COMMONWEALTH OF KENTUCKY
DEPARTMENT FOR WORKFORCE INVESTMENT
WORKFORCE INVESTMENT ACT

ANNUAL REPORT
JULY 1, 2003 – JUNE 30, 2004

KENTUCKY WORKFORCE INVESTMENT BOARD MISSION

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

A Message from the
Department for Workforce Investment Commissioner
Commonwealth of Kentucky

On behalf of the workforce investment partners committed to the One-Stop Career Center System, I am pleased to present the Commonwealth of Kentucky's Workforce Investment Act Annual Report for Program Year 2003. We are proud to report significant progress toward our vision of creating a competitive economic development and workforce advantage in Kentucky. Our workforce system continues to increase its strength and effectiveness through innovative leadership, technology, and partnerships.

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

While our performance exceeded the U.S. Department of Labor's standards, we hope to further our continuous improvement efforts in order to address the challenges we face in the future. We must continue to assess where we are and where we want to go in order to prepare Kentucky's workforce for the challenges of tomorrow's economy.

Laura E. Owens

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Commissioner
Department for Workforce Investment

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Executive Summary

Commonwealth Strengthens Workforce System

Under a new administration, the former Cabinet for Workforce Development was abolished. The departments within that cabinet became part of a newly created Department for Workforce Investment, an agency of the Education Cabinet. Education Cabinet Secretary Virginia G. Fox appointed Laura E. Owens as commissioner of the Department for Workforce Investment. "I look forward to serving the citizens of the commonwealth to ensure that Kentucky's workforce is equipped with the necessary skills to be productive, successful workers. By giving our citizens resources that provide both knowledge and training, we will create a winning situation for employers and employees," stated Owens.

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

Kentucky's unemployment rate has remained steady in the 5.3 percent to 5.5 percent range in each of the first six months of 2004, compared to an annual average of 6.2 percent for calendar year 2003. In program year 2003, the Division for Workforce Services' Rapid Response Unit received 203 reports of dislocations compared to 285 in program year 2002. Out of the 10,364 employees displaced because of industry closures and/or layoffs, the Rapid Response Unit assisted and served over 7,000 employees through employee meetings and other various means of communication. The number of displaced workers decreased by 3,243 from program year 2002.

The Kentucky Workforce Investment Board (KWIB) and the 10 local workforce investment boards worked simultaneously to create Kentucky's vision of *Creating a Competitive Economic Development and Workforce Advantage*. Through a comprehensive planning process, the KWIB set a direction for workforce boards and communities to promote growth and retain and enhance Kentucky's future workforce. Ed Barlow of Creating the Future Inc. and Bob Knight, former president of the National Association of Workforce Boards (NAWB), engaged more than 1,000 people including local board members and business leaders, in 10 thought-provoking community forums across the commonwealth. The input from the community meetings created a sense of urgency that formed the foundation of the KWIB strategic plan.

Program Year 2003 key achievements and results:

- Kentucky's achievement of all 17 WIA performance measures for the fourth consecutive year.
- Receipt of $2,851,146 WIA/Trade Dual Enrollment National Emergency Grant.
- Implementation of One-Stop Tracking System through the Employ Kentucky Operating System.
- Launching of Kentucky's WIA On-line Reporting for Kentucky (WORK) Web-based financial reporting system.
- Implementation of comprehensive technical assistance plan to aid local workforce investment areas.

Additionally, within each of Kentucky's 10 workforce investment areas, myriad promising practices were developed to meet increasing customer demand and economic challenges.

Kentucky Workforce Investment – Background

Workforce Development System

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

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

The Division of Workforce Services in the Office of Employment and Training is responsible for program and financial monitoring, technical assistance to the local workforce investment areas, financial management and reporting, rapid response services, and performance management and reporting.

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

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

State Structure

Kentucky Workforce Investment Board

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

Although the KWIB continues to carry out its statutory responsibilities under WIA, most of its efforts and energies over the past several years have been focused on its strategic role as the leading policy board for the commonwealth's broad workforce development system. In this role, the KWIB has worked on such strategic issues as:

- Enhancing Kentucky's workforce information system.
- Promoting the one-stop system.
- Providing responsive services to the business community.
- Strengthening partnerships and the alignment of services.

The board does not deliver services or implement programs, but rather articulates a strategic vision and then acts as an initiator, convener and facilitator to reach this strategic vision: a world-class workforce in Kentucky. The KWIB is committed to working closely with Kentucky's 10 local workforce investment boards and the various state-level partners in workforce, education, business and economic development.

Statewide Strategic Planning Initiative

In early 2003, the Kentucky Workforce Investment Board, in partnership with the 10 local workforce investment boards, undertook a comprehensive planning initiative to set a new strategic direction for workforce boards and their communities as they strive to build a highly competitive workforce in Kentucky. In the summer of 2003, futurist Ed Barlow of Creating the Future Inc presented 10 thought-provoking regional community events entitled *Creating a Competitive Economic Development and Workforce Advantage*. Bob Knight, former president of the National Association of Workforce Boards (NAWB), partnered with Mr. Barlow in this project. In addition to these community events, Barlow and Knight worked with the LWIBs in sessions entitled *Taking Your WIB to the Next Level*, designed to move boards toward a more strategic role in their communities. The board adopted the new KWIB strategic plan at its February 12, 2004, meeting. Additionally, each local WIB developed its own local plan using a statewide framework of A^4: awareness, access, alignment and accountability. Some of the state plan highlights include:

- Creating a sense of urgency around the importance of workforce and economic development.
- Promoting and supporting career pathway models.
- Focusing workforce development efforts around two major industry clusters – life sciences and advanced manufacturing.
- Strengthening Kentucky's workforce information system.
- Expanding the use and promotion of credentials.

Several LWIB chairs reported that their boards had a newfound energy and strategic direction after the meetings. One chair stated, "We now have business people actually asking to serve on our LWIB, and have new buy-in from our local major university." Another said, "We no longer get bogged down in the details of the budget at board meetings; we now focus on workforce issues that matter to our community."

Kentucky Workforce Investment Board Strategic Plan

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

- ***Awareness***

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

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

- ***Alignment***

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

1. **To strengthen partnerships …** among education, workforce, economic development, community development and business.
2. **To align to business needs …** through a demand driven, agile, responsive system that delivers workforce solutions to the business community.
3. **To enhance the comprehensive workforce information system …** through an intelligent, future-oriented approach.

- ***Access***

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

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

- ***Accountability***

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

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

Department for Workforce Investment

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

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

The cabinet provides Kentuckians with education, training and employment opportunities through quality secondary technical programs, matching job seekers and employers who are recruiting employees, placing people in job training programs and assisting people with disabilities to enter the workforce.

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

Utilizing its large and diverse applicant database, the Office of Employment and Training (OET) assists employers in finding qualified applicants for their job openings, while assisting job seekers in finding employment. The OET unemployment insurance program provides benefits to ease the financial burden on individuals who are unemployed through no fault of their own. OET compiles and disseminates a wide range of workforce statistics, including employment, unemployment and wage information.

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

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

The Office for the Blind offers educational assistance, job training, job placement and assistive technology to Kentuckians with visual disabilities. OFB operates a comprehensive vocational rehabilitation center for workforce preparation. The department's Business Enterprises Program offers entrepreneurial opportunities for Kentuckians with visual impairments. The office helps provide a ready workforce for employers.

The Office of Career and Technical Education offers high school students technical training in 53 area technology centers. Students prepare for careers in medicine, computers, business, construction, manufacturing and other exciting fields. The schools also partner with local communities in economic development and training efforts. School-to-Work programs expose students to career choices and work experience.

Local Structure

Local Workforce Boards

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

U.S. Department of Labor Secretary Elaine Chao (right) and Kentucky's First Lady Glenna Fletcher (center) talk with a receptionist at a western Kentucky One-Stop Career Center.

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

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

Local Structure

One-Stop Comprehensive Career Centers

Barren River Workforce Investment Area Career Centers

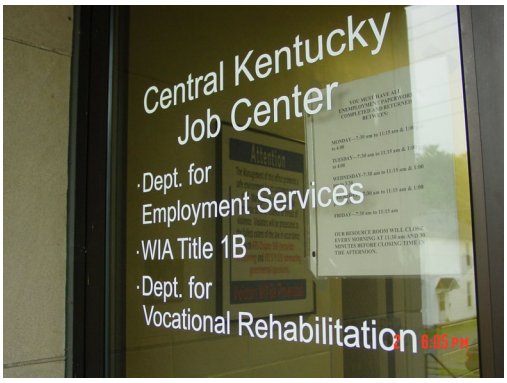
Counties Served: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren
Web Site: www.bradd.org
270-781-2381

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

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

Bluegrass Workforce Investment Area Career Centers

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



Central Kentucky Job Center
121 East Broadway
Danville, KY 40423
859-239-7411

Central Kentucky Job Center
1000 West Main Street, Suite 5
Georgetown, KY 40324
502-863-2402

Central Kentucky Job Center
1055 Industry Road
Lexington, KY 40505
859-258-3140

Central Kentucky Job Center
595 South Keeneland Drive
Richmond, KY 40475
859-624-2564

Local Structure

One-Stop Comprehensive Career Centers (continued)

Cumberland Workforce Investment Area Career Centers

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

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

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

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

EKCEP Workforce Investment Area Career Centers

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

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

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

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

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

Pike County JobSight
Big Sandy Community & Technical College
120 South Riverfill Drive
Pikeville, Kentucky 41501
606-218-2106

Local Structure

One-Stop Comprehensive Career Centers (continued)

Greater Louisville Workforce Investment Area Career Centers

Counties Served: Jefferson, Bullitt, Henry, Oldham, Shelby, Spencer, Trimble
Web Site: wwwkentuckianaworks.org
502-574-2500

KentuckianaWorks One Stop Career Center
Nia Center
2900 West Broadway
Louisville, KY 40211
502-574-4100

KentuckianaWorks One Stop Career Center
600 West Cedar Street
Louisville, KY 40202
502-595-0099

KentuckianaWorks One Stop Career Center
Shepherdsville Square #12
445 Highway 44 East
Shepherdsville, KY 40165
502-955-9131

Green River Workforce Investment Area Career Centers

Counties Served: Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster
Web Site: www.gradd.com
270-781-2381

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

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

Lincoln Trail Workforce Investment Area Career Centers

Counties Served: Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, Washington
Web Site: wwwltcareercenter.org
270-769-2393

Lincoln Trail Career Center
860 West Stephen Foster Avenue
Bardstown, KY 40004
502-348-2709

Lincoln Trail Career Center
916 North Mulberry
Elizabethtown, KY 42701
270-766-5115

Lincoln Trail Career Center
125 East Market Street, Suite 10
Leitchfield, KY 42754
270-259-4912

Local Structure

One-Stop Comprehensive Career Centers (continued)

Northern Kentucky Workforce Investment Area Career Centers

Counties Served: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton
Web Site: www.nkadd.org
859-283-1885

