

KentuckianaWorks

Greater Louisville's Workforce Investment Board

Local Workforce Investment Area Plan

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Local Plan Contents

I. Context, Vision, and Strategy

Economic and Local Labor Market Context

Provide a detailed analysis of the local economy, the local labor pool, and the local labor market context:

Since September 2008, non-farm employment in the Louisville – Jefferson MSA has plummeted by 23,600 positions. Over 60,000 residents in our seven county area are drawing unemployment insurance. The unemployment rate for the region has risen to above 10% -- a level it has exceeded seven of the past eight months.

Only two sectors have experienced job growth in the past year: education and health services, and government. While each of these sectors has added a few hundred jobs, construction, manufacturing, transportation and logistics, and retail trade jobs have all been eliminated at substantially higher numbers.

Thus, the local economy – like the national economy – has suffered through a horrendous downturn in the past 18 months, one that has witnessed a historic rise in the unemployment rate.

Our region continues to make progress in raising the educational attainment level of our residents, so the local labor pool is becoming increasingly more skilled. For example, the percentage of adults with at least a high school diploma or a GED in our MSA has increased from 80.9% in 2000 to 87% in 2008 – a significant jump. Unfortunately, this education level still ranks us only 10th best out of the 16 regions we benchmark ourselves against for economic development purposes.

Similarly, the number of professional certificates granted in our region has more than tripled – from 1,149 in 2000 to 3,679 in 2008. The number of associate's degrees has also grown significantly – from 1,815 in 2000 to 2,736 in 2008. These improvements have improved our comparative ranking to 4th best at the certificate level and 5th best at the associate's degree level – major improvements over our rankings in 2000 (10th and 8th).

Unfortunately, our GED ranking has moved in the opposite direction – from 4th best in 2000 to only 10th best in 2008. While our region's GED production has fallen, it has risen in a number of our competitor markets.

Even with these improvements overall, our region's talent level is still not a match for the demands of today's employers. Roughly 13% of our adult residents lack a high school degree, and another 33% have only a high school degree. Given that most of the new jobs that are expected to be created in the next decade will require some post-secondary training beyond high school, almost half of our adult workforce currently lacks the skills to successfully compete for these jobs.

Local Vision and Priorities

What is the local vision for ensuring a continuum of education and training opportunities that support a skilled workforce?

KentuckianaWorks views our core customers as the 46% of our region's workforce who either lacks a high school degree/GED or has that degree but no other post-secondary degree or credential. For these customers, our region has established a continuum of education and training opportunities that includes:

- Robust adult education providers in all seven counties, and strong partnerships between those adult education providers, KentuckianaWorks and Jefferson Community and Technical College;
- Two excellent programs that serve young adults (16-21 year olds) who have dropped out of high school – the Youth Opportunities Unlimited (Y.O.U.) Center in Jefferson County and the Jobs for America's Graduates (JAG) program in Bullitt County;
- The Kentuckiana College Access Center (KCAC), the nation's first college access center run by a Workforce Investment Board, which helps more than 4,000 adults each year create a career plan, select a college, and apply for financial aid; and
- KentuckianaWorks One-Stop Career Centers, which help thousands of adults each year access current labor market information, apply for work and brush up their resumes while also identifying customers who may qualify for Workforce Investment Act intensive services and training opportunities.

By focusing on strategic investments and key programmatic partnerships, the Board envisions a workforce system that touches an increasing number of customers and positively impacts thousands of lives while improving regional economic competitiveness. Examples include:

- Implementation of the \$5 million dollar grant awarded to the 26-county Central Kentucky region through the U.S. Department of Labor's Workforce Innovations in Regional Economic Development (WIRED) Initiative will play a large role in building a continuum of education and training opportunities that support a skilled workforce. The region encompasses Louisville and Elizabethtown metropolitan areas with 5 workforce investment boards working collaboratively to assess the region's competitiveness, occupational clusters, and critical skill needs.
- Partnering with the State of Kentucky to provide comprehensive workforce services to recipients of public assistance is broadening awareness of resources and providing new opportunities to transition hundreds of customers into employment while fulfilling entry-level hiring needs of many employers.
- Contracting with Jefferson Community & Technical College (JCTC) to coordinate day to day activities in area One-Stop centers is opening new

doors to engage employers and helping customers to think differently about how to access training at many of area best post-secondary institutions.

