to improve their required matrix.



*Hopkins County earns Work Ready In Progress.*



*Hickman County earns Work Ready In Progress.*

# Program Results

# Cost of Program Activities Relative to Program Outcomes

July 1, 2014 - June 30, 2015

|                               | <b>PY 2014<br/>Expenditures<br/>(Formula<br/>funds)</b> | <b>PY 2014<br/>Customers<br/>Served</b> | <b>PY 2014<br/>Exiters</b> | <b>PY 2014<br/>Cost Per<br/>Customer<br/>Served</b> | <b>PY 2014 Cost<br/>Per Customer<br/>Exited</b> |
|-------------------------------|---|---|----------------------------|---|---|
| <b>Adults</b>                 | \$14,177,026  | 4,496*                                  | 3,410                      | \$3,153   | \$4,157   |
| <b>Dislocated<br/>Workers</b> | \$7,166,879   | 3,406                                   | 2,365                      | \$2,104   | \$3,030   |
| <b>Youth</b>                  | \$11,357,525  | 3,420                                   | 2,158                      | \$3,321   | \$5,263   |

*\*Does not include 169,671 adult self-service only*

Kentucky is improving the efficiency and effectiveness of its workforce services and programs as evidenced by the data indicating Kentucky is .2 percentage points below the national unemployment rate.

Much of the success is contributed to the many strategic initiatives introduced by KWIB in 2012 through the WORKSmart Kentucky strategic plan.

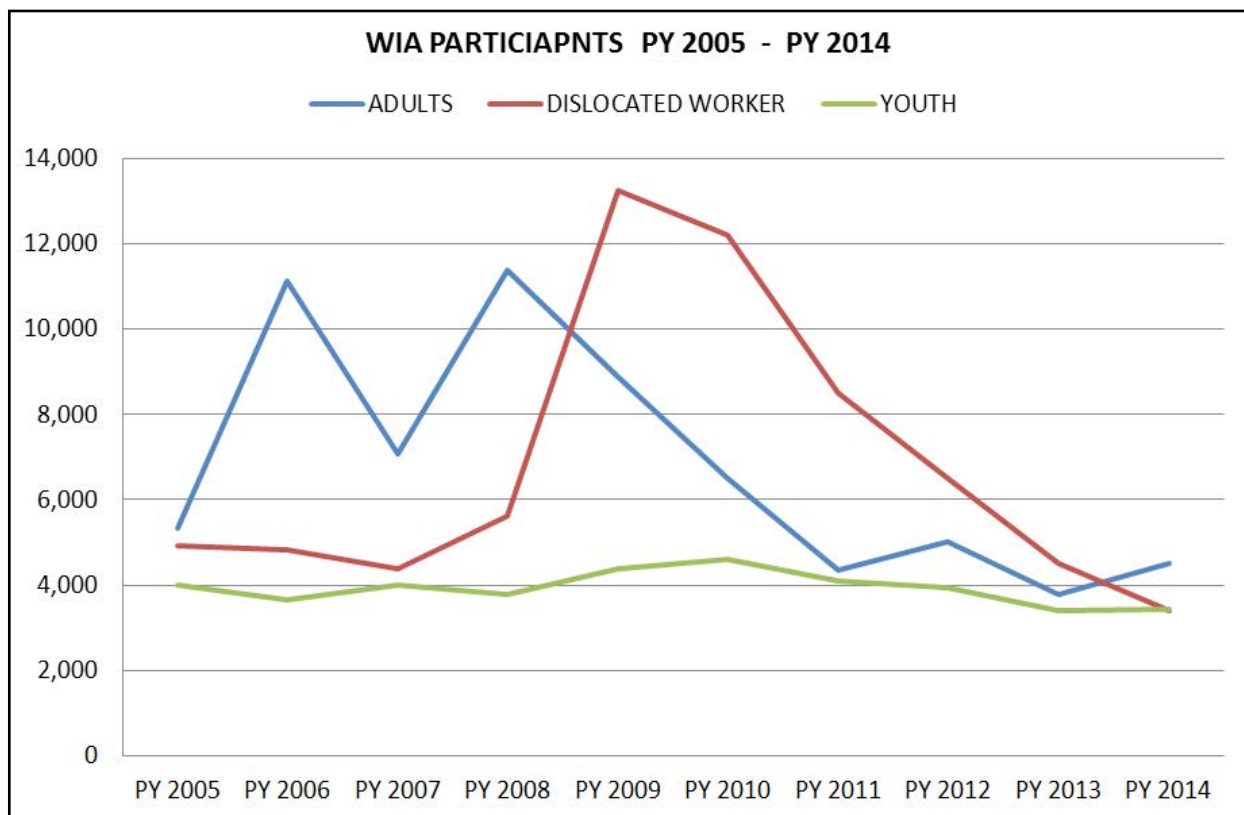
The number of dislocated worker participants remains well below the average of the previous 10-year period

as the economy continues to improve.

