Kentucky Career Center Memorandum of Understanding

Attachments

Attachment A: Parties to the Agreement/Required Partners

Attachment B: KentuckianaWorks Strategic Plan

Attachment C: Required Partner Services

Attachment D: Additional Partner Services

Attachment E: Kentucky Career Center (KCC) Services Descriptions

Attachment F: KCC Service Delivery Codes

Attachment G: KCC Location Codes

Attachment H: Kentucky Career Center Customer Flow (Job Seeker, Employer, Business Services, Youth)

Attachment I: Methodology to Determine Shared Service Costs

Attachment J: Treatment of Costs Chargeable to more than One Partner Program

Attachment K: KentuckianaWorks IFA – 6th & Cedar

Attachment L: KentuckianaWorks Cost Allocation Method

|  |  |
| --- | --- |
| **Parties to the Agreement**  | **ATTACHMENT A** |

|  |  |
| --- | --- |
| LWDB | KentuckianaWorks – Greater Louisville Workforce Development Board |
| CLEOS Name(s) | Mayor Greg Fischer (Louisville), Bullitt County Judge/Executive, Jerry Summers; Henry County Judge/Executive, John Logan Brent; Oldham County Judge/Executive, David Voegele; Shelby County Judge/Executive, Dan Ison; Spencer County Judge/Executive, John Riley; Trimble County Judge/Executive Todd Pollock |

**Required Partners**

| **Partner Name** | **Program** | **Program Authority** |
| --- | --- | --- |
| Cabinet for Health & Family Services | Department for Community Based Services | Social Security Act – Part A, Title IV (TANF) (42 U.S.C. 601 et seq.), subject to subparagraph (C) |
| FHI 360 | Compass Rose (youth reentry) | DOL-Second Chance Act of 2007 programs, authorized under section 212 (42 U.S.C. 17532) |
| Goodwill Industries of Kentucky | Life Launch | DOL-Second Chance Act of 2007 programs, authorized under section 212 (42 U.S.C. 17532) |
| Jefferson Community & Technical College | Jefferson Community & Technical College | Career & Technical Education Programs - Postsecondary Vocational Education – Carl D. Perkins Vocational and Applied Technology Education Act (20 USC 2301)Adult Education in Bullitt, Henry, Oldham, Spencer, Shelby, and Trimble Counties |
| KentuckianaWorks | Kentucky Career CenterKentucky Health Career Center Kentucky Manufacturing Career CenterKentucky Youth Career CentersCode Louisville | WIOA Title I – Adult, Dislocated Worker, and Youth Programs  |
| Kentucky Adult Education | JCPS Adult & Continuing Education (Jefferson County)JCTC Adult Education (Bullitt, Henry, Oldham, Spencer, Shelby, and Trimble Counties) | Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) – Title II |
| Louisville Metro Department of Resiliency and Community Services | Community Action Direct Services Programs | Community Services Block Grant Employment & Training Programs (42 USC 9901 *et seq*.) |
| Louisville Metro Housing Authority | Louisville Metro Housing Authority (Referrals for Employment and Training are made to the One-Stop system) | Department of Housing and Urban Development (HUD) – Employment and Training Programs (WIOA 121 (b)(1)(B)(xi)) |
| Louisville Urban League | Urban Senior Jobs program  | Older Americans Act Title V – Senior Community Service Employment Program (SCSEP) (42 USC 3056) |
| N/A | N/A | WIOA Title I – Migrant and Seasonal Farm Worker Programs (29 USC 2912, 29 USC 2919) |
| Native American Employment Program | Native American Employment Program | WIOA Title I – Native American Programs (29 USC 2911, 29 USC 2919) |
| Office of Career Development | Jobs for Veterans State Grant Program KCC Employment ServicesTrade Act ProgramUnemployment Insurance | Veteran’s Workforce Programs – Chapter 41 of title 38, United States Code; WIOA 121(b)(1)(B)(viii)WIOA Title III – Wagner-Peyser Act Programs (29 USC 49) Trade Act Title II, Chapter 2 – Trade Adjustment Assistance (TAA) (19 USC 2271) Unemployment Insurance (UI) – (5 USC 85) (ORC Chapter 4141) |
| Office of Vocational RehabilitationOffice for the Blind | Vocational Rehabilitation ServicesOffice for the Blind | Rehabilitation Act, Title I, Parts A & B – Rehabilitation Services Commission (29 USC 720) |
| Whitney M. Young Jr. Job Corps Center | Whitney M. Young Jr. Job Corps Center | WIOA Title I – Job Corps (29 USC 2881-2900, 29 USC 2901) |
| YouthBuild Louisville | YouthBuild Louisville | WIOA Title 1 – Youthbuild – WIOA Section 171 |