- Establishing the region's first Industry-focused One-Stop Career Center – focused on the Construction and Skilled Trades – to provide new opportunities to new entrants (particularly minorities and women) who wish to enter those fields.

What is the local vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including youth most-in-need of assistance, such as out-of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and youth at risk?

While the Board's overall vision is to create a seamless transition for young adults and others seeking services that provide ample career guidance and connections to employment, it should be obvious that our limited resources allow us to affect only a small number of the youth in our region who need these services. Young adults can access resources and services for personal development, education and overall growth through two competitively procured programs: Youth Opportunities Unlimited (Y.O.U) and Bullitt County's Jobs for America's Graduates (JAG) program. Each program focuses on 16-21 year olds who have dropped out of high school and provides a welcoming environment for young adults from all backgrounds who participate in activities focused on skill development, post-secondary education and employment. In FY2008-09, Y.O.U. and Bullitt County JAG sites helped 354 young adults make measureable learning gains on the Test of Adult Basic Education (TABE), 127 earned a GED, 83 enrolled into college, and 258 entered employment.

Young adults can also easily migrate between services offered through the KentuckianaWorks College Access Center (KCAC) – a Department of Education (DOE) funded entity whose primary focus is providing guidance on post-secondary education - and the One-Stop system as appropriate.

Identify key workforce investment system priorities for the local workforce system and how each will lead to actualizing the local vision for workforce and economic development?

The local workforce Board is focused on three goals:

1. Increasing educational attainment levels across the board, from GEDs to Ph.D.s.
2. Building a workforce system that is responsive to the needs of job seekers and employers.
3. Creating quantum change across these goals.

Over the past few years the Board has established a number of goals to help make these goals a reality.

To raise educational attainment levels across the board, from GEDs to Ph.D.s the Board has sought:

To expand awareness of One-Stop Career Center services and enroll more customers into training. As WIA formula dollars increased, the KentuckianaWorks Board focused on targeted outreach efforts to let more potential customers know about the job training opportunities available in the One-Stops. In 2008, this effort spawned the creation of the KentuckianaWorks Scholars campaign, an effort to identify 500 adults either not in post-secondary school or at risk of dropping out and to utilize WIA funding to help them complete their associate's degree by January 2010. This effort has continued – and shifted in focus more toward serving Dislocated Workers – as the American Recovery and Reinvestment Act (ARRA) funding became available in 2009.

To create strong linkages between the One-Stop Career Centers and the Kentuckiana College Access Center. KentuckianaWorks is the first WIB in the nation to run a college access center funded by federal Department of Education funds. The Board has encouraged a strong partnership between the One-Stops and KCAC that has resulted in 25% more adults being served by KCAC than in 2007.

To produce a yearly report card of our region's progress. Since 2003, KentuckianaWorks has produced a yearly report called the Human Capital Scorecard, which tracks and measures our region's educational attainment levels against the 15 key metro areas we compete against for most economic development deals.

To build a more responsive workforce development system for job seekers and employers, the Board has sought:

To provide accurate labor market information about the jobs that are projected to grow in our region. Since 2003, KentuckianaWorks has contracted with Dr. Paul Coomes to provide the KentuckianaWorks Occupational Outlook. This web-tool utilizes bi-annual job projections from the Department of Labor, as well as employment data from the University of Kentucky and Indiana University, to provide the most accurate projections of expected job growth in our region for the coming decade.