One Stop Career Alliance of Northern KY
8020 Veterans Memorial Drive
Florence, KY 41042
859-371-0808

One Stop Career Alliance of Northern KY
320 Garrard Street
Covington, KY 41011
859-292-6666

Purchase/Pennyrile Workforce Investment Area Career Centers

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

Breathitt Career Center
110 Riverfront Drive
Hopkinsville, KY 42240
270-889-6509

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

Mayfield Career Center
319 South 7th Street
Mayfield, KY 42066
270-247-3857

Paducah Career Center
416 South 6th Street
Paducah, KY 42003
270-575-7000

Local Structure

One-Stop Comprehensive Career Centers (continued)

Tenco Workforce Investment Area Career Centers
Counties Served: Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan
Web Site: www.tenco-onestop.ky.gov
606-564-6894

Ashland One-Stop Center
1844 Carter Avenue
Ashland, KY 41101
606-920-2024

Gateway One-Stop Center
126 Bradley Avenue
Morehead, KY 40351
606-784-7538

One-Stop Government Center
201 Government Street, Suite 300
P.O. Box 460
Maysville, KY 41056
606-564-6894

Local Structure

Local Workforce Investment Areas

Barren River Workforce Investment Area
Barren River Area Development District
177 North Graham Avenue
P.O. Box 90005
Bowling Green, Kentucky 42102-9005
270-781-2381
Director: George E. Leamon

Bluegrass Workforce Investment Area
Bluegrass Area Development District
699 Perimeter Drive
Lexington, Kentucky 40517
859-269-8021
Director: Lori Collins

Cumberland Workforce Investment Area
Lake Cumberland Area Development District
P.O. Box 1570
2384 Lakeway Drive
Russell Springs, KY 42642
270-866-4200
Director: Darryl McGaha

EKCEP Workforce Investment Area
Eastern KY Concentrated Employment Program Inc.
941 North Main Street
Hazard, KY 41701
606-436-5751
Director: Mable Duke

Greater Louisville Workforce Investment Area
KentuckianaWorks
410 West Chestnut, 2nd Floor
Louisville, Kentucky 40202
502-574-2500
Director: Michael Gritton

Green River Workforce Investment Area
Green River Area Development District
3860 U.S. Highway 60 West
Owensboro, KY 42301
270-926-4433
Director: Sonya Fife-Howard

Lincoln Trail Workforce Investment Area
Lincoln Trail Area Development District
613 College Street Road
P.O. Box 604
Elizabethtown, KY 42702-0604
270-769-2393
Director: Sherry Johnson

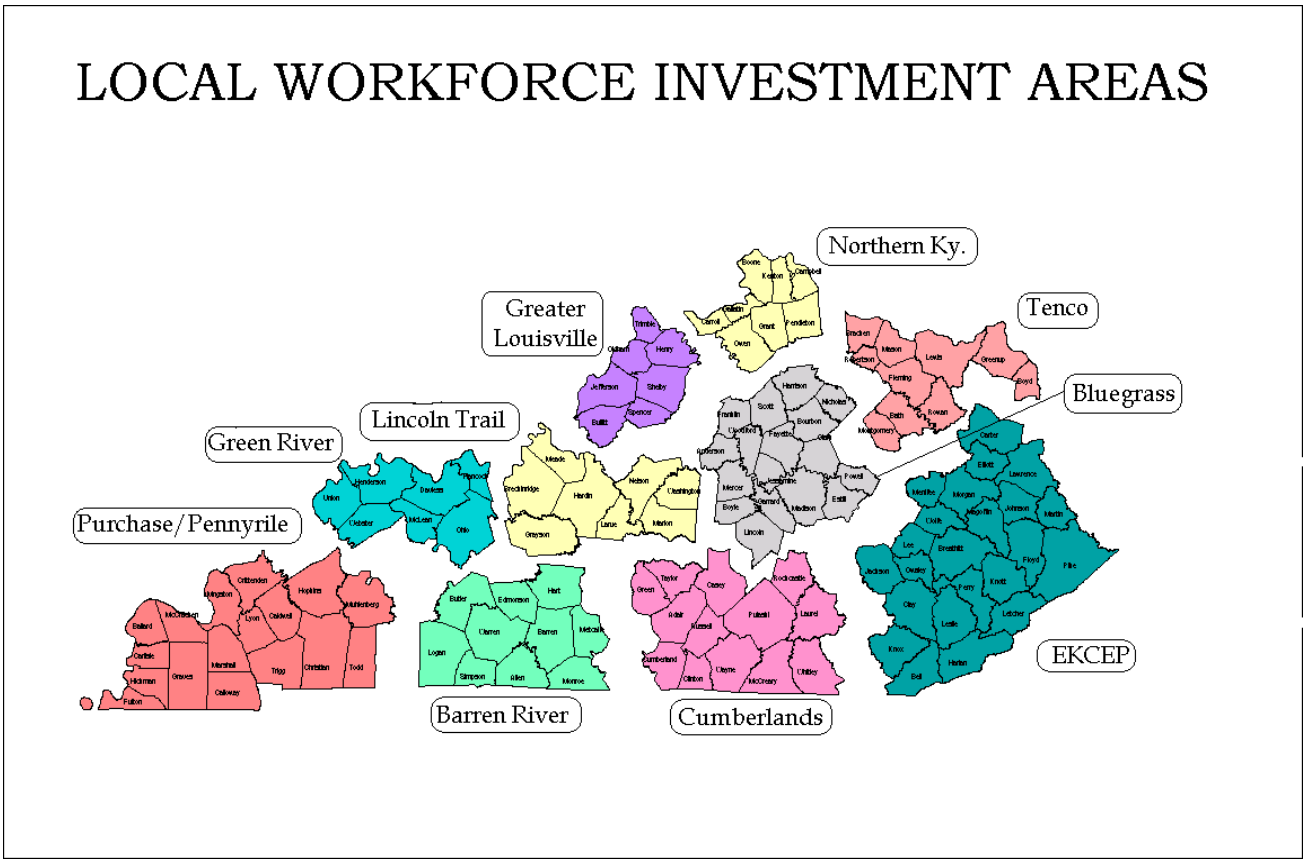
Northern KY Workforce Investment Area
Northern KY Area Development District
22 Spiral Drive
Florence, KY 41042
859-283-1885
Director: Barbara Stewart

Purchase/Pennyrile Workforce Investment Area
West KY Workforce Investment Board
300 Hammond Drive
Hopkinsville, KY 42240
270-886-9484
Director: Sheila Clark

Tenco Workforce Investment Area
Buffalo Trace Area Development District
201 Government Street
Suite 300
P.O. Box 460
Maysville, KY 41056
606-564-6894
Director: Marlene Duffy

Local Structure

Local Workforce Investment Areas



Local Area Highlights

Barren River

Youth Program Highlights

The Monroe County Workforce Investment Act (WIA) Youth Program developed a dual program comprised of both in-school and out-of-school students. Utilizing the PLATO online courseware that correlates with Kentucky's Program of Studies for high school allowed the basic skills-deficient students to work at their own pace and level for success.

The in-school students meet daily for 60 minutes in the Monroe County Community Resources Center. Work experience for in-school youth is based on both student interest and ability and is planned for after school.

In addition to high school guidance counselors, other agencies in the county such as social services, LifeSkills, health department, public library, community action, public/private businesses and adult education classes were instrumental in bringing high school dropouts into the program. The out-of-school youth gain basic skills by using the Kentucky's Virtual University's PLATO online classes, which are aligned to the curriculum needed to pass the GED. In addition, Steck-Vaughn and Contemporary resources were implemented for the purpose of elevating academic skills. Bus transportation, along with breakfast and lunch, were provided for out-of-school students who study each day at the learning center.

Additionally, occupational skills and certifications such as certified nurse aide training, welding, mechanics, carpentry, and electricity are offered by the Area Technology Center. The Monroe County Adult Education program recently became certified to offer and administer WorkKeys, an assessment tool developed by ACT.

Since 2000, the Monroe County WIA Youth Program has certified and enrolled 70 youth, all of whom reached their goals. Seventeen youth received a high school diploma, 14 a GED, six entered additional training/post secondary education, and 18 entered the workforce.

When members of the interagency council, the superintendent of the school system, WIA youth, elected officials, the public library, and more programs act as recruiters for the Monroe County WIA Youth Program, success becomes apparent. Performance continues to improve each program year, leading more youth toward a successful, productive life.

Recognizing Success

Jeremy … Jeremy spent the first 12 years of his life in foster care being moved from home to home. He frequently failed school classes and had a negative attitude toward school and life. Having parental rights terminated, Jeremy was adopted at the age of 14. His grades began to improve and so did his attitude. However, Jeremy was still behind in his studies. He entered the WIA youth program and quickly discovered his talent in the technology field.

While working in the technology department with the Metcalfe County Board of Education, Jeremy gained valuable experience in computer repair, programming and networking. He passed the Microsoft Hardware A Plus Certification examination and is now certified and operates a networking business as well as repairing many of his neighbors' computers. Jeremy is continuing his education through the Kentucky Community and Technical College System, preparing for a career in network programming.

Barren River (continued)

Sarah … Sarah grew up in a single parent home. When Sarah came to the Glasgow Area Career Center, she was employed at McDonald's making $6 per hour and had a family of five. She indicated a strong interest in nursing and enrolled in and completed the certified nurse aide training program with Education and Training Resources in Munfordville. Convinced that she could follow her dream and achieve her goals, Sarah quickly enrolled in LPN school.

While attending LPN school in Glasgow, Sarah met several roadblocks. Following extensive abdominal surgery, she twisted her knee and was required to wear a long leg brace to school and to her clinical rotation. Then in March 2003, Sarah lost her mother due to a chronic illness. Quite upset, as her mother would never see her graduate from something that she had supported, Sarah asked her former CNA instructor to attend her graduation as her support person. On May 21, 2003, after several sleepless nights, Sarah graduated from the Glasgow LNP school, a day she shed many tears. Sarah is now employed full-time at Woodland Terrace in Elizabethtown making $13 per hour plus benefits. She is currently going through the admission process in order to become a registered nurse.

Local Area Highlights

Bluegrass

Business Partnership

Goodwill Industries of Kentucky named the Bluegrass Workforce Investment Board (WIB) "Partner of the Year" at their annual awards luncheon in March 2004. The Bluegrass WIB and Goodwill Industries have collaborated in recent years to offer workshops to employers to dispel myths about people with disabilities in the workplace.