**Additional Partners**

| **Partner Name** | **Program** | **Program Authority** |
| --- | --- | --- |
| Louisville Urban League  | Center for Workforce Development | WIOA Title I Additional Partners, Section 121 Part 2Bvii |
| Goodwill Industries of Kentucky | Workforce Development Services | -Rehabilitation Act, Title I, Parts A & B – Rehabilitation Services Commission (29 USC 720)-WIOA Title I Additional Partners, Section 121 Part 2Bvii |

|  |  |
| --- | --- |
| **KentuckianaWorks Strategic Plan**  |  **ATTACHMENT B** |

KentuckianaWorks Strategic Plan

July 2017 – June 2019

**Mission:** Engaging employers, educators, and job seekers with resources to build a stronger community through the dignity of work

**Vision:** A fully prepared and engaged workforce that is aligned with the needs of employers

**Values:** We believe in relentlessly experimenting to find solutions to our region’s workforce challenges. We embrace a commitment to equity in all that we do to ensure our efforts help address past inequities and offer fair treatment and equitable access to all customers.

**Strategic Priorities:**

**Lead our region’s efforts to address the misalignment between our local education pipeline and the workforce demands of employers**

* Focus intensely on JCPS’s Academies work, which offers the chance to build a “once in a lifetime” talent development system
	+ Serve as the “convening authority” that brings businesses to the table to serve as Academy Partners with individual JCPS high schools
	+ Partner with GLI to lead the recruiting efforts for Academy Partners, and stay in close touch with employers to ensure their experience is a positive one
	+ Explore the links that can be made between the Academies of Louisville work and SummerWorks, so that over time the two merge into one unified effort wherever possible
* Work with the region’s other school superintendents to create a greater impact from career, training and education opportunities

**Utilize a sector focus to mobilize and encourage employers in the same industry to speak with one voice about their industry’s needs**

* Develop new industry sector advisory groups that are aligned with the key growth sectors in our regional economy, and provide staff support to those already in existence
* Staff and maintain sector-specific Career Centers, training efforts, and other initiatives to address workforce challenges
	+ Continue to support the Kentucky Manufacturing Career Center, the Kentucky Health Career Center, the Louisville Tech Alliance/Code Louisville, and Kentuckiana Builds

**Increase the percentage of youth who enter the workforce prepared, and reduce the percentage of adults who need to be trained or retrained in the future**

* Maintain and expand our leadership for SummerWorks, and work to connect it to the Academies of Louisville effort so that it becomes part of a true talent development system embedded in JCPS’s overall efforts
* Continue leadership behind the Kentucky Youth Career Center efforts in Louisville and the regional counties as one of the only available avenues of help and guidance for struggling young adults, especially those overcoming educational or other barriers
* Lead efforts to help more court-involved youth get their lives on a positive track early through initiatives like ReImage, and work hard to connect those young adults to all of the workforce and other resources available to help them
* Explore ways that KentuckianaWorks can stimulate or lead efforts to improve the technology skills of the region’s youth and young adults

**Seek new resources to serve the mission, vision and spirit of the organization**

* Work aggressively to find new public and private resources to experiment with workforce solutions to problems, as well as to extend the reach and impact of proven workforce models like SummerWorks, Code Louisville and ReImage
* Seek board approval whenever the new funding source may come with controversy

**Ensure quality services and a fair distribution of resources are provided to the customers and employers in our six regional counties (Shelby, Bullitt, Oldham, Henry, Trimble and Spencer)**