To develop a specialized One-Stop Career Center focused on construction and the skilled trades. Since 2007, KentuckianaWorks has funded the Construction Pipeline Project, which is designed to recruit and prepare new entrants – particularly minorities, women and ex-offenders – to jobs in construction and the skilled trades.

To provide incumbent worker training to Licensed Practical Nurses (LPNs) interested in becoming trained at the bachelor's degree level. KentuckianaWorks secured a grant from the state to help 30 incumbent worker nurses – 15 at Norton Healthcare and 15 at Jewish Hospital and St. Mary's Healthcare – move up from the LPN to the RN (registered nurse) level. This was done as a direct result of employer requests that this ranked as one of their highest priority training items.

Overarching Local Strategies

What strategies are in place to address the national strategic direction and the workforce development issues identified through analysis of the local economy and labor market?

The Board's analysis of the local economy and labor market has led it to create a "high demand occupation list." Customers interested in utilizing WIA funding to pay for their training must choose an education/training program aligned with this high demand occupation list. Otherwise, they must provide a letter from an employer that states they will be hired if they complete the requested training.

The Board's strategic planning in 2007 led it to create the Construction Pipeline Project. This Project responded to the large number of construction projects expected to begin in our region in 2008, as well as reports from employers and labor unions that the local supply of labor would be inadequate to meet the demands of these new projects. Obviously, national economic circumstances have changed substantially since that time, but the Board and many community leaders remain very supportive of the goals and strategies of the Construction Pipeline Project.

Under the Bush Administration and Secretary Chao, the national strategic direction was to spend more of our allotted WIA money. Consequently, KentuckianaWorks has focused on spending as many dollars as possible in each fiscal year. Similarly, because Secretary Chao's contended that not enough WIA dollars were going to training, the Board has tried hard to ensure that the lion's share of any new dollars have gone to fund new training opportunities for eligible customers.

Under the Obama Administration and Secretary Solis, the focus has been on spending – both quickly and wisely – both regular formula WIA dollars as well as ARRA dollars. Consequently, the Board has been focused on ensuring that both funding streams will be spent to increase the number of people – particularly Dislocated Workers – entering WIA-funded training programs.

Service Delivery Strategies, Support for Training

Describe innovative service delivery strategies (present or future) to maximize resources, increase service levels, improve service quality, achieve better integration or meet other key local goals?

The Board has a long track record of encouraging innovative service delivery strategies to maximize resources and achieve better integration. In 2003, KentuckianaWorks created a One-Stop Career Center in the heart of the Jefferson Community and Technical College campus. This One-Stop – staffed with a combination of employees funded by WIA, Metropolitan College and JCTC – has provided labor market information and career planning tools to thousands of community college students while simultaneously functioning as a One-Stop open to the public.

Later in the decade, KentuckianaWorks established a One-Stop on the Shelbyville campus of JCTC. And most recently, the Bullitt County One-Stop is housed in a building where WIA programs, JCTC's newest campus and many other partners work shoulder-to-shoulder.

More recently, the KentuckianaWorks Scholars and LPN to RN initiative are innovations that exemplify success after engagement with area educational institutions and hospitals. Nearly four hundred KentuckianaWorks scholars are utilizing Workforce Investment Act dollars to participate in demand skills training that will see them successfully complete school by December 2009. There are thirty separate WIA customers participating in curriculum specifically designed to move them from LPN to RN status within 18 months and yield a substantial increase in hourly wages. Additional efforts are underway to ensure that more adult and dislocated worker customers are aware of available resources and know how to access them. The Board is also actively working with One-Stop partners to collectively review customer flow processes so that the look, feel, and delivery of services will be improved based on the input of all perspectives.

II. Service Delivery

Local Governance and Collaboration

Describe how the agencies involved in the workforce system interrelate on workforce, economic development, and education issues and the respective lines of authority?