Mobile One Stop Career Center

During spring 2004, the Bluegrass WIB began the process of shifting the paradigm on how they deliver services to job seekers. The WIB realized that not all persons needing one-stop career center services are accessing those services via the four comprehensive one-stop career centers in the Bluegrass area. As a result, the Bluegrass WIB placed an order for a mobile career center specialty vehicle. The Bluegrass WIB envisions using the mobile One-Stop Career Center to expedite and enhance Rapid Response services. The mobile One Stop Career Center will be a self-contained vehicle equipped with state-of-the-art telecommunications equipment capable of being deployed inside or outside of the vehicle. It will offer a full array of employment, reemployment and business services. The mobile career center will contain 10 computer workstations and one computer server with the ability to accommodate additional people, through the use of wireless laptops that have Internet access. It will be able to respond to private, public and workforce-related needs including rapid response sessions, workforce reductions, job fairs and expositions, providing services to rural communities, visiting employer organization meetings and providing tutorial and workforce skills training. The mobile unit should be delivered to the Bluegrass WIB by December 2004.

The Kentucky Employability Certificate

The Bluegrass Workforce Investment Act, Office of Employment and Training, and Kentucky Adult Education, through the Central Kentucky Job Center, have joined forces to market WorkKeys and the Kentucky Employability Certificate (KEC).

WorkKeys is an assessment tool developed by ACT- the same company providing collegiate entrance examinations. The three areas assessed by WorkKeys that correlate to the KEC are reading for information, applied mathematics and locating information.

The KEC can assist an employer in defining measurable skill requirements for a specific job, take the guesswork out of the hiring process, reduce recruitment costs, establish legal defensibility in the selection process, match new employees to the most appropriate job, reduce turnover, overtime and waste, and develop focused training initiatives for employees.

The KEC was created to provide skill-based credentials to citizens of the commonwealth to help them secure employment. Additionally, the KEC was created at the request of employers. Employers have an ongoing need for employees with skills proficiencies and a constant application pool. Utilization of the KEC by employers can help to eliminate those voids.

Local Area Highlights

Cumberlands

Business Services

The Cumberlands Workforce Investment Area worked very closely with the economic development partners by providing potential new employers a packet of information about the many resources that are available. When a new company or an existing business is in need of services/resources, a meeting is scheduled with the county judge, mayor, economic development and college representatives and other partners to pull together all the resources possible to help the business.

The Cumberlands Workforce Investment Area business liaisons provided on-the-job training information and employee screening for local businesses. Additionally, the business liaisons processed applications, tested applicants, and processed job orders to assist businesses in finding skilled workers. The adult and dislocated worker services provided skills upgrading, training and retraining to ensure local businesses had the best qualified applicant.

The local area utilizes USWorks, a state of the art Web site that allows users to interact with current local job market/labor market information from a survey of local area employers. It provides local employers with access to key job market information for hiring and retention as well as an automatic pre-filled job order (Applicant Magnet) feature. With a single click you have a complete description, requirements, salary suggestions and more. Job orders are automatically matched with local job seekers who are informed via email. It allows job seekers to explore career opportunities, view job openings, post resumes and much more. It includes easy-to-use wizards for front-line workforce development staff, in-depth industry analysis for economic development, dynamic, occupational comparison charts for planners, access to the hidden employment market for business liaisons and detailed reports of activities and performance.

The business liaisons speak at chambers of commerce, industrial foundations, human resource organizations, Kiwanis, and other meetings to inform them of Cumberlands services. One of the Cumberlands WIA's goals is to provide a one-stop seamless service to meet the business needs of the area.

Local Area Highlights

Eastern Kentucky Concentrated Employment Program

National Recognition

The success of EKCEP's JobSight centers was featured on page one of the October 13, 2003, edition of *The Wall Street Journal*. The story - entitled "Clues to the Cure for Unemployment Begin to Emerge" - detailed the ways one-stop centers like those in the JobSight network can have a positive impact on the lives of unemployed people.

The experience of John Maynard of Pike County, Ky., was featured prominently in the story. Maynard, a dislocated coal worker, was retrained with federal assistance through the Pike County JobSight and now teaches electronics at a community college. The *Journal* article opened with Maynard's story, citing it as an example of how "Sometimes, the system works."

The *Journal* contacted EKCEP while researching successful one-stop centers as a result of testimony presented on June 18 to the U.S. Senate's Health, Education, Labor, and Pensions Committee, Subcommittee on Employment, Safety, and Training, in which the JobSight was used as an example of best practices. The testimony was delivered by the U.S. General Accounting Office (GAO), which studied JobSight and 13 other exemplary one-stop centers nationwide.

EKCEP's Innovative Business Services Studied in USDOL Report
The "Business Solutions" services that EKCEP delivers through its JobSight one-stop centers was one of only nine business services initiatives nationwide that were studied as examples of innovative practices in serving employers under WIA. EKCEP and its Business Solutions are cited 20 times in the report.

The report - "Business as Partner and Customer under WIA: A Study of Innovative Practices" - was prepared by Social Policy Research Associates (SPRA) for U.S. Dept. of Labor, Employment and Training Administration, Office of Policy Development, Evaluation, and Research, as a part of the National Evaluation of the Implementation of WIA. The report was released June 30, 2004.

SPRA visited nine local areas nationwide that have adopted innovative approaches to business services and business involvement. The site visit in December 2003, included comprehensive interviews with EKCEP administrators and staff, JobSight staff, one-stop partners, and businesses that use JobSight services.

The topics covered in the report include: businesses' involvement with the local Workforce Investment Board (WIB); local area partnerships with businesses and business organizations; approaches to business services; development of business services; detailed descriptions of business services; ways business services are delivered; and the impact of business services. JobFit, EKCEP's on-line profiling and job-matching service, was prominently featured in the report.

EKCEP Concludes Successful JobFit Pilot and Launches Expansion
EKCEP conducted a successful six-county pilot of the JobFit on-line profiling and job-matching service during the 2003-04 program year, and began gearing up to expand JobFit to all 23 EKCEP counties during 2004-05.

JobFit received excellent responses from both employers and job seekers in the pilot counties, and drew national attention in the report "Business as Partner and Customer under WIA: A Study of Innovative Practices" (U.S. Dept. of Labor, Employment and Training Administration, Office of Policy Development, Evaluation, and Research), which cited it as an innovative way to improve labor exchange and placement services in order to better serve business customers. JobFit lets employers create detailed profiles of their best-performing employees in specific jobs, personality traits, interests, and attitudes. Employers can then use these

EKCEP (continued)

profiles to choose candidates who are most likely to enjoy, succeed at, and remain in those jobs. To enter the pool of applicants, job seekers complete an on-line survey.

Enrollment and interest in JobFit increased dramatically throughout the pilot. In October as EKCEP began to promote JobFit, only 280 job seekers and four employers were enrolled in the six-county area. By June, almost 2,500 job seekers and 26 employers were enrolled. Examples of employer satisfaction include: an employer that replaced its proprietary hiring assessment with JobFit, and a manufacturer so pleased with results that its home office is inquiring about the availability of JobFit in other areas of the country as a part of the site selection process for new plants.

Partnerships

Free Tax Preparation and EITC Help Provided by Partnership
EKCEP and JobSight participated in a very successful multi-agency partnership that provided free tax preparation, assistance in filing for the Earned Income Tax Credit (EITC), and financial education to Perry County residents. A grant from the Annie E. Casey Foundation funded the project.

EKCEP and Partners Provide *NxLevel Entrepreneurial Training* Workshops
EKCEP joined with partners from business, education and economic development to provide a nationally recognized program of workshops designed to help entrepreneurs make their small businesses more profitable. "Tilling the Soil of Opportunity" - a 10-week series of workshops led by certified business trainers and hands-on lessons to enhance participants' entrepreneurial skills.

Recognizing Success

Sheila … After being laid off in 2000, Sheila knew that she didn't want to get into another dead-end job. Thanks to WIA, she didn't have to. Sheila wanted to attend college but she did not have the money. The WIA Dislocated Worker Program covered the cost of her college tuition, and her college-related costs for transportation, food and books. Sheila graduated from Hazard Community and Technical College in May 2003 with an associate of applied science degree in medical insurance. She went on to earn national certification in her field by passing the National Medical Coding Exam.

Sheila at ARH Outreach Clinics main office

Today, Sheila is billing manager for the Appalachian Regional Healthcare (ARH) Outreach Clinics and tracks hundreds of thousands of dollars in medical bills from nine outpatient clinics. WIA helped transform Sheila from a layoff victim to a nationally certified medical coding and billing professional. "I looked at it as a way to help me help myself," Sheila said. "Without that help, there's no way I could have finished."

Angela at St. Claire Regional Medical Center

Angela … It took Angela 15 years to realize her dream of becoming a registered nurse. Without WIA help, she might still be waiting.

Angela married immediately after high school and had two children, which "put everything on hold," she said. When her youngest child started first grade, she enrolled at Morehead State University (MSU) to seek an associate's degree in nursing, but juggling a job and the responsibilities of motherhood with classes and clinical exams stretched the two-year program of study out to five years. When her family's finances were stretched nearly to the breaking point during her demanding final semester, WIA provided the financial support that allowed her to finish. Today, Angela, a registered nurse, works on the Cardiac/Orthopedic Wing at St. Claire Regional Medical Center in Morehead.

Local Area Highlights

Greater Louisville

Outstanding Local Partnership

Transitions Program
In 2002, Jefferson Community and Technical College (JCTC) and Jefferson County Public Schools Adult and Continuing Education (JCPSACE) formed an innovative and dynamic partnership as a way of addressing critical educational needs. Because of the increased need for higher educational attainment, JCTC and JCPSACE were charged with greatly increasing enrollments and success rates of students with declining funds.

Through conversation and the combining of resources, the Transitions Program was birthed as a nationally recognized program for assisting adult learners in moving from adult basic education to the postsecondary level. It wasn't easy – obtaining approval for dual enrollment of participants, developing crosswalk tables for converting assessment scores, aligning curriculum, and even the sharing of personnel presented challenge after challenge. The result – a systematic way of moving adult learners towards their goal of increased education.

It works in three ways:

- Students enrolled in developmental classes at the community college learned basic skills through computerized technology administered by both JCTC and JCPSACE staff,
- Mini courses were provided prior to each semester with curriculum written and taught by JCPSACE to prepare prospective students for the JCTC entrance exam,
- Educational Enrichment Services was created to utilize jointly formed curriculum to assist transitioning GED or high school graduates in need of additional basic skill assistance.

Outcomes:

Through this innovative partnership more than 2,000 adults are on their way to improving their educational attainment and enriching the workforce. The three mini-sessions of College Prep prior to each semester has demonstrated significant improvement on entrance exam scores and more than 1,500 dually enrolled students have accessed online curriculum via the Kentucky Virtual Adult Education Web site. When you consider that on average, individuals with a high school diploma or GED will earn $6,837 more a year in wages than a non-high school graduate, that college graduate with an associates degree will earn $7,220 more annually than a high school dropout and that a college graduate with a bachelor degree earns $25,000 more per year than a high school dropout, the economic potential of this partnership in the region is enormous.

Local Area Highlights

Green River

Outstanding Youth Program

Dropped out of school, no diploma or GED, no job, wondering what the next step should be – those are characteristics of many youth served through the Workforce Investment Act youth programs. In the Green River local area, these youth are fortunate to have the opportunity to participate in a WIA-funded program at Daymar College.