In fact, the number of dislocated workers served was at its lowest point since 2004.

The number of WIA-enrolled dislocated workers served was 3,406 - a decline of 1,097 from the previous year for an approximate 24 percent decrease.

This is a noticeable decline since PY 2009 - PY 2013 average of 8,991 dislocated workers served.



WIA-enrolled adult participants receiving intensive and training services showed a 16-percent increase from PY 2013.

The number of adult customers seeking services (other than intensive and training) dropped 20 percent or 42,372 – from 212,043 to 169,671.

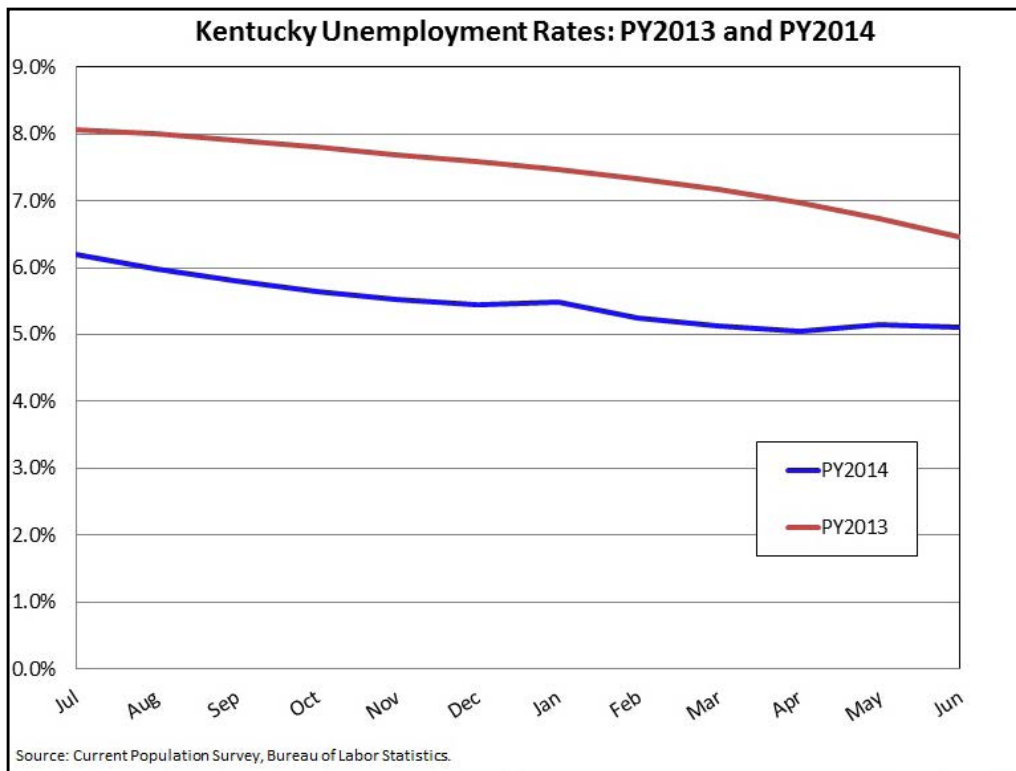
The number of youth participants has remained steady since PY 2005 with the last

two years being the lowest number served.

Data indicates there were only 11 more participants served in PY 2014 than in PY 2013.

The PY 2014 number of youth participants served was 3,420, with 65 percent (2,240) in the younger youth category and 35 percent (1,180) in the older youth category.





## July 1, 2014 - June 30, 2015

Kentucky's unemployment rate averaged 5.5 percent in PY 2014 compared to 7.4 percent a year earlier and 8.1 percent in PY 2012.

The national labor market has followed a similar track with a steady drop in the unemployment rate. The U.S. unemployment rate fell to 5.7 percent in PY 2014 compared to 6.8 percent a year earlier.

The year started in July 2014 with Kentucky's unemployment rate at 6.2 percent, the same as the national average.

Compared to other states, Kentucky had the 31st lowest rate with North Dakota as the lowest at 2.7 percent and the District of Columbia with the highest rate at 7.8 percent.

The year ended in June 2015 with Kentucky's situation improving considerably.

The state unemployment rate was 5.1 percent compared to a national average of 5.3 percent.

Kentucky moved up eight spots to a ranking of 23rd. Nebraska had the lowest unemployment rate of 2.6 percent and West Virginia the highest rate of 7.4 percent.

The job situation in Kentucky improved markedly in PY 2014.

The nonfarm employment data - or jobs data - is provided by the Bureau of Labor Statistics' Current Employment Statistics program.