Economic development in our region is spearheaded by Greater Louisville, Inc. – the Metro Chamber of Commerce in partnership with the economic development arm of the Mayor's office. In addition, regional economic development is led by organizations like the Oldham County Chamber of Commerce. KentuckianaWorks has a close working relationship with all of these entities. Both GLI and Mayor's Economic Development Director serve on the KentuckianaWorks Board, as does the Executive Director of the Oldham County Chamber of Commerce.

The other organization involved in economic development is Jefferson Community and Technical College. JCTC's president is also a member of the KentuckianaWorks board, and since 2007, JCTC has also been the lead contractor in charge of running the One-Stop Career Centers and WIA training programs on the Board's behalf. Since they also control the Kentucky WINS dollars that can often help attract or retain a company looking to locate or expand in our region, JCTC's dual role as the One-Stop provider and the college's workforce development arm creates opportunities for the workforce system to be involved in economic development discussions.

Community based organizations, WIA mandated partners, economic development, and educational entities are all engaged in strategic discussions related to workforce and economic development. In addition, KentuckianaWorks is a part of the economic development team and new efforts are under way to

increase the flow of information regarding business expansions and overall employer needs.

Describe the steps the local area will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at the local level (e.g., joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the local board and agencies eliminate any existing local-level barriers to coordination?

KentuckianaWorks is in the final stages of finalizing memoranda of understanding with most of the required One-Stop partners. We have very good operational collaboration with adult education providers, Vocational Rehabilitation, the community and technical college and many other partners.

In the last year, we have developed a closer working relationship with our colleagues at the Office of Employment and Training. We are working together on office design, customer flow issues, job fairs and outreach to businesses.

The local area will implement the following steps to improve operational collaboration and minimize local level barriers to coordination:

1. Ensure regular cross training of staff.
2. Conduct shared outreach to employers.
3. Secure input regarding targeted outreach materials.
4. Include input on key policy decisions.
5. Maintain ongoing quarterly meetings.
6. Participate in hiring and evaluation processes as needed.

Reemployment Services and Wagner-Peyser Act Services

Describe the One-Stop reemployment services the local area provides to Unemployment Insurance claimants and the worker-profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act.

Since receiving the ARRA funding, KentuckianaWorks and OET have strengthened our partnership to serve claimants drawing Unemployment Insurance. WIA-funded staff people now participate regularly in UI eligibility sessions and educate participants about their potential eligibility for WIA training dollars. We are in active discussions about receiving the list of UI claimants in our region so that we can contact them by email or mail to let them know about these opportunities. Our hope is that in the next 30 days we will iron out these wrinkles and gain access to the ability to contact these UI recipients.

Describe how the local area will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service, (2)

facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level.

The local area works directly with Wagner-Peyser staff in several One-Stop center to ensure that job seekers and employers can access each level of service.

Adult and Dislocated Worker Services

Describe local strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services, as described in section 134(d)(2).

Core services are available at all eight One-Stop centers; each center is equipped with computers, fax machines, phones, resume software and other related equipment and software that can be used by the general public – both adults and dislocated workers – for the purposes of job search and career exploration. In addition, KentuckianaWorks funds the Kentuckiana Occupational Outlook, which is a website that shares information about job growth in the local area in order to help customers make informed career decisions.

In order to ensure that families that are struggling in the current economy have access to core services in their neighborhoods, KentuckianaWorks has also partnered with the Neighborhood Place and has placed staff in four designated Neighborhood Place locations. Families typically go to their local Neighborhood Place when they find themselves in crisis and in need of public assistance for food, housing and other basic needs. KentuckianaWorks offers core services to those families with the intent of helping them find employment in order to help lift themselves out of their tough financial situations.

There are no eligibility requirements for core services, which helps us serve any individual that visits a KentuckianaWorks One-Stop Center. Each customer enrolled into intensive or training services is required to have a core service prior to WIA enrollment.

Describe how the local area will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services.