The Daymar College STEP program offers assistance by offering instruction on basic skills, resume writing, interview tips, career readiness and socialization skills. Upon completion of the STEP program, participants are more prepared to enter the workforce.

During the first year of operation, the STEP program enrolled 59 out-of-school youth between the ages of 16 and 21. This exceeded the number required by the contract with the Green River Area Development District. The following numbers are indicative of the success of the program. Twenty-five individuals attained a GED, 23 entered unsubsidized employment, and nine entered post-secondary education.

Not only have these individuals gained knowledge to get and keep a job, they have gained a sense of self-worth and confidence. The program staff works diligently to make a difference by encouraging the participants to reach for their goals and exceed them, to change their lives one step at a time.

Recognizing Success

Kathy … At 48 years old, Kathy was raising her 8-year-old grandson, receiving Kentucky Transitional Assistance Program (KTAP) funds and living in Section 8 subsidized housing. A year later, Kathy re-entered college with a scholarship from the Workforce Investment Act program through the Green River Area Development District (GRADD) and enrolled in the Family Self-Sufficiency Program (KY Housing Corp.).

In December 2002, with the help of the WIA scholarship, Kathy was able to obtain her bachelor of social work degree from Brescia University. She began work at the Mary Kendall Adoption and Family Services earning approximately $24,000 a year. Kathy was able to pay her full rent for a year, which earned her a check for $5,110 from the Kentucky Housing Corporation. During the first year that she paid full rent, the corporation put $455 a month into escrow. At the end of the first year, Kathy was given the check for successfully breaking free from the state's housing assistance program.

"To be successful, you've got to want to do it. There will be obstacles, but you have to jump over those hurdles," said Kathy. She is planning to continue her education by obtaining her master's degree in social work.

Local Area Highlights

Lincoln Trail

Partnerships

***Learn and Earn* Career Pathways**
The Lincoln Trail WIB and Career Centers, Elizabethtown Community and Technical College and Hardin Memorial Hospital are partnering together to address the employment gaps/shortages/needs as identified by the regional health community. The "Learn & Earn" Career Pathways project involves a new model of program access, delivery and cost sharing to build a globally competitive workforce for the Lincoln Trail region.

Other features of the system include the creation of a career ladder reflecting the options and paths for advancement or transition through the allied health sector. Exposure to the system will commence in middle school and continue throughout an individual's career. The project will also feature the creation of a workplace career center inside the hospital to connect recruitment, transition, education, and promote the project at the worksite. The center will provide counseling, case management, job placement services, advisement, registration, and facilities to expand the learning capacity of students, enrollment opportunities, and complement hospital internal cross-training education programs.

This project is the first step in the development of a more market responsive partnership with the business community in the Lincoln Trail Region. It targets investment of workforce development resources and support from private and public sector partnerships to ensure the development of workers' skills in demand occupations based on an identified industry need.

Perspectives Workshops
Hit hard by the announcements of two long-time employers, leaving over 550 people without jobs in an already tight job market, several local agencies came together to devise a plan to help these individuals transition into the next phase of their lives. The group consisted of representatives from Elizabethtown Community and Technical College, Elizabethtown Chamber of Commerce, North Central Education Foundation, Lincoln Trail Career Center, Financial Planning Association, United Way of Central Kentucky and the Ministerial Association. After several planning meetings the group created the *Perspectives* workshops to be offered to all individuals experiencing a job loss.

The *Perspectives* workshops included resume writing, money management, stress management, computer skills training as well as information about education and training opportunities. Participants were also provided with information about local community resources that were available to help them get back on their feet.

This initiative proved to be a successful partnership and, most importantly, responded to the immediate needs of the citizens of the Lincoln Trail Workforce Investment Area. Many of those who were affected by these two major layoffs are now back in the workforce or attending school. The workshops continue to be offered in conjunction with local layoffs and closures and the Partners remain committed to providing the resources needed to help dislocated workers re-establish themselves in the workforce.

Lincoln Trail (continued)

Business Services

The Business Services representatives continue to promote the Career Center System through several venues. Implemented in May 2004, the Career Center Web site, www.ltcareercenter.org, provides valuable information to businesses and job and career seekers about available services and locations of comprehensive centers and access points.

The Lincoln Trail Career Centers served the business community providing varied services. Two-hundred and sixty-one new employers were served during the fiscal year ending June 30, 2004. New and previously registered employers totaled 613. The Business Liaison and the Career Center Manager spoke at several civic organization meetings in the eight-county region to promote the Lincoln Trail Business Services Program. They included the Rotary Club, Society of Human Resource Managers and other interested groups.

A Wage and Fringe Benefit Survey was conducted in the Lincoln Trail Area in early 2004 and published in April 2004. It provided up-to-date information regarding entry-level and average wages, fringe benefit coverage and additional data including employers' rating of the local workforce. A total of 91 companies responded, representing over 12,000 workers and an annual local income of $795 million.

Recognizing Success

David and Songia … After dedicating 10 years of service to their employer, David and Songia did not expect to have their livelihoods taken away. They found themselves seeking assistance at the Lincoln Trail Area Career Center when the company had to relocate jobs.

David, having worked in maintenance for over 20 years, found it very challenging to choose a new profession that would be in demand in the local job market. Working with center staff, David discovered the possibility of making a living while also enjoying a favorite hobby of his: taxidermy. Center staff members took a chance at this "out of the box" idea at developing a possibility for entrepreneurialism. After one year of training, David holds several state and national awards. He has developed a clientele base and has gained a distinguished reputation for his remarkable workmanship. David's story is a perfect example of how hard work, non-traditional thinking, hope and goal setting can bring people out of challenging situations and help them achieve a dream.

Songia had originally planned to go into accounting as a payroll clerk upon first coming to the career center. However, with assistance from center staff, she discovered a fascination with the health care field. This fascination led her to taking classes at Spencerian College to become a limited medical radiographer. Excelling in all of her classes, Songia successfully completed training while achieving high honors and ultimately her certification. She is currently employed at Elizabethtown Occupational Medicine.

Overcoming barriers and challenges that life has to offer is more difficult for some than for others. David and Songia took the opportunities afforded them through what they learned at their rapid response sessions and are now involved in exciting new careers.

Local Area Highlights

Northern Kentucky

Local Partnership

In fiscal year 2003, the One Stop Career Alliance of Northern Kentucky partners discovered there were significant numbers of customers coming into the center for services who had little or no experience with computers. These included individuals who had been laid off from jobs they had worked for up to 20 years, to older clients who were intimidated by the technology, to young people who had never had the opportunity to touch a computer. Adult Education and Gateway Community and Technical College took the lead with support from the Northern Kentucky Workforce Investment Board to initiate basic computer classes at the Florence one-stop. Toward the end of that year, classes were expanded and offered at the Covington site as well. Both locations enrolled a total of 208 students in Introduction to Computers of which there was a 76 percent completion rate and out of the 222 who enrolled in Introduction to Word, there was a 54 percent employment rate.

Outstanding Partnership

The Northern Kentucky Workforce Investment Board awarded the Outstanding Partnership of the Year award to the One Stop Career Alliance and the Greater Cincinnati/Northern Kentucky International Airport.

The challenge for the airport was filling over 15,000 jobs of the 100+ employers in and around the airport. With 400 job openings at any one time, the process for filling them was complicated and confusing. The solution occurred in January 2000 when a satellite office was opened that streamlined and centralized the job listing and job application processes for employers and job seekers alike. The results have been phenomenal: 7,764 walk-in clients were served; 3,964 phone inquiries were received; 10,394 job referrals were made; and an average of 131 employers per month were served.

An analysis of what it costs to accomplish this is simple. The benefit is high; the expense is low. The Airport Board supplied the office space, space on the airport Web site, promotional space in airport publications, phone and electric services. The Office for Employment & Training, a one stop partner, supplied a staff person and office equipment. The Northern Kentucky Workforce Investment Board supplied a second staff person with the use of Workforce Investment Act (WIA) funds.

This proactive and innovative approach is a model design for meeting the needs of airport employees, employers and the surrounding community.

Business Services

Job Listings: Two years ago, on any average day, there were approximately 150 available positions listed by employers at the one-stop. Today, that number has increased to 450. This strongly demonstrates that the employer community is 1) more aware of this workforce solution and 2) they are pleased with the quality of services they get from the system.

Job Fairs: The One Stop Career Alliance of Northern Kentucky continued to be a major player at local job fairs and recruitment events. A prime example was the special job fair to recruit for the Federal Transportation Security Agency (FTSA) hiring for security positions at the Greater Cincinnati/Northern Kentucky International Airport. The FTSA representative stated that he worked with one-stops in other parts of the country and had never before experienced the high quality, customer-friendly services as that provided by the one-stop in Northern Kentucky.

Northern Kentucky (continued)

Special Initiative

The Northern Kentucky Workforce Investment Board (NKWIB) identified through its strategic planning process that marketing of the one-stop was a priority. To accomplish this goal, the NKWIB recognized the one-stop had to have a Web site for the public to use. The vision of the Web site was built on the belief that it had to be relevant to individual customers and business customers alike. It also needed to be easy to use and attractively designed. The NKWIB is delighted to announce that the Web site is in production. It is www.nkyonestop.com.

Outstanding Service

Due to business conditions in the spring of this year, the Dana Automotive System Group's Dry Ridge facility went through a downsizing of a third of their workforce. Dana Automotive's human resource manager initially contacted the one-stop to get information or a referral about local outplacement resources in the community. Surprised to learn that the one-stop could provide these services **at no cost**, she was also delighted with the **immediate response** and the **professional quality** of the services provided. WIA staff scheduled on-site orientations and completed WIA registration forms for the 150 affected workers at times that were convenient for the employees. In addition, one-stop job seekers' workshops were co-presented by WIA and Gateway Community and Technical College staff on site at the company. Presented over a five-week period, 80 employees attended the four-hour workshop from 6 - 10 p.m. during normal working hours of the company.

As a part of the package of services, Gateway provided on-site computer classes from their mobile computer lab. The local adult education partner administered the Test of Adult Basic Education (TABE) test and the Kentucky Manufacturing Skill Standards (KMSS) test, if needed.

Dana Automotive was amazed that all of these services could be brought to their company at no charge. As a result, many of these customers continue to use the one-stop system, and are now accessing such services as WIA Individual Training Account (ITA) support.

Recognizing Success

Martha … Martha received her high school diploma but did not enjoy her job and wanted something more. She knew that she wanted to help people. She wanted to work with young children. With the assistance of the Gallatin County WIA program, she completed her resume and an application for an aide position at a local day care. Martha went for an interview and was hired immediately.

Martha enjoyed her job but she still was not satisfied. She decided to pursue her Child Development Associate (CDA) certificate so she could move up to a pre-school teacher. She started classes in child development nights and weekends. She successfully completed, passed her test, received her credential and has her own classroom now.