This is a survey of business establishments that excludes jobs in agriculture and people who are self-employed.

In PY 2014 nonfarm employment increased by 2.0 percent, considerably higher than the 1.3 percent gain in PY 2013.

The largest percentage gains were in the area of goods production with construction expanding by 5.2 percent and manufacturing durables by 5.1 percent.

Professional and business services added 9,100 new jobs with an expansion of 4.4 percent.

The mining sector, in sharp contrast to gains in almost all sectors of the economy, declined by 5.7 percent.

Competition from cheap and plentiful fuels like shale oil and gas has sharply dampened the once vigorous coal mining industry.

# WIA Financial Statement

## WIA Financial Statement Program Year 2014-2015

| Operating Results                      | Available              | Expended  | Percentage Expended               | Balance Remaining |
|--|------------------------|---|-----------------------------------|-------------------|
| <b>Total All Formula Fund Sources</b>  | \$ 59,306,965.53       | \$ 37,494,008.97                                    | 63%                               | \$ 21,812,956.56  |
| Current Year Funds                     | \$ 38,816,894.00       | \$ 19,289,115.10                                    | 50%                               | \$ 19,527,778.90  |
| Carry in Monies (Non-Additive)         | \$ 20,490,071.53       | \$ 18,204,893.87                                    | 89%                               | \$ 2,285,177.66   |
| <b>Adult Program Funds</b>             | \$ 11,017,203.58       | \$ 7,329,905.49                                     | 66.53%                            | \$ 3,687,298.09   |
| Carry in Monies (Non-Additive)         | \$ 6,948,312.69        | \$ 6,847,120.37                                     | 98.54%                            | \$ 101,192.32     |
| <b>Dislocated Worker Program Funds</b> | \$ 9,364,714.09        | \$ 3,565,293.92                                     | 38.07%                            | \$ 5,799,420.17   |
| Carry in Monies (Non-Additive)         | \$ 4,194,858.74        | \$ 3,601,585.19                                     | 85.88%                            | \$ 593,273.55     |
| <b>Youth Program Funds</b>             | \$ 10,837,337.95       | \$ 6,053,749.98                                     | 55.88%                            | \$ 4,783,587.97   |
| Carry in Monies (Non-Additive)         | \$ 5,873,334.69        | \$ 5,303,774.62                                     | 90.30%                            | \$ 569,560.07     |
| <b>Rapid Response Funds</b>            | \$ 3,492,751.85        | \$ -  | 0.00%                             | \$ 3,492,751.85   |
| Carry in Monies (Non-Additive)         | \$ 2,644,424.32        | \$ 1,700,918.67                                     | 64.32%                            | \$ 943,505.65     |
| <b>Statewide Activity Funds</b>        | \$ 4,104,888.53        | \$ 2,340,165.71                                     | 57.01%                            | \$ 1,764,722.82   |
| Carry in Monies (Non-Additive)         | \$ 829,141.09          | \$ 751,495.02                                       | 90.64%                            | \$ 77,646.07      |
|  |                        |   |                                   |                   |
| <b>Cost Effectiveness</b>              | <b>C/E Ratio</b>       | <b>Period of Availability on Balance Remaining:</b> |                                   |                   |
| Overall All Program Strategies         | \$ 4,122               | Through June 30, 2016 (PY 2013 funds)               |                                   | \$ 2,285,177.66   |
| Adult Program                          | \$ 4,157               | Through June 30, 2017 (PY 2014 funds)               |                                   | \$ 19,527,778.90  |
| Dislocated Worker Program              | \$ 3,030               | Balance Remaining                                   |                                   | \$ 21,812,956.56  |
| Youth Program                          | \$ 5,283               |   |                                   |                   |
|  |                        |   |                                   |                   |
| <b>Other OET Projects</b>              | <b>Award Amount</b>    | <b>PY 2014 Expended</b>                             | <b>Balance (C/Fwd to PY 2015)</b> |                   |
| Dislocated Worker NEG's:               | \$ 7,415,453.00        | \$ 1,697,484.58                                     | \$ 5,717,968.44                   |                   |
| Other Grants:                          | \$ 690,154.52          | \$ 690,154.52                                       | \$ -                              |                   |
| <b>Grand Total Other Projects</b>      | <b>\$ 8,105,607.52</b> | <b>\$ 2,387,639.08</b>                              | <b>\$ 5,717,968.44</b>            |                   |

In PY 2014, Kentucky had available more than \$13.5 million in formula dislocated worker funds and expended nearly 53 percent or nearly \$7.2 million.

In PY 2013, available dislocated worker funds totaled just more than \$14 million and expenditures were reported at nearly \$8.8 million.