* Look for ways that our limited resources can be used to leverage efforts also being funded by others
* Experiment with technology and the mobile delivery of services to deliver services more efficiently than from a “bricks and mortar” career center environment

**Provide leadership and oversight to ensure core programs like the Kentucky Career Centers, the Power of Work, and the Kentuckiana College Access Center (KCAC) deliver excellent services to individual customers while also meeting the needs of employers in the region**

* Embrace the challenge laid out in the Workforce Innovation and Opportunity Act (WIOA) for the Board to lead efforts to ensure the workforce system in the region delivers excellent customer service to individuals and employers

**Utilize data analysis and labor market intelligence to create new information products that better inform all decision-makers in our region (job seekers, students, parents, employers) about what is happening in our regional labor market**

* Experiment with new labor market intelligence tools to create a better “signaling” function that helps students, parents and job seekers make informed decisions about jobs, careers and fields of study
* Continue experimentation with new products like the Career Calculator and new web tools like our Jobs Pod podcast to see what works for targeted consumers
* Use expertise and research to help inform the Board on outcomes and return on investment so that it can invest resources wisely to maximize their return

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Partner Name** | **Program Name****(from Attachment A)** | **Services (Enter Number from Attachment E)** | **Service Delivery Method** **(Attachment F)** | **Location Code (Attachment G)** |
| **Career** | **Training** | **Employer** |
| Kentucky Adult Education | Jefferson County Public Schools Adult & Continuing Education in Louisville | 1-9, 11-18 | 1, 3, 5, 7, 8 | 1-7 | FT, PT, B, P, O | 2, 8 |
| Jefferson Community & Technical College in Bullitt, Spencer, Shelby, Henry, Oldham, and Trimble Counties | 1-4, 7-9, 11-14, 16-18 | 1, 3, 5, 8 | 1, 2, 4, 5, 7 | PT, B, O | 4\* *(Present at location but not in the KCC)* |
| Louisville Metro Community Action Services | Community Action Direct Services Programs | 1-4, 7, 9, 11-14, 16-18 | 1-7 | 1-5 | FT, C/Off, T, B | *NA* |
| Louisville Metro Housing Authority | Louisville Metro Housing Authority (Referrals to KCC) | 2-4, 9, 11, 14, 16, 17 | NA | 3, 4, 7 | FT, B, P, O | *NA* |
| Jefferson Community & Technical Colleges | Jefferson Community & Technical College | 2-4, 7, 9, 11, 13, 16, 18 | 1, 3, 5-9 | 1, 3, 5-8 | FT, PT, T, A, B, P, O | 4\* *(Present at location but not in the KCC)*, 6 |
| Office of Vocational Rehabilitation | Vocational Rehabilitation Services | 1-6, 12-14, 16-18 | 1-9 | 4, 7, 8 | FT, T | 1-5 |
| Office for the Blind | Office for the Blind | 1-5, 11-14, 16-18 | 1-9 | 1-8 | T, P, B, O | *NA* |
| Cabinet for Health & Family Services | Department for Community Based Services | 1, 3, 8, 9, 11, 14, 16, 17 | NA |  | T, P, B, O | *NA* |
| Louisville Urban League | Urban Senior Jobs Program | 1-4, 12-14, 16, 18 | 1, 2, 5, 7 | 13 | FT, B, P | 1,2 |
| Office of Career Development | Jobs for Veterans State Grant Program | 1-6, 11, 12, 14, 16-18 | NA | 1-4, 6-7 | FT | 1, 3, 4, 5 |
| Wagner-Peyser Act Employment Service | 1-4, 11 | NA | 8 | FT | 1 |
| Trade Act Assistance Program | 1-7, 10-14, 16-18 | 1-3, 5, 7 | 8 | FT | 1 |
| KentuckianaWorks | Kentucky Career CentersKentucky Youth Career Centers | 1-9,11-12,14-18 | 1,2,5,7 | 1-4. 6-8 | FT, PT, C/PT, C/Off, T, B, P, O | 1-7 |
| Whitney M. Young Jr. Job Corps Center | Whitney M. Young Jr. Job Corps Center | 1-6, 9, 11-18 | 1-3, 7-9 | 1-7 | FT, T, B, P, O | 2 |
| YouthBuild Louisville | YouthBuild Louisville | 1-9, 11-18 | 1-9 | 1-7 | FT, PT, C/PT, T, P, B, O | 5 |
| FHI 360 | Compass Rose (Reentry Youth) | 1-5, 9, 11-18 | 1,2,7,8 | 3,4 | C | 3,5 |
| Native American Employment Program | Native American Employment Program | 1-4, 9, 11, 12, 14, 16-18 | 1, 2, 4-9 | 1-7 | FT, T, B | 2 |