Martha became a wonderful role model for the other youth in the program. She was always willing to talk to them and tell them how important it is for them to stay in school. She encouraged them not to settle for just any job.

It is obvious that Martha is where she is meant to be. When she talks about "her kids," her eyes light up and a big smile comes across her face. Her caring and dedication is unbelievable. Her supervisor said about Martha, "The students and staff love her, and we are so lucky to have her working with us." Martha just recently purchased her first home by herself. She said that things are very good in her life right now. Martha is living proof that dreams do come true.

Local Area Highlights

Purchase/Pennyrile

National Recognition

The West Kentucky Workforce Investment Board (WKWIB) has invested heavily in the West Kentucky Career Center System and recognizes the importance of having superior facilities and equipment available for individuals, businesses and staff to utilize. Through the receipt of WIA incentive funds, the WKWIB has made significant improvements in the areas of presentation equipment, signage, resource room, resource literature and business reference materials, throughout the systems' four comprehensive centers and 12 affiliate sites.

In addition, the Career Discovery Center, which was opened to provide services to dislocated workers affected by the Mattel, Inc. closure, has been a topic at several national and regional workforce conferences as a best practices model for other states. U.S. Department of Labor Secretary Elaine Chao visited the center during the fall of 2003 to view firsthand the success of the local partnership efforts in the provision of services to businesses and individuals.

The WKWIB is also involved in providing services to military personnel and military spouses at the Ft. Campbell Career Center, Ft. Campbell, in conjunction with an inter-state national emergency grant coordinated with Tennessee.

Local Partnership

Partnerships for Youth

Working with area employers, Hopkinsville Community College (HCC) designed short-term customized technical training programs to prepare participants for placement into high paying jobs, primarily in the manufacturing industry. The Hopkinsville Community College's Youth Workforce Connections Program (HOPCC-YWC) was designed to link youth with the training required to be hired at area businesses. Johnson Controls has become a partner in this local venture.

Nancy Laprade, KWIB executive director, Birdsong, Poindexter, Jim Greer, WKWIB

Johnson Controls who designs and builds innovative vehicle interiors for virtually every major auto maker in the world, hired 15 of HOPCC-YWC certified welders at the Cadiz plant. Human Resource Manager Terry Birdsong remains committed to the program and giving the youth of the area a chance for a better career and life for themselves and their families.

June marked the 18-month anniversary of employment at Johnson Controls for two of the students. To quote one of the participants, Desiree Poindexter, "I believe that working at Johnson Controls is not just a job; it's a big part of my life." Poindexter had perfect attendance in her training courses and was able to acquire a high paying job with Johnson Controls Automotive Group within a month of entering the program. "Working at Johnson Controls is about attaining personal and professional goals," said Poindexter.

The WKWIB celebrated five years of WIA success during a "Workforce Celebration of Excellence" in June 2004 when Birdsong was recognized for what Johnson Controls has done to support this program and the youth. Poindexter was recognized for her 18 months of service to Johnson Controls and her achievements in the WIA youth program.

Local Area Highlights

Purchase/Pennyrile (continued)

Recognizing Success

Michael … Michael set his sights on a nursing career early in life and has not let anything stand in the way. He dropped out of high school while he was taking care of his sick grandmother. He promised her before she died that he would follow his dreams and become a nurse. He prepared for the GED test on his own and passed it. From there, he enrolled into the practical nursing program at Kentucky Tech (Madisonville Health Technology Center). When he heard about the WIA program, he came to the office looking for assistance with his tuition and books so that he could complete his LPN training. He did that and more.

Michael graduated with honors in 1997 with an LPN diploma and received the school's Clinical Excellence Award. He immediately enrolled in the bridge to Registered Nursing program at Madisonville Community College (MCC) where he graduated in 1999, receiving the Dora Hutchinson Award.

Michael then completed his course requirements and graduated cum laude with a bachelor of science degree in nursing from the University of Louisville in 2001. Michael said, "WIA allowed me to pursue my dream, continue my education and I didn't have to choose between going to class and going to work. My case manager, Robin has always been very supportive and was always there when I needed to talk to someone about my goals."

Since 1997, Michael has worked in administrative positions for two nursing homes in Muhlenberg County while continuing his education and continuing to receive honors. Currently, Michael is a nursing instructor at MCC teaching the RN bridge class at the technical campus. He is also attending graduate school at the University of Louisville where he should complete his master's degree in spring 2004. In July, Michael was promoted to assistant professor at MCC.

Michael has worked toward his goals with unwavering dedication and truly has become a WIA success story.

Local Area Highlights

Tenco

Strategic Planning

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

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

Business Services

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

The small-business community is also utilizing the business services teams, WIA, one-stop centers, and partners as a resource to provide information regarding how to enhance their workforce and business success. At the request of the employer, the business services teams have toured worksites to gain knowledge regarding how the company and workers function. Through this on-site observation, the business service teams can provide a list of resources and suggestions to the business. One example is the development of an employment application to identify the specific skill level desired. Another company who was experiencing employee turnover because the employee did not have the skill level required, was assisted through a workshop designed to address the job interview process.

Recognizing Success

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

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

Local Area Highlights

Tenco (continued)

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

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

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

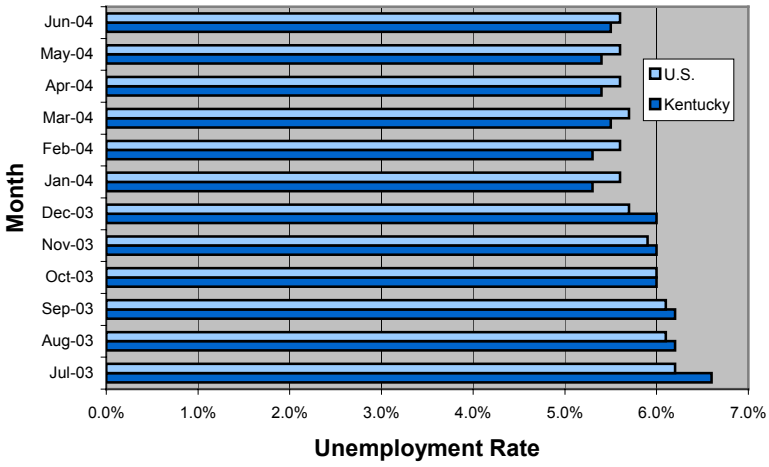
Sonya graduated in December 2003 and passed her state board exam the next month. She has been employed with Maysville Nursing and Rehabilitation Center since graduation and does some PRN work at Adams County Hospital in Ohio. She has surpassed her previous wages and recently had a leadership opportunity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

State Highlights

State Initiatives and Programs

Kentucky Unemployment Rates

Both the U.S. and Kentucky unemployment rates averaged 5.8 percent on a seasonally adjusted basis for the most recent program year, 2003. During the first six months of the year, Kentucky's unemployment rate was slightly higher than the U.S. rate. However, during the more recent months, Kentucky's unemployment rate dipped below the U.S. rate. Kentucky's unemployment rate displayed a steady decline over the course of the program year. Of the 50 states and the District of Columbia, Kentucky's unemployment rate was ranked 18th highest in the nation.



Rapid Response Services

The demands and skills of workforce development professionals are constantly changing and evolving. The Office of Employment and Training is dedicated to serving dislocated workers and employers in meeting their workforce needs through rapid response assistance and early intervention services by collaborating with local, state, and federal workforce development professionals.

The Office of Employment and Training Rapid Response Unit manages the multiple priorities created by closures and mass layoffs. Through highly skilled and trained rapid response teams, employers can expect a quick response to their transition planning needs, confidentiality, assistance in understanding government regulations, help in conducting an orderly shutdown, pre-layoff services designed to help workers shorten their transition time, and assistance in maintaining worker morale and productivity during the transition. The employee is provided information that will help them return to work and maintain their standard of living. The rapid response team understands the sensitivity of the situation and is prepared to handle questions regarding a variety of issues.

From July 1, 2003 – June 30, 2004, the Rapid Response program reported 203 layoffs statewide, which impacted approximately 10,400 employees transitioning from layoffs to reemployment. The Rapid Response team served 140 businesses and met with over 7,000 employees. The commonwealth's Rapid Response team is an invaluable service for continuing education and improving the workforce within Kentucky.

National Emergency Grant

In July 2003, the commonwealth received notice of a grant award of $2,851,146 through a dual enrollment National Emergency Grant. Nearly 1,200 dislocated workers from companies who had been Trade Adjustment Assistance (TAA) certified and were dually enrolled into WIA and TRADE services were served.

State Initiatives and Programs (continued)

Former Kentucky Gov. Martha Layne Collins addresses the importance of math, science, and foreign language skills

2003 Youth Summit

The third annual WIA Youth Summit was an overwhelming success with approximately 200 adults and youth attendees. Adults and youth attended breakout sessions such as short-term credentials, career development and mentoring, community service and job interviewing skills. Former Gov. Martha Layne Collins provided a general session discussing the importance of math, science and foreign language skills in the future workforce.

Jobs for America's Graduates

Through WIA statewide reserve funds, out-of-school youth are served utilizing the Jobs For America's Graduates (JAG) curriculum and are administered through four of the local workforce investment areas. Youth ages 16-21 are provided basic skills and work readiness skills training in order to achieve a GED and one positive outcome, such as employment or postsecondary education. These four sites served approximately 100 youth.

Jobs for Kentucky's Graduates

Through WIA statewide reserve funds, 46 sites throughout Kentucky served in-school youth using the Jobs for America's Graduates curriculum administered through the Department of Education. Nearly 800 youth ages 14–21 in grades 9-12 received services. Since 1999, program sites have grown from 14 to 46.

Kentucky National Guard About Face Project

WIA funded a pilot project for utilizing the National Guard About Face Model Program. This model delivers an after-school training program for in-school youth designed to improve academic performance, develop life skills and work experience opportunities. The project served approximately 100 at-risk youth.

Kentucky National Guard Youth ChalleNGe Academy

The Youth ChalleNGE Academy is a rigorous 22-week residential, military model development and training program whose primary goal is to teach high school dropouts discipline and provide direction while working toward a GED. As a pilot project, WIA funds provided placement coordinator positions to provide 12-month follow-up services to include mentoring, job assistance and stipends. Approximately 160 graduates were provided 12-month follow-up services.

Employ Kentucky Operating System

Employ Kentucky Operating System (EKOS), Kentucky's management information system, experienced numerous enhancements to better serve the customer and improve reporting capabilities. The one-stop tracking component has allowed local areas to track one-stop traffic, what services the customer received, and what agencies provided the services. Services to both job seekers and employers can be tracked and reported by local area, site, agency and staff member. The tracking system not only enables Kentucky to provide federal, state and local policymakers and stakeholders information concerning the number of individuals receiving program services, but is used as a tool to assist in the assessment of program effectiveness.