Kentucky spent more than \$1.7 million or 28 percent of available Rapid Response funds in PY 2014 compared to approximately \$2.8 million or 51 percent available in 2013. More than \$303,000 was transferred from the adult to the dislocated worker program.

The number of dislocated workers who received training under the Trade Act is included in the total number of dislocated workers.

Trade-affected participants receiving training are co-enrolled in the dislocated worker program in order to receive the wraparound services to ensure the participant is successful in completing training and obtaining employment that pays a family-sustaining wage.

The number of active dislocated worker trade participants during PY 2014 was 1,775 with 718 in training.

Training expenditures for dislocated workers qualifying for services under the Trade Act totaled more than \$4.3 million.

Nearly \$2.1 million was expended for trade administration and case management from trade funds and nearly \$1 million from Rapid Response funds for trade case management.

Additionally, 633 dislocated workers received services through three National Emergency Grants (NEG).

Under the Dislocated Worker Training NEG, 249 participants were enrolled in training. Under the Comair NEG, 182 participants received workforce services and the Job-Driven NEG (KCCGO!) provided career management, supportive services, work experience and classroom training to 202 participants.

The availability of Adult funds increased slightly from PY 2013 - \$17,885,825 in PY 2013 compared to \$17,965,516 in PY 2014. However, expenditures increased significantly from \$12 million to more than \$14 million. The PY 2014 expenditure rate for adult program funds was 79 percent - compared to 68 percent in PY 2013. Nearly \$2.4 million was transferred from the dislocated worker to the adult program.

Kentucky continues to provide exceptional services to low-income youth who face barriers to employment.

As depicted in the WIA participant chart, the number of WIA-enrolled youth participants has remained steady since PY 2005.