|  |  |
| --- | --- |
| **Required Partner Services**  | **ATTACHMENT C** |

**Required Partner Services:** The table above identifies the services each required partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each service in the KCC Services Description Document (Attachment E). The service delivery methods are identified by the KCC Services Delivery Codes listed in Attachment F. The location codes are listed in Attachment G.

|  |  |
| --- | --- |
| **Additional Partner Services**  |  **ATTACHMENT D** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Partner Name** | **Program Name****(from Attachment A)** | **Services (Enter Number from Attachment K)** | **Service Delivery Method** **(Attachment K)** | **Location Code (Attachment B)** |
| **Career** | **Training** | **Employer** |
| Louisville Urban League | Center for Workforce Development | 2-4, 9, 12-14, 16 | 1, 5, 7, 9 | 1-4, 7 | FT | *NA* |
| Goodwill Industries of Kentucky | Workforce Development Services | 1-4, 9, 12-14, 16-18 | 2, 3, 7, 8 | 2-5, 7 | FT, T, B, O | *NA* |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Additional Partner Services:** WIOA Section 121(b)(2)(B) describes the types of programs that may be included as “additional” programs in the KCC delivery system. The table above identifies the services each additional partner will provide and the method(s) of service delivery each partner will use. The services are identified by the corresponding numbers listed for each service in the KCC Services document. The service delivery methods are identified by the codes listed in the KCC Services Document.

Per WIOA Section 121 (c) access to each partner’s services and activities other than those identified in Section B will be provided as follows:

|  |  |  |
| --- | --- | --- |
| **Partner Name** | **Program Name** | **Method of Access to Other Services** |
| Louisville Urban League | Center for Workforce Development | Walk-in, Appointment, and by Referral |
| Goodwill Industries of Kentucky | Workforce Development Services | Walk-in, Appointment, and by Referral |

|  |  |
| --- | --- |
| **Kentucky Career Center Services (KCC) Descriptions** | **ATTACHMENT E** |

**Career Center Services** – For job seekers entering the workforce or those job seekers re-entering the workforce. The services offered can be geared to individuals needs from self-help activities to concentrated services.

1. **Eligibility Determination:** This is the process of obtaining and documenting information about an individual’s circumstances and comparing that information with the criteria set by an agency or program to decide if the individual qualifies for participation.
2. **Outreach, Intake, and Orientation:** Outreach activities involve the collection, publication, and dissemination of information on program services available and directed toward jobless, economically disadvantaged, and other individuals. Intake is the process of collecting basic information, e.g., name, address, phone number, SSN, and all other required information to determine eligibility or ineligibility for an individual’s program. Orientation, whether offered in a group setting, one-on-one, or electronically, is the process of providing broad information to customers in order to acquaint them with the services, programs, staff, and other resources at the Kentucky Career Center (KCC), affiliate, or self-service location.
3. **Initial Assessment:**  For individuals new to the workforce system, initial assessment involves the gathering of basic information about skill levels, aptitudes, abilities, barriers, and supportive service needs in order to recommend next steps and determine potential referrals to partners or community resources.
4. **Job Search, Placement Assistance, and Career Counseling:** Job Search helps an individual seek, locate, apply for, and obtain a job. It may include but is not limited to: job finding skills, orientation to the labor market, resume preparation assistance, development of a job search plan, job development, referrals to job openings, placement services, job finding clubs, job search workshops, vocational exploration, relocation assistance, and re-employment services such as orientation, skills determination, and pre-layoff assistance. Placement Assistance is a service that helps people to identify and secure paid employment that matches their aptitude, qualifications, experiences, and interests. Career Counseling is a facilitated exploration of occupational and industrial information that will lead to a first, new, or a better job for the individual.
5. **Employment Statistics-Labor Market Information State wide:** Collect and report data about employment levels, unemployment rates, wages and earnings, employment projections, jobs, training resources, and careers; see Kentucky LMI, <https://kylmi.ky.gov/vosnet/Default.aspx> and <http://kentuckycareercenter.ky.gov/employer/LMI.aspx>
6. **State of the Louisville Regional Labor Market:** Labor market quarterly report for the region in and around the KentuckianaWorks workforce area.