State Initiatives and Programs (continued)

Business Services

Kentucky is continuing to focus on business as a primary customer by providing one central point of access to programs and services of the Kentucky Workforce System. Major emphasis is placed on building strong relationships and offering a customized approach depending on the size of the business. WorkKeys job profiling and matching system ensures that staff have the opportunity to learn in depth information about the skills and characteristics of specific jobs within a particular company.

The Business and Industry Committee of the Kentucky Workforce Investment Board (KWIB) sponsored a **Clusters and Business Services Workgroup** in order to identify specific clusters for statewide KWIB support. Partners attending the workgroup included the Office of the New Economy, the Cabinet for Economic Development, the Kentucky Community and Technical College System, the Office of Employment and Training and representatives of the Local Workforce Investment Areas and the Kentucky Workforce Investment Board. The following were identified as the clusters for KWIB support:

- Life sciences (health care and biosciences).
- Advanced manufacturing (general, automotive and visualization technology).

Additional clusters will be supported by KWIB initiatives as time and financial resources become available. Information technology (IT) is supported as core/foundational learning that is essential for all clusters.

Enhancing Labor Market Information

The KWIB Business and Industry Committee continued its focus on further development of Kentucky's comprehensive workforce information system. The Office of Employment and Training is the lead agency for Workforce Kentucky, www.workforcekentucky.ky.gov, an integrated, user-friendly Web application providing public access to America's Labor Market Information System. This product is available for job seekers, employers and workforce and economic development professionals to keep abreast of constantly changing workforce related data.

The Workforce Kentucky Web application is complemented by the Labor Market Information (LMI) Survey of job vacancies, required educational levels, benefits and underemployment conducted by researchers from the University of Kentucky and the University of Louisville and released at the November 2002 KWIB meeting. The data and the researchers' report are available at lmisurvey.ky.gov. Kentucky signed on to the Local Employment Dynamics (LED) program with the U.S. Census Bureau in program year 2003. Quarterly Workforce Indicators (QWI) from the federal/state cooperative LED program will be available in summer 2004. Enhancements to the Workforce Kentucky Web site for 2004 include:

- The Web site is averaging about 18,500 visits per month during 2004, some 7,500 more than the monthly average for 2003.
- Unemployment insurance (UI) data is now available and that information is being updated monthly. UI claims data can be utilized as an excellent indicator of the strength of the job market.
- More current occupational wage data for more local areas is now on the site. For example, wage data for calendar year 2004 was placed on the site during the spring of 2004.

Affirmative Action data was placed on the Web site at the beginning of calendar year 2004. This population and labor force information is useful for employers in preparing their affirmative action plans.

State Initiatives and Programs (continued)

Kentucky Employability Certificate

The Kentucky Employability Certificate (KEC), publicly rolled out in May 2003 in Owensboro, has now been awarded to more than 2,000 Kentuckians. The KWIB, in conjunction with ACT, Inc., is the major sponsor of the KEC, which was designed to document foundation skills in applied math, reading and locating information. The certificate is based on ACT's WorkKeys system and has been endorsed by the Kentucky Community and Technical College System (KCTCS), Kentucky Adult Education, the Council on Postsecondary Education, the Kentucky Chamber of Commerce, the Kentucky Society for Human Resource Management, and the former Cabinet for Workforce Development, in addition to other organizations. Kentucky was the first state in the nation to introduce such a certificate.

In 2004, Kentucky joined Virginia and 10 other states to form the career readiness certificate consortium, which will develop and promote similar employability certificates in the mid-Atlantic and southern regions. As global competition increases, Kentucky recognizes that economies and their workers do not stop at state lines – strong regional economies will help keep good jobs in Kentucky and the region.

Workforce Investment Act Awards

The Division of Workforce Services (formerly the Department for Training and ReEmployment) hosted the 3rd Annual WIA awards luncheon in Lexington in November 2003. Awards were presented to seven alumni of the WIA program by Division of Workforce Services Director Susan Craft and Kentucky Workforce Investment Board Chairman Ken Oilschlager. The recipients were honored for overcoming educational, financial and personal obstacles to become employed. Awards were also presented to two professionals, two employers, three programs and two partners involved in the WIA education and training programs. Two of the WIA Alumni Excellence Award recipients were:

Chairman Oilschlager and Director Craft pose with Daniel Baird at WIA award ceremony

Daniel Baird of Williamsburg was 17 years old when his father died leaving him and his two younger brothers without parents. They lived for a while with a guardian but the arrangement was not successful and Baird left the home when he turned 18. With help from the Cumberlands WIA Youth Opportunity Unlimited Program in Whitley County, he got custody of his youngest brother and arranged for his other brother to live with an aunt. The program also helped him get a job, rent an apartment, qualify for financial aid for school and enroll at Eastern Kentucky University.

Chairman Oilschlager and Director Craft pose with Cindy Payne at WIA award ceremony

Cindy Payne of LaGrange had four children and was going through a divorce when she came to KentuckianaWorks for financial help to go to school. Through WIA funding, Payne graduated from Spencerian College as a licensed practical nurse and now works for Baptist Hospital East in Louisville.

Cost and Evaluation of WIA Activities

WIA Title 1B

Cost of Program Activities Relative to Program Outcomes
July 1, 2003 – June 30, 2004

	PY 2003 Expenditures	PY 2003 Customers Served	PY 2003 Exiters	PY 2003 Cost Per Customer Served	PY 2003 Cost Per Customer Exited
Adults	$ 10,121,326	3,888	2,191	$ 2,603	$ 4,620
Dislocated Workers	$ 5,946,852	4,243	1,886	$ 1,402	$ 3,153
Youth	$ 12,250,565	5,745	3,404	$ 2,132	$ 3,599

The Commonwealth of Kentucky Program Year 2003 (PY03) was a year of great success, and a year that once again challenged the state to meet the demands of the dislocated worker population. Kentucky continued to experience a significant number of industry-based dislocations. The number of dislocated workers served was very close to those served in PY 02 (4,243 down from 4,616), a slight decrease of dislocated workers served during the program year compared to PY 02.

This figure does not represent the number of individuals served under National Emergency Grants (NEG) who were not dually enrolled in both the NEG and WIA. Kentucky administered three NEGs during PY03 serving 2,133 dislocated workers in addition to the West Kentucky Workforce Investment Board's NEG serving 304 dislocated workers. A slightly fewer number of adults were served (3,888 down from 4,755). The number of exiters remained roughly the same. This was in part due to level funding in the adult allocation. Many local workforce investment areas exercised their options to transfer dislocated worker funds to adult funds in order to continue the same level of service to the adult population as in PY 02. There was a 28 percent decrease in youth served - 5,745 in PY03 compared to 8,045 in PY 02 - due to a substantial reduction (7.4 percent) in youth funding – which translated to approximately $1.3 million.

As in 2002, Kentucky continued to reduce the cost per customer exited in both the adult and dislocated worker funding streams. This was due in part to the continued reduction of Individual Training Account (ITA) awards available for training and support services at the local workforce investment area level. Local workforce investment areas continued to find innovative ways, including implementing a series of short-term training for dislocated workers needing intensive/upgrade skills services, rather than extensive retraining services and utilizing on-the-job-training activities. The youth cost per customer exited increased slightly from $3,479 to $3,599.

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

Cost and Evaluation of WIA Activities (continued)

While the commonwealth continued to experience a need for services, adequate funds to support the need became a challenge for the local workforce investment areas. Escalated expenditures in regards to serving youth in PY 02, and a substantial reduction in youth funds in PY 03 in addition to state revenue reductions, left local workforce investment areas with a greater challenge to serve the youth population. All 10 local area boards in PY 03 asked the governor for statewide reserve funds to provide adult, youth and dislocated worker services. These funds, $383,178, were requested to keep, in most cases, services operating - not to expand or enhance services. The office also awarded over $1.9 million in rapid response additional assistance funds to 10 local area boards to meet the increased demand in services to dislocated workers.

During PY03 great strides were made in the increase of data collection and reporting capacity for Title IB services and the creation of a statewide foundation of data collection for the One-Stop Career Center System. The Employ Kentucky Operating System (EKOS) tracking system was implemented April 1, 2004. The system allowed for more accurate data collection and reporting capacity. After a number of years of development and phased in training with partners and service providers, Kentucky now collects nearly all one-stop services utilizing EKOS. Managerial reports are now more easily created and are readily available for all system stakeholders.

Nearly two million services or other activities were provided to almost 400,000 job seekers at Kentucky one-stop centers from July 1, 2003 to June 30, 2004. Over 22,000 individual services were provided to over 8,000 employers through the one-stop system. The Division for Workforce Services has received over 6,500 inquiries regarding Kentucky services through America's Service Locator Web site and the toll-free help line.

Status of State Evaluations of Workforce Investment Activities

In response to the Kentucky Workforce Investment Board's request to better gauge the success of the One-Stop Career Center System and its continuous improvement efforts, Kentucky utilizes a series of reports which addresses the following areas:

- Customer and performance analysis regarding job seeker customer flow and employer customers.
- Employer customer satisfaction report indicating employer satisfaction data from both WIA and Office of Employment and Training program data.
- Participant customer satisfaction reports including dimensions of service quality regarding WIA data.

The analysis also includes information regarding training, employment and earnings increases and satisfaction information. Data for a six-month reporting time period indicated Kentucky participants rated the services they received very high, but indicated room for improvement. The Office of Employment and Training, which includes the former Department for Training and ReEmployment, will continue to analyze program data and, with the capabilities of generating the above-referenced reports, should provide the state board and local workforce investment areas with data to evaluate services to assure continuous improvement of the system.

Cost and Evaluation of WIA Activities (continued)

Of the three ACSI questions, data indicates Kentucky participants rate the services received very high, but there is room for improvement. (Data collected 07/01/2003 – 12/31/2003)

	Number of Responses	Mean
Overall Satisfaction	1,280	81.78
Compared to Expectations	1,280	80.88
Compared to the Ideal	1,280	55.84
ACSI	1,280	73.79

To improve fiscal management evaluation services, the office implemented the WIA On-line Reporting System for Kentucky (WORK). The Office of Employment and Training (OET) has designed and implemented an Internet-based financial reporting system for Kentucky's local workforce investment areas (LWIA). The system was developed using existing grant management software procured from *Agate Software, Inc.* tailored to meet financial reporting criteria needed to manage Kentucky's Workforce Investment Act (WIA) grants. The system will be used to report various financial activities from Kentucky's LWIAs in the areas of expenditures, wire transfers and grant closeout information. The implementation of this system will increase the accuracy and timeliness of the data being reported by the local areas as well as save a considerable amount of time in OET by alleviating the manual process currently used to accumulate the local data and manipulate it into the format needed to manage and report the WIA grants.