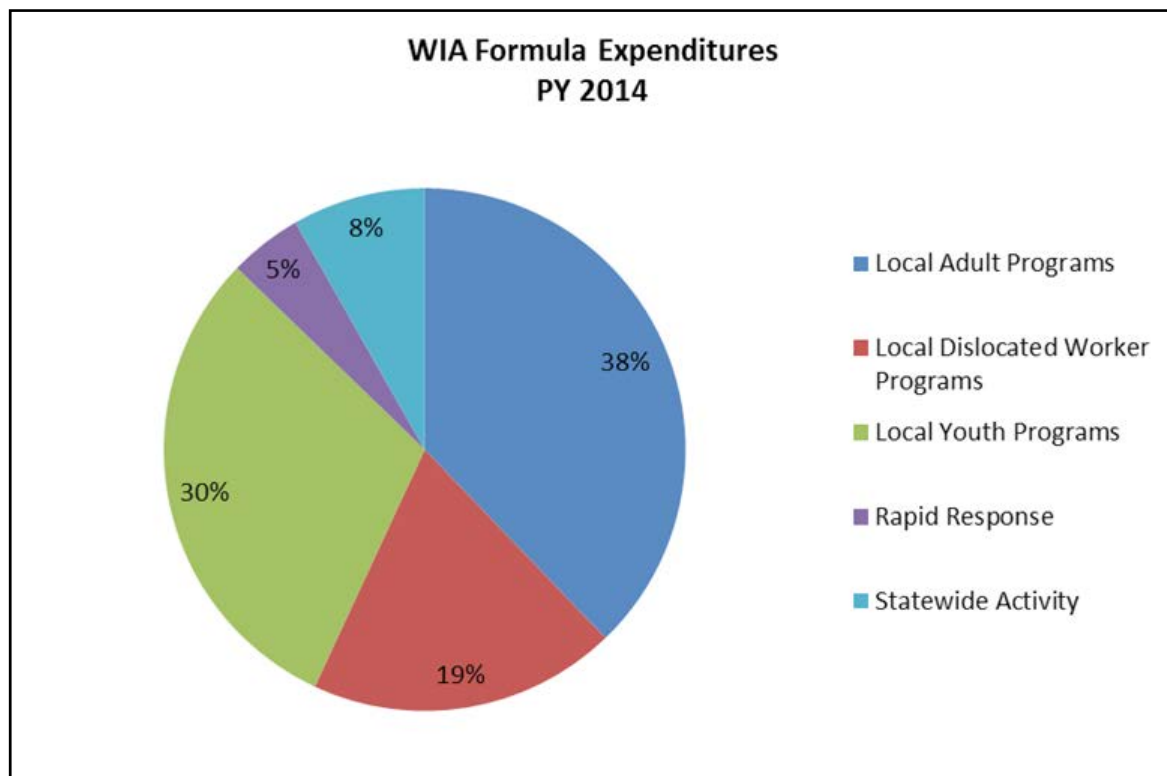
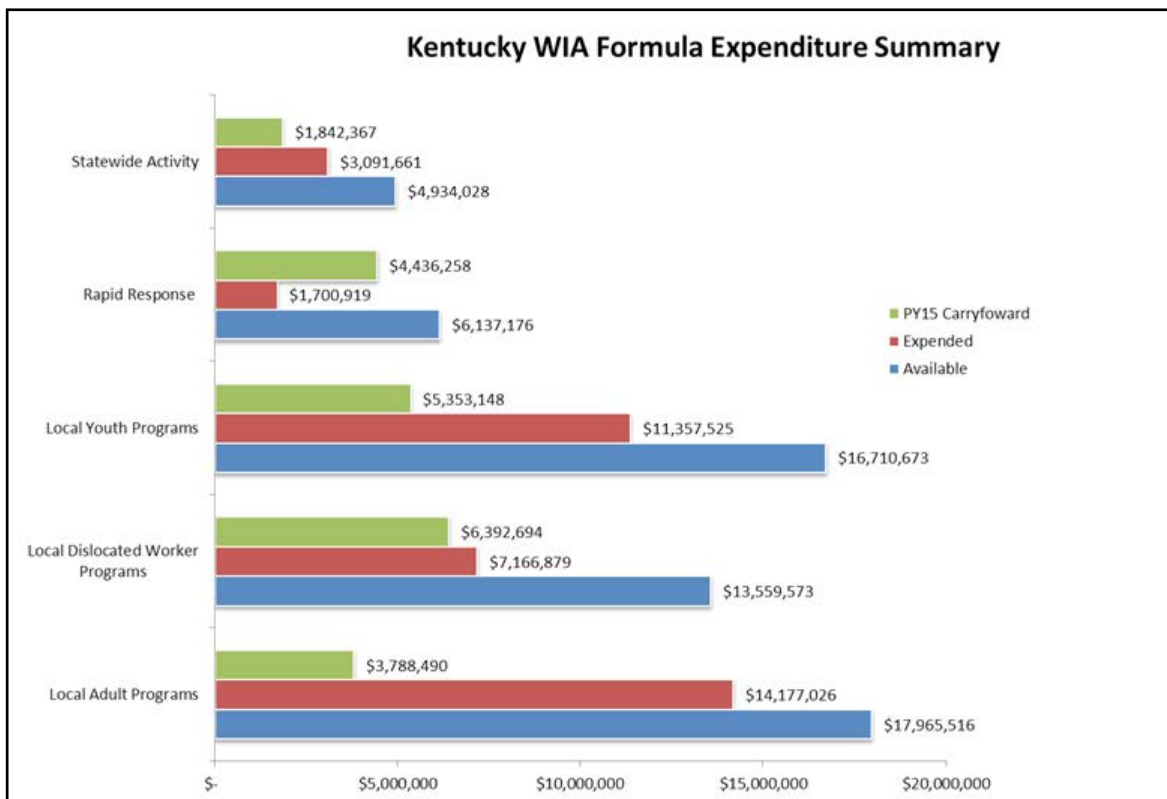
However, expenditures increased by more than 14 percent from \$9,746,788 in PY 2013 to \$11,357,525 in PY 2014.

The expenditure rate increased from 61 percent in PY 2013 to 68 percent in PY 2014.

As the WIA Financial Statement indicates, Kentucky's Statewide Activity expenditure rate significantly decreased from PY 2013 - from 78 percent to 63 percent in PY 2014.

The decrease was largely due to the timing and implementation of several Kentucky Workforce Investment Board initiatives.

# WIA Expenditure Summary





During Program Year 2014, Kentucky spent \$37,494,009 in WIA formula funds.

As represented in the chart, statewide activities constitute approximately 8 percent (\$3,091,661) of the total expenditures.

Rapid Response activities conducted at both the

state and local level represent approximately 5 percent (\$1,700,919) of the total expenditures of which \$949,903 was expended for trade case management at the local level.

Kentucky's LWIAs expended approximately 87 percent (\$32,701,430) of the total expenditures.

|                                  | <b>Available</b>        | <b>Expended</b>         | <b>PY15 Carryforward</b> |
|----------------------------------|-------------------------|-------------------------|--------------------------|
| Local Adult Programs             | \$ 17,965,516.27        | \$ 14,177,025.86        | \$ 3,788,490.41          |
| Local Dislocated Worker Programs | \$ 13,559,572.83        | \$ 7,166,879.11         | \$ 6,392,693.72          |
| Local Youth Programs             | \$ 16,710,672.64        | \$ 11,357,524.60        | \$ 5,353,148.04          |
| Rapid Response                   | \$ 6,137,176.17         | \$ 1,700,918.67         | \$ 4,436,257.50          |
| Statewide Activity               | \$ 4,934,027.62         | \$ 3,091,660.73         | \$ 1,842,366.89          |
| <b>Totals</b>                    | <b>\$ 59,306,965.53</b> | <b>\$ 37,494,008.97</b> | <b>\$ 21,812,956.56</b>  |

Kentucky's total WIA formula fund expenditure rate for PY 2014 is 63 percent, equal to the PY 2013 expenditure rate.