http://www.KentuckianaWorks.org/JobTrends/RegionalWorkforceTrends/StateoftheLouisvilleRegionalLaborMarket.aspx

1. **Eligible Provider Performance and Program Cost Information:** Collect and provide information on:
	1. Eligible training service providers (described in WIOA Section 122).
	2. Eligible youth activity providers (described in WIOA Section 123).
	3. Eligible adult education providers (described in WIOA Title II).
	4. Eligible postsecondary vocational educational activities and vocational educational activities available to school dropouts under the Carl Perkins Act (20 USC 2301).
	5. Eligible vocational rehabilitation program activities (described in Title I of the Rehabilitation Act of 1973).
2. **Local Performance Information:** Collect and provide information on the local area’s recent performance measure outcomes.
3. **Supportive Services’ Information:** Collect and provide information on services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in employment and training activities.
4. **Unemployment Compensation:** Collect and provide information on filing claims for statebenefit payments that protect individuals from economic insecurity while they look for work. Claims may be filed on-line or via telephone available in the KCC.
5. **Eligibility Assistance:** Provide guidance to individuals on eligibility for other programs and on financial aid assistance for training and education programs that are available in the local area.
6. **Follow-Up Services:** Services provided to participants who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment. These services assist those individuals to maintain employment or qualify for promotions with that employment.
7. **Comprehensive and Specialized Assessments:** A closer look at the skills levels and service needs that may include:
	1. Diagnostic Testing and use of other assessment tools; and
	2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
8. **Individual Employment Plan Development:** Working with individuals to identify their employment goals, the appropriate achievement objectives, and the appropriate combination of services that will help the individual achieve those goals.
9. **Group Counseling**
10. **Individual Counseling and Career Planning:** Through case management services for customers involved in training and more staff involved services.
11. **Case Management:** For participants who receive training services under WIOA Section 134(d)(4).
12. **Short-Term Prevocational Services:** Can include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

**Training Services** – Working with training providers or through on-the-job training programs Career Centers can help individuals upgrade skills and secure needed certifications or desirable academic degrees.

1. **Occupational Skills Training**: An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels.
2. **On-the-Job Training (OJT):** Training by an employer that is provided to a paid participant while engaged in productive work that is limited in duration, provides knowledge or skills essential to the full and adequate performance of the job, and reimburses the employer for the costs associated with training the OJT trainee often calculated based on a percentage of the trainee’s wages.
3. **Workplace and cooperative education**: Programs that combine workplace training with related instruction which may include cooperative education programs.
4. **Training programs operated by the private sector**
5. **Skills upgrading and retraining:** Courses that prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. These courses train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal. It must be demonstrated that the training will result in the workers' acquisition of transferable skills or an industry-recognized certification or credential
6. **Entrepreneurial training**: Including microenterprisetraining and support programs
7. **Job-readiness training:** Helping customers with the skills to enter the job market and begin new careers.
8. **Adult Education and Literacy (ABLE) programs:**  Services or instruction below the postsecondary level for individuals who are not enrolled or required to be enrolled in secondary school under state law and lack basic educational skills to enable the individuals to function effectively in society and on a job. Services include, but are not limited to, one-on-one instruction, coursework, or workshops that provide direction for the development and ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function in society or on the job.
9. **Customized training**: Training that is designed to meet the special requirements of an employer or group of employers and that is conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays for a portion of the cost of training.