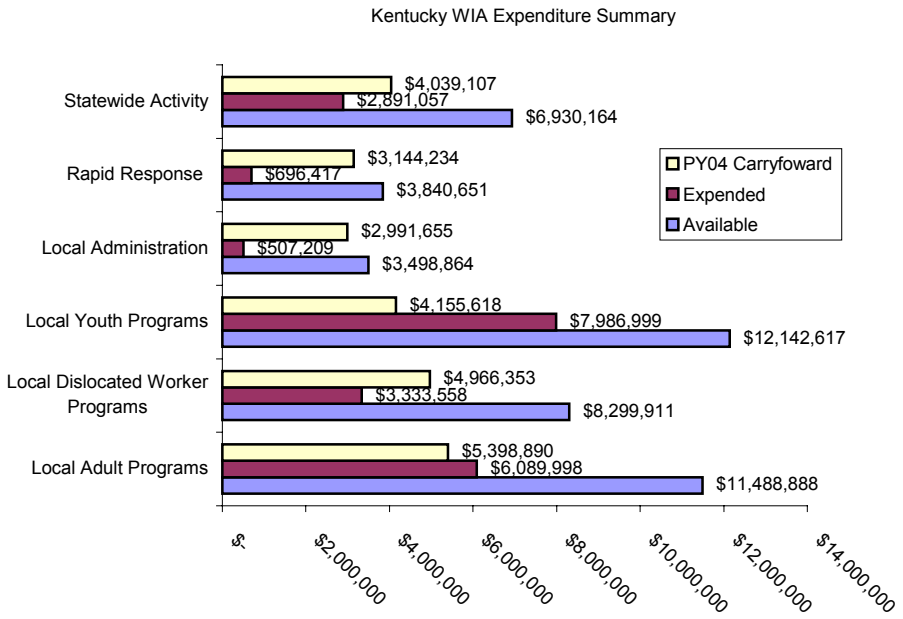
Cost and Evaluation of WIA Activities (continued)

WIA Financial Statement Program Year 2003

Operating Results	Available	Expended	Percentage Expended	Balance Remaining
Total All Funds Sources	**$ 68,972,915.00**	**$ 39,912,984.00**	**58%**	**$ 29,059,931.00**
Current Year Funds	$ 46,201,095.00	$ 21,505,238.00	47%	$ 24,695,857.00
Carry-in Monies (Non Additive)	$ 22,771,820.00	$ 18,407,746.00	81%	$ 4,364,074.00
Adult Program Funds	$ 11,488,888.00	$ 6,089,998.00	53%	$ 5,398,890.00
Carry-in Monies (Non Additive)	$ 4,132,613.00	$ 4,031,328.00	98%	$ 101,285.00
Dislocated Worker Program Funds	$ 8,299,911.00	$ 3,333,558.00	40%	$ 4,966,353.00
Carry-in Monies (Non Additive)	$ 2,819,892.00	$ 2,613,294.00	93%	$ 206,598.00
Youth Program Funds	$ 12,142,617.00	$ 7,986,999.00	66%	$ 4,155,618.00
Carry-in Monies (Non Additive)	$ 4,289,027.00	$ 4,263,566.00	99%	$ 25,461.00
Out-of-School Youth	$ 4,276,659.18	$ 5,117,310.63	120%	
In-School Youth	$ 12,154,984.68	$ 4,691,858.48	39%	
Summer Employment Opportunities		$ 2,441,395.81		
Local Administration Funds	$ 3,498,864.00	$ 507,209.00	14%	$ 2,991,655.00
Carry-in Monies (Non Additive)	$ 2,912,246.00	$ 2,894,332.00	99%	$ 17,914.00
Rapid Response Funds	$ 3,840,651.00	$ 696,417.00	18%	$ 3,144,234.00
Carry-in Monies (Non Additive)	$ 1,526,194.00	$ 1,075,350.00	70%	$ 450,844.00
Statewide Activity Funds	$ 6,930,164.00	$ 2,891,057.00	42%	$ 4,039,107.00
Carry-in Monies (Non Additive)	$ 7,091,848.00	$ 3,529,876.00	50%	$ 3,561,972.00

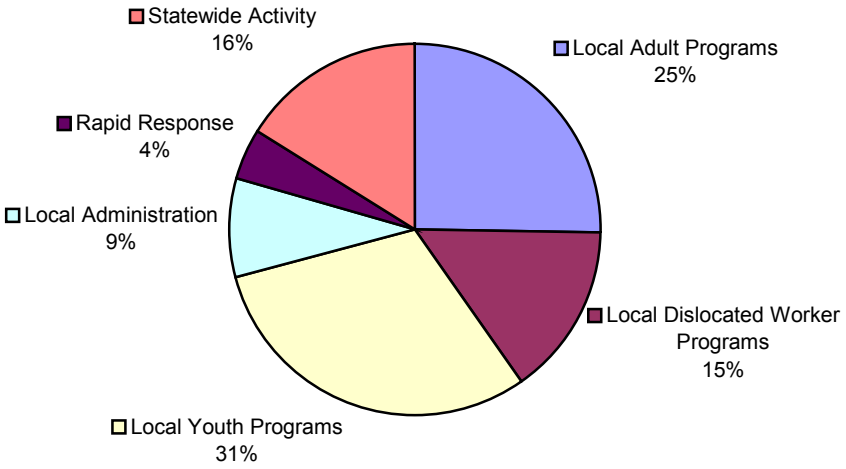
Cost Effectiveness	C/E Ratio
Overall, All Program Strategies	$ 3,785
Adult Program	$ 4,620
Dislocated Worker Program	$ 3,153
Youth Program	$ 3,599

Period of Availability on Balance Remaining:	
Through June 30, 2005 (PY2002 Carry in)	$ 4,364,074.00
Through June 30, 2006 (PY2003 Funds)	$ 24,695,857.00
Balance Remaining	**$ 29,059,931.00**



Cost and Evaluation of WIA Activities (continued)

PROGRAM YEAR 2003 EXPENDITURES



	Available	Expended	% Expended
Local Adult Programs	$ 15,621,501.00	$ 10,121,326.00	25%
Local Dislocated Worker Programs	$ 11,119,803.00	$ 5,946,852.00	15%
Local Youth Programs	$ 16,431,644.00	$ 12,250,565.00	31%
Local Administration	$ 6,411,110.00	$ 3,401,541.00	9%
Rapid Response	$ 5,366,845.00	$ 1,771,767.00	4%
Statewide Activity	$ 14,022,012.00	$ 6,420,933.00	16%

During Program Year 2003, the Commonwealth of Kentucky spent $39,912,984 in WIA formula funds. As represented in the chart above, statewide activities constitute 16 percent ($6,420,933) of the total expenditures. Rapid Response activities conducted at both the state and local levels represent four percent ($1,771,767) of the total expenditures. Kentucky's local workforce investment areas expended 80 percent ($31,720,284) of the total.

Federal Performance Standards

Program Year 2003

Population	Measure	Negotiated Rate	Actual Performance
Adults			
	Entered Employment Rate	70.00%	78.15%
	Six Month Retention Rate	79.00%	90.43%
	Six Month Earnings Change	$3,600.00	$5,196.18
	Employed & Earned Credential	56.00%	59.12%
Dislocated Workers			
	Entered Employment Rate	72.00%	80.65%
	Six Month Retention Rate	84.00%	92.35%
	Six Month Wage Replacement	90.00%	91.91%
	Employed & Earned Credential	48.00%	58.12%
Older Youth			
	Entered Employment Rate	64.00%	77.57%
	Six Month Retention Rate	76.00%	86.89%
	Six Month Earnings Change	$3,100.00	$3,492.32
	Employed & Earned Credential	38.00%	44.22%
Younger Youth			
	Skills Attainment	68.00%	87.78%
	Earned Diploma/GED	43.00%	73.58%
	Six Month Retention Rate in a Positive Activity	43.00%	66.29%
Employers			
	Customer Satisfaction	67.00%	76.20%
Individual Customers			
	Customer Satisfaction	72.00%	84.50%

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September 2004
Printed with Federal Funds

WIA Annual Report Data

State Name: KY **Program Year:** 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	84.5	2,442	7,481	3,396	71.9
Employers	67	76.2	620	848	848	73.1

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	78.2	1,431
			1,831
Employment Ratention Rate	79	90.4	1,937
			2,142
Earnings Change in Six Month	3,600	5,196	9,384,308
			1,806
Employment and Credential Rate	56	59.1	1,335
			2,258

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	68.9	217	77.6	45	66.7	84	68.4	108
		315		58		126		158
Employment Retention Rate	88.4	267	90	72	92.4	97	84.6	88
		302		80		105		104
Earnings Change in Six Months	4,779	1,189,973	5,385	355,401	5,705	410,733	3,490	219,854
		249		66		72		63
Employment and Credential Rate	47.3	159	65.6	42	53.1	69	52.7	87
		336		64		130		165

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	78.5	1,300	75.3	131
		1,657		174
Employment Retention Rate	90.4	1,740	90.4	197
		1,924		218
Earnings Change in Six Months	5,444	8,747,751	3,199	636,557
		1,607		199

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	80.7	1,580
			1,959
Employment Retention Rate	84	92.3	1,315
			1,424
Earnings Replacement in Six Months	90	91.9	14,677,600
			15,969,004
Employment and Credential Rate	48	58.1	830
			1,428

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	76	139	67.9	19	62.3	101	85.7	6
		183		28		162		7
Employment Retention Rate	90.1	127	89.3	25	92.6	87	77.8	7
		141		28		94		9
Earnings Replacement Rate	74.6	1,535,870	83	217,428	76.6	770,036	1,684.5	88,098
		2,058,884		261,979		1,004,827		5,230
Employmemt And Credential Rate	54.3	75	41.2	7	38.5	40	83.3	5
		138		17		104		6

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	81.8	1,168	77.6	412
		1,428		531
Employment Retention Rate	92	917	93.2	398
		997		427
Earnings Replacement Rate	89.1	9,764,577	98	4,913,023
		10,953,306		5,015,698

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	64	77.6	339
			437
Employment Retention Rate	76	86.9	391
			450
Earnings Change in Six Months	3,100	3,492	1,281,680
			367
Credential Rate	38	44.2	260
			588

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	65.6	59	0	0	50	8	77.9	320
		90		1		16		411
Employment Retention Rate	78.4	76	100	1	70.8	17	86.7	373
		97		1		24		430
Earnings Change in Six Months	2,832	229,415	6,076	6,076	1,442	30,282	3,528	1,238,398
		81		1		21		351
Credential Rate	31.8	34	0	0	36.8	7	43.3	237
		107		1		19		547

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	68	87.8	3,995
			4,551
Diploma or Equivalent Attainment Rate	43	73.6	1,078
			1,465
Retention Rate	43	66.3	1,359
			2,050

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.2	827	81.7	263	86.4	477
		959		322		552
Diploma or Equivalent Attainment Rate	68.5	215	81.4	83	42.3	173
		314		102		409
Retention Rate	52.4	230	44.8	65	70	699
		439		145		999