The carry-in funds into PY 2015 are \$21,812,957 compared to the carry-in funds in PY 2014 of \$20,490,072.

Kentucky and local workforce investment areas are committed to meeting the challenges and

implementing the Workforce Innovation and Opportunity Act that will turn the nation's economy around through innovative programs, providing the necessary and vital training services necessary to compete in a global economy.

Below are other grants not included previously in this report.

| Reporting Category  | 6/30/2015              |                        |                        |
|---|------------------------|------------------------|------------------------|
|   | Available              | Expended               | Balance                |
| <b>Dislocated Worker NEG:</b>                                 | <b>\$ 7,415,453.00</b> | <b>\$ 1,697,484.56</b> | <b>\$ 5,717,968.44</b> |
| Dislocated Worker Training                                    | \$ 1,240,897.00        | \$ 1,240,897.00        | \$ -                   |
| KCC GO  | \$ 6,174,556.00        | \$ 456,587.56          | \$ 5,717,968.44        |
| <b>Other Grants:</b>  | <b>\$ 690,154.52</b>   | <b>\$ 690,154.52</b>   | <b>\$ -</b>            |
| PY 2011 Performance Incentive Grant (251PI13 251DW13 251YT13) | \$ 690,154.52          | \$ 690,154.52          | \$ -                   |
| <b>GRAND TOTAL</b>  | <b>\$ 8,105,607.52</b> | <b>\$ 2,387,639.08</b> | <b>\$ 5,717,968.44</b> |

## **Dislocated Worker National Emergency Grants**

Kentucky was awarded three National Dislocated Worker Grants (NDWG) from USDOL: The Comair Airlines Grant; Dislocated Worker Training Grant; and Job-Driven (Kentucky Career Center GO!).

**Comair Airlines Grant** – The Comair National Emergency Grant began when Delta Airlines announced that it would shut down its Northern Kentucky-based Comair Airlines.

Kentucky received a National Emergency Grant for this layoff.

Comair laid off 1,994 workers in Kentucky, Indiana and Ohio. The northern Kentucky local area had 182 participants that they would be able to serve with Airline Transport Pilot rating training and/or training in Northern Kentucky's three high-demand sectors.

These dislocated workers received both Intensive and Training services.

This grant ended March 31, 2015. Total expenditures were \$599,274.

**Dislocated Worker Training Grant** – Kentucky was awarded this grant June 26, 2013. By the end of the grant, Kentucky had served 249 participants who had experienced long-term unemployment.

Outreach was conducted by all Kentucky Career Center partners, including Adult Education and the local workforce investment boards. KCC

coordinated reemployment services that assist long-term unemployed individuals to become job ready.

Career center partners assisted in the areas of resume assistance, job search assistance, soft/performance skill workshops, basic skills assessment, abilities and interests.

Career testing was available to guide participants into appropriate professions based upon aptitude and was available to those in need. Total expenditures were \$1,240,897.

**Job-Driven (KCCGO!)** – The Kentucky Career Center GO! National Emergency Grant began July 1, 2014 and will end Sept. 30, 2016.

As of June 30, 2015, 202 participants have been served in re-employment eligibility assessment programs; career center workshops; and the Kentucky Employment Network program.

These participants also received individual employment plans, National Career Readiness certifications, intensive services workshops, on-the-job trainings and individual training accounts.

Kentucky plans on serving 1,700 long-term unemployed, veterans, those likely to exhaust unemployment insurance benefits and those who have been profiled with barriers when seeking re-employment.

Total expenditures with this grant so far are \$456,588.

# Measuring Success in Difficult Economic Conditions

| WIA and Wagner-Peyser PY 2014 Performance |                               |                   |
|---|-------------------------------|-------------------|
| WIA                                       | PY 2014<br>Negotiated<br>Rate | PY 2014<br>Actual |
| <b>Adult Measures</b>                     |                               |                   |
| Entered employment rate                   | 86.3 %                        | 87.2 %            |
| Employment retention rate                 | 85 %                          | 86.5 %            |
| Average six month earnings                | \$13,000                      | \$12,520          |
| <b>Dislocated Worker</b>                  |                               |                   |
| Entered employment rate                   | 85.5 %                        | 87 %              |
| Employment retention rate                 | 92 %                          | 92.3 %            |
| Average six month earnings                | \$16,250                      | \$16,282          |
| <b>Youth</b>                              |                               |                   |
| Placement in employment or education      | 73.5 %                        | 78 %              |
| Attainment of degree or certificate       | 70 %                          | 71.8 %            |
| Literacy or numeracy gains                | 60 %                          | 56 %              |
| <b>WAGNER-PEYSER</b>                      |                               |                   |
| Entered employment rate                   | 59 %                          | 61 %              |
| Employment retention rate                 | 81 %                          | 82 %              |
| Average six month earnings                | \$14,000                      | \$13,502          |