**Employer Services** – Working closely with local and regional employers the Career Center can provide solutions to employer hiring and workforce needs.

1. **Employer needs assessment**: Evaluation of employer needs, particularly future hiring and talent needs.
2. **Job posting:** Receiving and filling of job openings; searching resumes; providing access to a diverse labor pool.
3. **Applicant pre-screening**: Assessing candidates according to the employer’s requirements and hiring needs; referring candidates based on their knowledge, skills, and abilities relative to the employer requirements.
4. **Recruitment assistance**: Raising awareness of employers and job openings and attracting individuals to apply for employment at a hiring organization. Specific activities may include posting of employer announcements, provision of job applications, and hosting job fairs and mass recruitments.
5. **Training assistance:** Providing training resources to enable employers to upgrade employee skills, introduce workers to new technology, or to help employees transition into new positions.
6. **Labor Market Information**: Access to information on labor market trends, statistics, and other data related to the economy, wages, industries, etc.
7. **Employer information and referral:** Provision of information on topics of interest to employers such as services available in the community, local training providers, federal laws and requirements, tax information, apprenticeship programs, human resource practices, alien labor certification, incentive programs such as WOTC or the federal bonding program, etc.
8. **Rapid Response and Layoff Aversion:** Provision of services to prevent downsizing or closure, or to assist during layoff events. Strategies may include incumbent worker training to avert lay-offs, financing options, employee ownership options, placement assistance, worker assessments, establishment of transition centers, labor-management committees, peer counseling, etc.

|  |  |
| --- | --- |
| **KCC Service Delivery Codes** |  **ATTACHMENT F** |

|  |  |
| --- | --- |
| **Code** | **Method Description** |
| **FT** | On-Site Staff Full Time |
| **PT** | On-Site Staff Part Time |
| **C** | Contracted Service On-Site Full Time |
| **C/PT** | Contracted Service On-Site Part Time |
| **C/Off** | Contracted Service Off-Site |
| **T** | Access Via Telephone |
| **A** | Access Via Automated System |
| **B** | Brochure/Handout |
| **P** | Posting at One-Stop Center |
| **O** | Other |
| **NA** | Not Applicable |

|  |  |
| --- | --- |
| **KCC Location Codes** |  **ATTACHMENT G** |

|  |  |  |
| --- | --- | --- |
| 7 |  | KCCs including: |

 Area’s KCC System consists of (#):

|  |  |  |  |
| --- | --- | --- | --- |
| **Location Code** | **KY Career Center Name** | **Address** | **KCC Manager (if applicable)** |
| 1 | Kentucky Career Center-Downtown Louisville | 600 W. Cedar StreetLouisville, KY 40202 | Ryan Troutman |
| 2 | Kentucky Career Center-NIA Center | 2900 W. Broadway, Suite 100Louisville, KY 40203 | Ryan Troutman |
| 3 | Kentucky Manufacturing Career Center | 160 Rochester Drive, Building W Suite 115BLouisville, KY 40214 | Ryan Troutman |
| 4 | Kentucky Health Care Career Center | 746 South 5th StreetLouisville, KY 40203 | Ryan Troutman |
| 5 | Kentucky Youth Career Center-Metro | 612 South 4th Street, 4th FloorLouisville, KY 40202 | Jennifer Welch |
| 6 | Kentucky Youth Career Center-Regional (Bullitt County) | 505 Buffalo Run Rd., Ste. 100AShepherdsville, KY 40165 | Renee Walters |
| 7 | Kentucky Youth Career Center-Regional (Shelby County) | 227A Alpine DriveShelbyville, KY 40065 | Renee Walters |

|  |  |
| --- | --- |
| **KY Career Center Customer Flow (Job Seeker,** **Employer, Business Services, Youth)** | **ATTACHMENT H** |