KentuckianaWorks is finalizing memoranda of understanding with all required One-Stop partners, including those funded under the Wagner-Peyser Act and WIA Title I, involved at its two comprehensive One-Stop centers. Under this agreement, partners agree to assist customers not only with their own programs, but also with core services as appropriate. Partners provide information about the other services offered under WIA and Wagner-Peyser to each customer, which helps facilitate improved referrals and services.

Describe the local area's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources.

KentuckianaWorks consistently serves low-wage adults and dislocated workers that are eligible for training services at each of its eight One-Stop centers. When our funding went up unexpectedly in FY08 and FY09, we worked aggressively to conduct outreach with potential customers who would be eligible for WIA training opportunities. Consequently, we succeeded in dramatically increasing the number of people trained under WIA when funding levels rose. Staff also understand that serving low-income customers is a priority and that WIA funds are to be used and leveraged as a last resort.

Unfortunately, formula funding cuts in FY10 have created a situation where KentuckianaWorks will not enroll a single new WIA Adult in the entire program year – despite a huge demand for these services.

The Board's vision is to have enough funds to meet the needs of all Adults who demonstrate interest in improving their skills and making themselves more marketable.

What models/templates/approaches does the local area recommend and/or require for service delivery in the One-Stop Career Centers in the area? For example, do all Centers in the area have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every area Center? Are all area Centers required to have a resource center that is open to anyone?

KentuckianaWorks requires that all Centers be open to the public. All levels of service – core, intensive and training – are available at each center in order to ensure that customers do not have to travel far distances in order to access a service that is allowable under WIA. All centers are equipped with resource centers that are available daily and open to the general public. KentuckianaWorks recognizes that each center, due to its unique geographic location in our seven-county region, often attracts different clientele and that each possesses unique challenges and strengths. Therefore, we do not prescribe cookie-cutter service delivery at all of our centers. In order to emphasize that the highest quality and level of service be offered, we allow One-Stop staff to customize the services offered based on the individual's unique needs – as long as the services are in compliance with the three-tier service model required under WIA. As recommended in Training and Employment Notice 21-07 from the Department of Labor, we do not require a uniform assessment process, but rather allow One-Stop staff to utilize a variety of potential assessments that will best meet the customer's needs and provide the most relevant information to staff about the level of service that the customer requires. Efforts are underway to explore and implement a customized career assessment tool that will help customers seeking more guidance related to high demand careers and how their skills are related.

Service delivery to businesses is conducted at the management level both at KentuckianaWorks and through the One-Stop Operator, Jefferson Community and Technical College and the Office of Employment and Training.

Youth Services

Describe the local area's strategy for providing comprehensive, integrated services to eligible youth, including those most-in-need.

KentuckianaWorks oversees the operations of two area youth programs—Youth Opportunities Unlimited in Louisville (Jefferson County), KY, and the Bullitt County JAG Program in Shepherdsville (Bullitt County), KY which both serve out-of-school youth ages 16-21.

Youth Opportunities Unlimited (Y.O.U.) is funded using federal and local funds. This approach provides the flexibility needed to offer a welcoming place where youth go to receive job search and placement assistance. In addition, high school dropouts can obtain their GED, explore post secondary opportunities, or connect with adult services available through the One-Stop system.

Bullitt County Adult & Community Education provides youth programming through a blend of WIA formula and discretionary funding through the Governor's office. This significantly increases the ability of the Board to provide an array of services outside the urban area. The program provides GED instruction, assessments, employment training, mentoring, and assistance with exploring post secondary options for WIA eligible youth.

Each program is designed using a combination of required functions such as recruitment, assessment, basic skills remediation, case management, comprehensive guidance and counseling, supportive services, job development and job placement. All services are designed to provide a holistic approach to assisting youth with becoming self sufficient, productive members of the workforce and the community.

Veterans' Priority of Service

What policies and strategies does the local area have in place to ensure that, pursuant to the Jobs for Veterans Act (P.L. 107-288) (38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?

Veterans Priority of Service is integrated into the policy and procedure of the Board.