## Kentucky's 10 Local Workforce Investment Areas PY14 Performance Results

| Adult Measures                        | Exceeded | Met     | Failed  |
|---------------------------------------|----------|---------|---------|
| Entered employment rate               | 9 areas  | 1 area  | 0 areas |
| Entered retention rate                | 7 areas  | 3 areas | 0 areas |
| Average six-month earnings            | 8 areas  | 1 area  | 1 area  |
| <b>Dislocated Worker</b>              |          |         |         |
| Entered employment rate               | 6 areas  | 4 areas | 0 areas |
| Entered retention rate                | 7 areas  | 3 areas | 0 areas |
| Average six-month earnings            | 7 areas  | 3 areas | 0 areas |
| <b>Youth</b>                          |          |         |         |
| Placement in employment or education  | 8 areas  | 2 areas | 0 areas |
| Attainment of a degree or certificate | 6 areas  | 4 areas | 0 areas |
| Literacy and numeracy gains           | 6 areas  | 2 areas | 2 areas |

# Customer Satisfaction Measures

Kentucky implemented a new statewide customer satisfaction process that went live July 1, 2014. The surveys for both the job seeker and employer are posted on the Kentucky Career Center website (<http://kentuckycareercenter.ky.gov>) for convenience to the customer.

Customers visiting the career centers who have received workforce services are encouraged to visit the website and complete the survey. Both the job seeker and employer surveys include questions such as the reason for the visit and how well their needs were met.

## Individual Customer

| To what degree did KCC service meet expectations | Number of respondents | Score (percentage) |
|--|-----------------------|--------------------|
| Lowest   | 259                   | 14 %               |
| Low  | 107                   | 5.76 %             |
| Moderate   | 186                   | 10 %               |
| High   | 522                   | 28.1 %             |
| Highest  | 783                   | 42.2 %             |

## Individual Customer

| To what degree was the staff polite? | Number of respondents | Score (percentage) |
|--------------------------------------|-----------------------|--------------------|
| Lowest                               | 157                   | 8.5 %              |
| Low                                  | 47                    | 5.76 %             |
| Moderate                             | 186                   | 10 %               |
| High                                 | 522                   | 28.1 %             |
| Highest                              | 783                   | 42.2 %             |

## Individual Customer

| To what degree was staff knowledgeable? | Number of respondents | Score (percentage) |
|---|-----------------------|--------------------|
| Lowest                                  | 173                   | 9.3 %              |
| Low                                     | 63                    | 3.4 %              |
| Moderate                                | 219                   | 11.8 %             |
| High                                    | 420                   | 22.6 %             |
| Highest                                 | 984                   | 52.9 %             |

## Individual Customer

| To what degree were you satisfied with your KCC experience? | Number of respondents | Score (percentage) |
|---|-----------------------|--------------------|
| Lowest  | 272                   | 14.6 %             |
| Low   | 103                   | 5.5 %              |
| Moderate  | 177                   | 9.5 %              |
| High  | 404                   | 21.7 %             |
| Highest   | 904                   | 48.6 %             |



**Employer Customer**

| To what degree did KCC service meet expectations | Number of respondents | Score (percentage) |
|--|-----------------------|--------------------|
| Lowest   | 15                    | 21.7 %             |
| Low  | 1                     | 1.5 %              |
| Moderate   | 11                    | 15.9 %             |
| High   | 13                    | 18.8 %             |
| Highest  | 29                    | 42 %               |

**Employer Customer**

| To what degree was staff polite? | Number of respondents | Score (percentage) |
|----------------------------------|-----------------------|--------------------|
| Lowest                           | 11                    | 15.9 %             |
| Moderate                         | 10                    | 14.4 %             |
| High                             | 11                    | 15.9 %             |
| Highest                          | 37                    | 53.6 %             |

**Employer Customer**

| To what degree was staff knowledgeable? | Number of respondents | Score (percentage) |
|---|-----------------------|--------------------|
| Lowest                                  | 11                    | 15.9 %             |
| Low                                     | 1                     | 1.5 %              |
| Moderate                                | 11                    | 15.9 %             |
| High                                    | 12                    | 17.4 %             |
| Highest                                 | 34                    | 49.3 %             |