****

****

Kentucky Youth Career Center

Customer Flow

|  |  |  |
| --- | --- | --- |
| **PROCESS** | **PROCEDURES** | **DOCUMENTS/TOOLS** |
| **1. Recruitment** |  | ***\*\*All staff and partners serve as ambassadors in marketing and recruiting youth for services in the One-Stop.*** |
| **2. Orientation** | The recruiter or Career Planner delineates program requirements, expectations, and the array of services available to the client once he/she has met eligibility requirements. This is done in advance of enrollment. In terms of WIOA certification and enrollment, staff has the latitude to decide which customers are appropriate for enrollment. ***Participation is not an entitlement.*** |  |
| **3. Certification** | The Career Planner and client complete all required forms to determine eligibility under the Workforce Innovation & Opportunity Act. If client is deemed eligible, proceed to enrollment (including Focus Career). If client is not eligible, they are REFERRED (3a) to other youth services. All pertinent information shall be stored in a hard copy file, EKOS, and duplicated in the local MIS.***Note: To be accepted, all forms must be signed and dated the same once certification has been completed. All forms must be completed in blue ink.*** | * Enrollment Form & Focus Career
* WIOA Title I Registration Youth Form
* Career Plan
* TABE Scores or other assessment verification
* WIOA Eligibility form and supporting documentation- E.g. Social Security Card, birth certificate, driver’s license, Selective Service documentation, etc.
* Income Worksheet (where applicable)
* Supplemental Information Worksheet (where applicable)
* Release of Information Consent Form
* Grievance Procedure
* Discrimination/Complaint Procedures Form
* Follow Up Agreement
* WIOA Additional Assistance Verification (where applicable)
* WIOA Youth Training Rationale (if required)
 |
| **4. Enrollment** | Complete the Enrollment Form.  | * Enrollment Form
* EKOS/Local MIS (and/or any other required database) data entry and corresponding hard copy documentation
* Begin the process of conducting and documenting assessment results
 |
| **5. Assessment** | The Career Planner and client complete an appropriate assessment tool. Once the client’s skill levels are determined, this information will be used too as a starting point on the Career Plan. \*\****There must be documentation of reading and math scores for all youth.***Assessment information will also be used to establish a timeline for achievement. All information must be entered into EKOS and kept in a hard copy file. | * TABE
* WooFound
* School Based Assessment
* Other Board approved assessments
* Ongoing EKOS/Local MIS (and/or any other required database) data entry and corresponding hard copy documentation
 |
| **6. Individualized Case Management, Preparation of a Career Plan with Goals** | A Career Plan must be completed and in effect once the client is officially enrolled. This document is started upon enrollment and is intended to evolve as the youth clarifies and moves towards attainment of his/her goals. The Career Planner, utilizing information gained during initial and subsequent assessments, will work with the customer to design an agreeable career path. Goals must be established and tracked.  | * Career Plan in hard copy form for KentuckianaWorks’ CRU.
* All periodic updates to the Career Plan must be submitted to KentuckianaWorks.
* Ongoing EKOS/Local MIS (and/or any other required database) data entry and corresponding hard copy documentation.
 |
| **7. Implementation of a Career Plan** | Strategies in this plan shall include access to the WIOA mandated 19 Program Elements, preparation for employment, work-based learning, connections to Labor Market data, post-secondary education and orientation to the local One-Stop provider.All information must be entered into EKOS (and/or any other required database) and kept in a hard copy file. The Career Planner will meet with the customer to clarify expectations and plan for subsequent activities, workshops, etc. which are aligned with overall goals stated in the Career Plan. | * Career Plan is documented in hard copy format and submitted to KentuckianaWorks.
* **Case notes must be documented in EKOS**. These should support overall goals by documenting pertinent activities and events moving the customer towards their goal.
* All periodic updates to the Career Plan must be submitted to KentuckianaWorks.
* Submit supporting documents when utilizing Supportive Services.
* Utilize WIOA dollars, where applicable (e.g. work-based learning or ITA), and submit Training Rationale for approval from KentuckianaWorks.
 |
| **8. Continuous Career Plan Monitoring** | The Career Planner will meet with the customer, depending on the situation but at least once a month, to administer a periodic review of goals and objectives. During the monitoring phase, the Career Planner will continually refer to the Career Plan to determine when tasks and activities have been completed. Familiarization with various providers and community resources will also be an integral part of service delivery. Adherence to the plan shall continue until services are deemed complete. | * Ongoing EKOS and local MIS data entry and maintenance of hard copy files.
* Utilization of appropriate software and tools to assist in job shadowing, mentoring, and other work-based/career opportunities.
 |
| **9. Career Plan Goal Review** | Once the review phase is reached, the Career Planner determines whether the Career Plan objectives and goals have been achieved. If not, the Career Planner and customer revisit the planning process (9a). If the objectives have been achieved, proceed to Evaluation (9b). | * Ongoing EKOS/Local MIS data entry and maintenance of hard copy files.
 |
| **10. Evaluation & Assessment of client outcomes** | Once it is determined that the customer has reached stated goals outlined in the Career Plan, the Career Planner reassesses the customer to determine changes achieved since the initial assessment. This will assist in gauging client progression.  | * Ongoing EKOS/Local MIS data entry and maintenance of hard copy files.
 |
| **11. Goal Completion** | At this stage, the customer has reached a point where he/she will work with the Career Planner to identify work-based learning, employment, advanced training, post-secondary education or other appropriate placement opportunities prior to being exited from the program. | * Ongoing EKOS/Local MIS data entry and maintenance of hard copy files.
* Training rationale and supporting documents (where applicable).
* Connection clients to resources to increase their chances for employment, post-secondary education, advanced training, military, apprenticeships, skilled trades, etc.
* Maximize usage of resources like Louisvilleworks.com, KCAC etc.
 |
| **12. Exit** | The Career Planner will ideally have the customer in an appropriate placement opportunity tied to his/her Career Plan prior to exit. | * Termination Form
* Ongoing EKOS data entry and maintenance of hard copy files.
 |
| **13. Follow-Up** | Follow up services must occur for a minimum of a year (4 quarters) after exit from any WIOA program. During this period supportive services are still available. The Case Manager shall maintain quarterly contact with the client, his/her employer, and/or training provider. Regardless, clients in follow-up must be tracked. | * Ongoing EKOS/Local MIS data entry and maintenance of hard copy files.
 |