Service Delivery to Targeted Populations

Describe the local area's strategies to ensure that the full range of employment and training programs and services delivered through the state's One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant and seasonal farmworkers, women, minorities, individuals training for non-traditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, limited English proficiency individuals, and people with disabilities).

KentuckianaWorks, in conjunction with WIA required partners, provides core services at a minimum to anyone who visits our One-Stop centers. Because the majority of the One-Stop Centers are located in Kentucky's largest urban area in which diverse groups of people reside, being open to the public lends itself to each targeted population being served at some point in time. Partners who provide services to targeted populations, such as dislocated workers, individuals with disabilities, Native Americans and veterans are involved in service-delivery at our two comprehensive One-Stop centers. Referrals are made to those partners and to other agencies in the community who provide services to targeted populations on a daily basis at all One-Stop centers.

KentuckianaWorks has plans to improve its services across the One-Stop system to immigrants and refugees, ex-offenders and older individuals. These improvements will be facilitated by working with designated staff and volunteers who will be tasked with spend time assessing current strategies and proposing additional recommendations.

III. Operations

Transparency and Public Comment

Include a description of the process the local area used to make the Plan available to the public and the outcome of the local area's review of the resulting public comments.

The Plan is posted on the local area's website and since early March 2009, KentuckianaWorks staff has been engaged in public dialogue regarding plans for implementation of ARRA funding.

Increasing Services for Universal Access

What local policies are in place to promote universal access and consistency of service throughout the area?

The Board promotes and reiterates the principles of universal access the following methods:

1. Memorandums of agreements
2. Resource Sharing agreements
3. Core, intensive, and training policy and procedures
4. Contractual agreements with competitively procured program providers.

Procurement

Describe the competitive and non-competitive processes that will be used at the local level to award grants and contracts for activities under Title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts.

All program services are competitively procured as required and approved by the Board. Advertisements are issued in several area newspapers, listed on the website, and training providers and institutions throughout the community are notified in writing.

Monitoring and Oversight

Describe the monitoring and oversight criteria and procedures utilized by the local area.

KentuckianaWorks routinely monitors the activities of all contracts, vendors, and sub-recipients to assure compliance with all federal, state, and local policies and procedures. This includes, but is not limited to, Workforce Investment Act requirements, participant eligibility, cost effectiveness, fiscal and program outcomes. KentuckianaWorks staff prepares an annual monitoring schedule for all contractors / sub-recipients.

Program and fiscal monitoring is conducted onsite with all contracts/ sub-recipients at least once per year to ensure full compliance. In addition, desktop reviews are conducted several times each month throughout the year. Contracts less than 12 months in duration are monitored during the period that services are provided.

At the conclusion of each annual onsite monitoring, a written monitoring report is drafted and submitted to the contractor / sub-recipient within 30 days of the completion. All documentation is kept on file in the central records unit at KentuckianaWorks. The report details findings, recommendations, or appropriate required technical assistance. All contractors / sub-recipients must respond to KentuckianaWorks within thirty days. Satisfactory responses require no further action. If additional actions are required, KentuckianaWorks staff – which could include Board specified items - requests that a corrective action plan be submitted within a specified time period. KentuckianaWorks staff will review the corrective action plan and accept, reject or modify the plan. If additional action is required, KentuckianaWorks staff will specify items to the contractor / sub-recipient.

Describe how the LWIA determines through on-site monitoring that expenditures have been made against cost categories and within cost limitations specified in the ACT, regulations and contract or agreement.

Prior to onsite monitoring visits, KentuckianaWorks monitoring staff reviews monthly contractual invoices to ensure that appropriate levels and types of expenditures have been made against and within cost limitations/ line items of the agreement. Each onsite visit begins with a desktop review that includes this and other information provided by the KentuckianaWorks fiscal officer. This includes, but is not limited to, line-item budget references from each agreement or contract. Any deviations or non-compliant areas of the contract are documented in writing and notification is sent to the contractor / sub-recipient for corrective actions, reduction of funding, and/or technical assistance.