**Employer Customer**

| To what degree were you satisfied with your KCC experience? | Number of respondents | Score (percentage) |
|---|-----------------------|--------------------|
| Lowest  | 17                    | 24.6 %             |
| Moderate  | 10                    | 14.5 %             |
| High  | 9                     | 13 %               |
| Highest   | 33                    | 47.9 %             |

**Employer Customer**

| How likely are you to recommend KCC to a peer? | Number of respondents | Score (percentage) |
|--|-----------------------|--------------------|
| Lowest   | 16                    | 23.2 %             |
| Moderate                                       | 9                     | 13 %               |
| High   | 9                     | 13 %               |
| Highest  | 35                    | 50.7 %             |

**Employer Customer**

| To what degree will you do business with KCC again? | Number of respondents | Score (percentage) |
|---|-----------------------|--------------------|
| Lowest  | 14                    | 20.3 %             |
| Moderate  | 10                    | 14.5 %             |
| High  | 8                     | 11.6 %             |
| Highest   | 37                    | 53.6 %             |

# Kentucky Waivers

USDOL allows states to request waivers for 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. Kentucky requested and received the following waivers.

## **Fund Transfer Authority**

The 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.

Local workforce investment boards can better respond to changes in the economic environment and the local labor market with this waiver.

Resources go toward 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-Using 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 as part of a layoff aversion strategy.

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.

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:

- improve Kentucky's ability to create change in employer and industry needs
- increase employer/board collaboration to address industry needs and worker training
- allow the smaller business to grow and expand
- provide the employer with a trained workforce
- allow for greater flexibility in designing and implementing WIA programs.

# Kentucky Waivers

## **Increase the employer reimbursement for on-the-job training**

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. Several local areas took advantage of this waiver citing that it increased participation by small businesses that have not used their services in the past.

## **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.

## **Use Individual Training Accounts (ITAs) for older youth program participants**

The waiver has allowed continued flexibility in using 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. Local areas report that this waiver has allowed them to serve more youth in high-demand occupations while reserving limited adult funding.

## **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 number of adults and dislocated workers have a system that can offer training options ensuring maximum customer choice.

The Eligible Training Provider List allows participants to choose the best possible program and provider to enhance skills and further their education and career goals. Kentucky is designing a system and collecting data that will allow the state to move forward with the new WIOA ETPL requirements that would eliminate the need for this waiver.

## **Exempt the state from the requirement to provide local workforce investment area incentive grants under the governor's statewide reserve funds.**

Because of the previous reduction to 5 percent in the WIA allotment for PY 2013 governor's reserve funds, it restricted the state's ability to effectively fund and carry out all of the required statewide workforce investment activities and complete current obligated statewide innovative projects.

Under this waiver, Kentucky was able prioritize the use of governor's reserve funds for the required activities deemed most essential to the basic functions of the workforce investment system. In PY 14, Kentucky resumed the performance incentive grants to the local areas.



## PY 2014 Board Members

|                        |                     |
|------------------------|---------------------|
| Kenneth Allen          | Herb Krase          |
| Gov. Steve Beshear     | Beth Kuhn           |
| Larry Bond             | Mary Lassiter       |
| Jay Box                | Heidi Margulis      |
| Rick Christman         | Srini Matam         |
| Larry Clark            | Pat Murphy          |
| James Cole             | Lara Needham        |
| Leslie Combs           | James Neihof        |
| Roxann Fry             | Kelly Nuckols       |
| Oliver Keith Gannon    | Scott Pierce        |
| Joe Grieshop           | Judith Rhoads       |
| Debra Hampton          | Larry L. Roberts    |
| Shirie Hawkins         | Kevin Shurn         |
| Hugh Haydon            | Daryl Smith         |
| Larry Hayes            | George Steele       |
| Jimmy Higdon           | Bob Stewart         |
| Sandra Higgins-Stinson | David E. Thompson   |
| Terry Holliday         | Steven Willinghurst |
| Paul Hornback          | Richard Wilson      |
| Robert King            | Tom Zawacki         |



# Kentucky Education and Workforce Development Cabinet

### **Education and Workforce Development Cabinet**

Thomas O. Zawacki, Secretary  
500 Mero Street, CPT, Third Floor  
Frankfort, KY 40601  
(502) 564-0372

Beth Brinly, Deputy Secretary  
500 Mero Street, CPT, Third Floor  
Frankfort, KY 40601  
(502) 564-0372

### **Department of Workforce Investment**

Beth Kuhn, Commissioner  
500 Mero Street, CPT, Third Floor  
Frankfort, KY 40601  
(502) 564-0372

### **Kentucky Workforce Investment Board**

Melissa Aguilar, Executive Director  
500 Mero Street, CPT, Third Floor  
Frankfort, KY 40601  
(502) 564-0372