|  |  |
| --- | --- |
| **Methodology to Determine Shared Service Costs** | **ATTACHMENT I** |

Infrastructure Funding Agreement (IFA) cost allocations for the KCC partners can be determined using one of three following methods as identified by the Office of Employment & Training Division of Workforce & Employment Services:

1. Participant Count
2. (Full-time employee) Head County
3. Square Footage (**Note:** This method is not used for any costs in the cost pool)

The KCC partners to which costs are assigned and their required percentages based on cost allocation method for Location Code #1 are listed below:

|  |  |  |  |
| --- | --- | --- | --- |
| ***Agency*** | ***Number of Staff*** | ***Required Head Count Percentage*** | ***Required Participant Count Percentage*** |
| *Office of Employment & Training* | 16 | 37.21% | 44% |
| *Office of Vocational Rehabilitation* | 14 | 32.56% | 12% |
| *KentuckianaWorks* | 13 | 30.23% | 44% |
| ***Total*** | **48** | **100%** | **100%** |

***Note:*** IFAs for Location Codes #2and others as deemed appropriate will be finalized by July 31, 2018.

The supplemental attachment to Attachment H outlines all costs that are included in the IFA for the following categories of system costs and their respective cost allocation methods:

1. Facilities Pool
2. Telecommunication and Technology Pool
3. KCC Management Pool
4. Resource Center Pool
5. Shared Equipment and Supplies Pool
6. Outreach Pool
7. Miscellaneous Pool (**Note:** There were no miscellaneous costs identified)

|  |  |
| --- | --- |
| **Treatment of Costs Chargeable to More than One Partner Program** | **ATTACHMENT J** |

Please review Attachments I & K:

* Methodology to Determine Shared Costs
* KCC Career Center Budget Planning and Reconciliation (Infrastructure Funding Agreement)