Describe how the LWIA determines compliance with program and other provisions of the Act, regulations and contract or agreement.

Prior to the annual onsite monitoring, appropriate contractors / sub-recipients are required to respond in writing to the annual monitoring tool that addresses specific Adult, Dislocated Worker, and Youth elements. During onsite review, the elements are evaluated to ensure that programs are operating as required under the Act.

Describe how the LWIA determines whether technical assistance is required and appropriate.

Technical assistance is required when KentuckianaWorks monitoring staff identifies issues related but not limited to the following:

- Patterns of incorrect data input in the Employ Kentucky Operating System (EKOS) and local databases.
- Submission of incorrect eligibility documentation to KentuckianaWorks.
- Identification of ineligible customers, questioned costs, and other activities inconsistent with the Act or items specified in the contractual agreement.
- Deficient performance / contractual outcomes.
- Recommendations from the Board or its subcommittees.

Describe how the LWIA monitoring system will determine that acceptable progress is made in addressing deficiencies identified during the on-site monitoring visit and how prompt corrective action is taken.

Once a corrective action plan is requested by KentuckianaWorks, contractors / sub-recipients are typically required to respond within thirty days or less. If additional action is required, further review is conducted until appropriate issues are resolved.

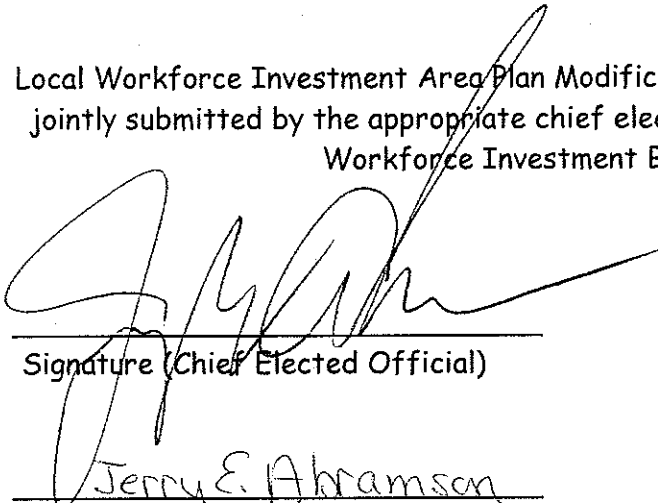
Explain how the LWIA will ensure program quality and outcomes that meet the objectives of the Act, regulations and the local plan including the provision of services by one-stop centers, eligible providers of training services and eligible providers of youth.

Since the inception of the Workforce Investment Act (WIA), the Board determined that all program services would be competitively procured every three years. Prior to the end of each cycle, KentuckianaWorks staff implements this process as directed by the Board and within the context of WIA. All activities funded through this process integrate required elements of WIA, goals of the Board specifically those directly related to youth and adult services.

KentuckianaWorks monitoring staff provides input and recommendations during contract negotiations to ensure that key program and fiscal elements are documented in each agreement as required by WIA and or other funding streams. Monitoring staff conducts desktop reviews throughout each month and prior to each annual onsite visit, appropriate contractors / sub-recipients are required to respond in writing to an annual monitoring tool that addresses specific Adult, Dislocated Worker, and Youth elements. During onsite review, the elements are evaluated to ensure that programs are operating as required under the Act.

SIGNATURE PAGE

Local Workforce Investment Area Plan Modification has been approved and is being jointly submitted by the appropriate chief elected official(s) (CEO) and the Local Workforce Investment Board (LWIB).



Signature (Chief Elected Official)

1-25-10

Date

Jerry E. Abramson
Printed/Typed Name

Mayor
Title



Signature (Chair, Workforce Investment Board)

12/9/2009

Date

James C. Worthington
Printed/Typed Name

Chair

Title