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76	1,423	4,888	7,605,370	0.4	6	3,999	5,099,136	72.7	597
		1,872		1,556		1,431		1,275		821
Dislocated Workers	85.7	379	89.7	5,083,375	0.6	9	5,378	7,173,901	72.1	269
		442		5,665,971		1,424		1,334		373
Older Youth	76.8	109	3,297	415,478	0	0	2,332	722,956		
		142		126		339		310		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	**3,888**	**2,191**
Dislocated Workers	**4,243**	**1,886**
Older Youth	**1,057**	**598**
Younger Youth	**4,688**	**2,806**

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			**$10,121,326.00**
Local Dislocated Workers			**$5,946,852.00**
Local Youth			**$12,250,565.00**
Rapid Response (up to 25%) 134 (a) (2) (A)			**$1,771,767.00**
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			**$2,561,301.00**
Statewide Allowable Activities 134 (a) (3)	**Program Activity Description**	Awards to LWIA's for WIA Activities	**$1,143,381.00**
		Ford Motor Co. Incumbent Workers	**$418,554.00**
		ChalleNGe Youth Services	**$68,583.00**
		Youth Resource Mapping	**$39,786.00**
		Bioptic Driving Project	**$128,874.00**
		JKG In-School Youth	**$1,035,266.00**
		JAG Out-of-School Youth	**$375,271.00**
		Various Projects <25,000	**$16,626.00**
		LWIA Incentives	**$293,414.00**
		KWIB Local Strategic Planning	**$114,019.00**
		About Face (Youth Program	**$225,857.00**
Total of All Federal Spending Listed Above			**$36,511,442.00**

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Purchase/Pennyrile-- West Kentucky Workforce Investment Board	Total Participants Served	Adults	266
		Dislocated Workers	1,152
		Older Youth	80
		Younger Youth	180
	Total Exiters	Adults	153
		Dislocated Workers	414
		Older Youth	26
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	85.1
	Employers	67	77.8
Entered Employment Rate	Adults	70	84
	Dislocated Workers	72	85.8
	Older Youth	64	100
Retention Rate	Adults	79	93.7
	Dislocated Workers	84	91.7
	Older Youth	76	92.3
	Younger Youth	43	72.2
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	7,768.87
	Dislocated Workers	90	93.2
	Older Youth ($)	3,100	5,699.55
Credential / Diploma Rate	Adults	56	74.4
	Dislocated Workers	48	65.6
	Older Youth	38	90.5
	Younger Youth	43	91.1
Skill Attainment Rate	Younger Youth	68	83.2
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: TENCO Workforce Investment Board	**Total Participants Served**	**Adults**	201
		Dislocated Workers	212
		Older Youth	63
		Younger Youth	61
	Total Exiters	**Adults**	106
		Dislocated Workers	93
		Older Youth	20
		Younger Youth	68

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	72	86.7
	Employers	67	77.3
Entered Employment Rate	**Adults**	70	79.1
	Dislocated Workers	72	90.2
	Older Youth	64	91.7
Retention Rate	**Adults**	79	90.6
	Dislocated Workers	84	90.4
	Older Youth	76	85
	Younger Youth	43	67.4
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	3,600	6,430.87
	Dislocated Workers	90	98.7
	Older Youth ($)	3,100	5,913.94
Credential / Diploma Rate	**Adults**	56	60.9
	Dislocated Workers	48	65.9
	Older Youth	38	44
	Younger Youth	43	72.7
Skill Attainment Rate	**Younger Youth**	68	80
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name:			
Northern Kentucky Workforce Investment Board	Total Participants Served	Adults	152
		Dislocated Workers	354
		Older Youth	39
		Younger Youth	181
	Total Exiters	Adults	95
		Dislocated Workers	136
		Older Youth	13
		Younger Youth	58

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	78.8
	Employers	67	73.1
Entered Employment Rate	Adults	70	81
	Dislocated Workers	72	89.7
	Older Youth	64	72.7
Retention Rate	Adults	79	91.8
	Dislocated Workers	84	95.3
	Older Youth	76	81.2
	Younger Youth	43	71.4
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	3,858.34
	Dislocated Workers	90	111.84
	Older Youth ($)	3,100	3,710.07
Credential / Diploma Rate	Adults	56	62.8
	Dislocated Workers	48	66.7
	Older Youth	38	56.3
	Younger Youth	43	73.3
Skill Attainment Rate	Younger Youth	68	98.3
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Eastern Kentucky C.E.P., Inc.			
	Total Participants Served	Adults	1,381
		Dislocated Workers	289
		Older Youth	398
		Younger Youth	1,847
	Total Exiters	Adults	832
		Dislocated Workers	193
		Older Youth	191
		Younger Youth	855

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	87.1
	Employers	67	79.9
Entered Employment Rate	Adults	70	78.5
	Dislocated Workers	72	84.6
	Older Youth	64	87.1
Retention Rate	Adults	79	92.5
	Dislocated Workers	84	93.6
	Older Youth	76	88.8
	Younger Youth	43	83.3
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	5,647.05
	Dislocated Workers	90	94.5
	Older Youth ($)	3,100	4,321.44
Credential / Diploma Rate	Adults	56	62
	Dislocated Workers	48	58.22
	Older Youth	38	47.5
	Younger Youth	43	89.4
Skill Attainment Rate	Younger Youth	68	93.3
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Cumberlands Worforce Inverstment Board	Total Participants Served	Adults	530
		Dislocated Workers	652
		Older Youth	159
		Younger Youth	740
	Total Exiters	Adults	273
		Dislocated Workers	344
		Older Youth	167
		Younger Youth	707

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	82.2
	Employers	67	79.6
Entered Employment Rate	Adults	70	83.9
	Dislocated Workers	72	67.4
	Older Youth	64	73.9
Retention Rate	Adults	79	89.7
	Dislocated Workers	84	91.8
	Older Youth	76	87.4
	Younger Youth	43	47.4
Earnings Change / Earnings Replacement in Six Months	Adults($)	360	4,240.49
	Dislocated Workers	90	79.2
	Older Youth ($)	3,100	2,626.87
Credential / Diploma Rate	Adults	56	60.8
	Dislocated Workers	48	50.4
	Older Youth	38	39.3
	Younger Youth	43	56.4
Skill Attainment Rate	Younger Youth	68	82
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Bluegrass Workforce Investment Board	**Total Participants Served**	**Adults**	218
		Dislocated Workers	436
		Older Youth	23
		Younger Youth	165
	Total Exiters	**Adults**	99
		Dislocated Workers	225
		Older Youth	10
		Younger Youth	132

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	72	84.9
	Employers	67	76.5
Entered Employment Rate	**Adults**	70	61.4
	Dislocated Workers	72	74
	Older Youth	64	77.8
Retention Rate	**Adults**	79	84.8
	Dislocated Workers	84	89.6
	Older Youth	76	80
	Younger Youth	43	55.8
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	3,600	3,164.48
	Dislocated Workers	90	80.9
	Older Youth ($)	3,100	2,021.4
Credential / Diploma Rate	**Adults**	56	50.9
	Dislocated Workers	48	46.4
	Older Youth	38	27.3
	Younger Youth	43	66.3
Skill Attainment Rate	**Younger Youth**	68	72.2
Description of Other State Indicators of Performance			

Overall Status of Local Performance	**Not Met**	**Met**	**Exceeded**

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Lincoln Trail Workforce Investment Board	Total Participants Served	Adults	337
		Dislocated Workers	395
		Older Youth	48
		Younger Youth	147
	Total Exiters	Adults	134
		Dislocated Workers	127
		Older Youth	35
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	86.6
	Employers	67	77.3
Entered Employment Rate	Adults	70	71.6
	Dislocated Workers	72	86.3
	Older Youth	64	66.7
Retention Rate	Adults	79	90.5
	Dislocated Workers	84	90.2
	Older Youth	76	88.9
	Younger Youth	43	62.3
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	3,485.83
	Dislocated Workers	90	104.5
	Older Youth ($)	3,100	3,028.48
Credential / Diploma Rate	Adults	56	50
	Dislocated Workers	48	55.2
	Older Youth	38	50
	Younger Youth	43	63.4
Skill Attainment Rate	Younger Youth	68	87.5
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Green River ADD	**Total Participants Served**	**Adults**	277
		Dislocated Workers	263
		Older Youth	101
		Younger Youth	481
	Total Exiters	**Adults**	93
		Dislocated Workers	100
		Older Youth	64
		Younger Youth	271

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	**Program Participants**	72	85.9
	Employers	67	69.7
Entered Employment Rate	**Adults**	70	85.4
	Dislocated Workers	72	79.8
	Older Youth	64	68.3
Retention Rate	**Adults**	79	91.8
	Dislocated Workers	84	92.8
	Older Youth	76	81.8
	Younger Youth	43	70.9
Earnings Change / Earnings Replacement in Six Months	**Adults($)**	3,600	7,331.62
	Dislocated Workers	90	92.1
	Older Youth ($)	3,100	3,235.48
Credential / Diploma Rate	**Adults**	56	58.6
	Dislocated Workers	48	44.6
	Older Youth	38	46.3
	Younger Youth	43	73.1
Skill Attainment Rate	**Younger Youth**	68	86.6
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Barren River Workforce Investment Board	Total Participants Served	Adults	254
		Dislocated Workers	329
		Older Youth	42
		Younger Youth	97
	Total Exiters	Adults	290
		Dislocated Workers	176
		Older Youth	34
		Younger Youth	148

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	81.3
	Employers	67	75.4
Entered Employment Rate	Adults	70	71.2
	Dislocated Workers	72	92.8
	Older Youth	64	65.2
Retention Rate	Adults	79	67.4
	Dislocated Workers	84	89
	Older Youth	76	86.7
	Younger Youth	43	60
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	2,179.26
	Dislocated Workers	90	89.8
	Older Youth ($)	3,100	1,501.29
Credential / Diploma Rate	Adults	56	43.2
	Dislocated Workers	48	66.9
	Older Youth	38	37
	Younger Youth	43	60.3
Skill Attainment Rate	Younger Youth	68	91.5
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: KY **Progam Year:** 2003

Table O: Summary of Participants

Local Area Name: Greater Louisville Workforce Investment Board	Total Participants Served	Adults	273
		Dislocated Workers	206
		Older Youth	99
		Younger Youth	166
	Total Exiters	Adults	116
		Dislocated Workers	92
		Older Youth	36
		Younger Youth	206

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	72	78.3
	Employers	67	64.8
Entered Employment Rate	Adults	70	84
	Dislocated Workers	72	81.6
	Older Youth	64	60
Retention Rate	Adults	79	89.2
	Dislocated Workers	84	94.7
	Older Youth	76	77.3
	Younger Youth	43	58.3
Earnings Change / Earnings Replacement in Six Months	Adults($)	3,600	3,541.99
	Dislocated Workers	90	86.2
	Older Youth ($)	3,100	2,390.32
Credential / Diploma Rate	Adults	56	57
	Dislocated Workers	48	61.9
	Older Youth	38	13.5
	Younger Youth	43	62.3
Skill Attainment Rate	Younger Youth	68	74.6
Description of Other State Indicators of Performance			

Overall Status of Local Performance	Not Met	Met	Exceeded