# Roadmap to Success: A New Vision for Kentucky's Workforce

KWIB

KENTUCKY WORKFORCE INVESTMENT BOARD

*Commonwealth of Kentucky*
*Workforce Investment Act*
*Program Year 2009/Annual Report*

## *Introduction*

I have had the good fortune to live and work in Kentucky most of my life. As governor I've had the opportunity to travel the state and meet our people – the people who make up one of the most dynamic workforces in the United States. In Kentucky, we have world-renowned physicians at our state universities, world-class automakers in Louisville, Bowling Green and Georgetown, and the most dedicated coal miners in the world in both eastern and western Kentucky. Our workforce is the key to what makes businesses work and Kentuckians succeed.

The Commonwealth of Kentucky has struggled along with the rest of the country and the world during these extremely difficult economic times. Over the last two years, I've had to make cuts to balance Kentucky's budget on eight occasions. Kentucky's largest employer, state government, is running extremely lean, with fewer employees than there have been in decades.

We know that Kentucky's workforce needs the skills and training to compete in a global market. Our state continues to improve, better educate and grow its workforce through bold initiatives, long-term goals and finding the resources to achieve those goals.

The Kentucky Workforce Investment Board (KWIB) is currently implementing *WorkSmart Kentucky*, a roadmap for long-term growth and future success of Kentucky's workforce. Elements of the strategic plan provide educational and training opportunities for in-demand careers and will give employers a better-equipped, well-educated and stronger workforce that can adapt to emerging and green technologies.

As the KWIB strategy is put into place and the economy recovers, the Commonwealth will be in a better position to lure businesses here and to support the companies that already call Kentucky home. Through these efforts, Kentucky will be prepared to capture its share of economic development with an improved, more advanced workforce than ever before.

# Kentucky Workforce Investment Act
# Annual Report
# Program Year 2009

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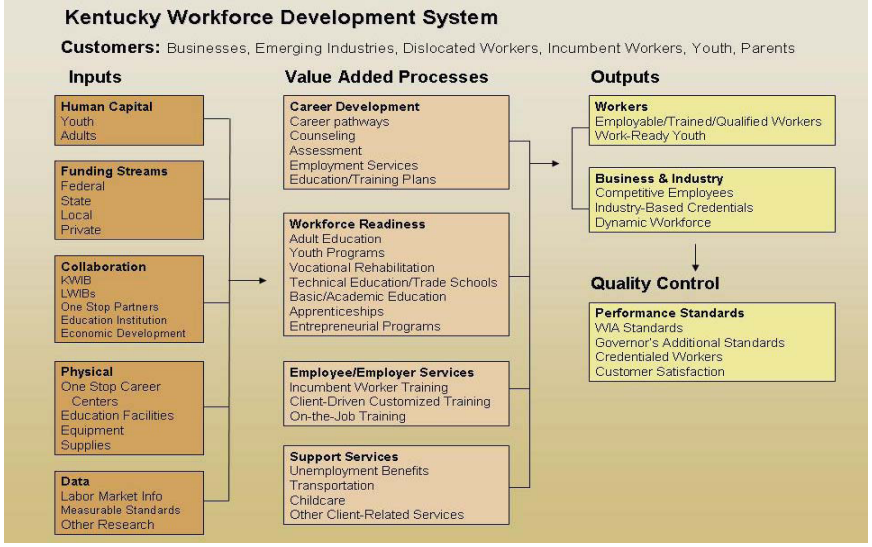
# Kentucky unveils strategic plan as KWIB outlines roadmap to success

*Strategic transformation of Kentucky workforce system in place*

In the summer of 2009, the Kentucky Workforce Investment Board (KWIB) began a process to develop a strategic plan to transform Kentucky's workforce development system. The goal was to meet the challenges of a changing global economy and address the most immediate concerns of the current financial crisis.

This process included an extraordinary stakeholder engagement process with input from customers, local and state workforce professionals, economic development officials, educators and business leaders. The plan, titled *WorkSmart Kentucky*, establishes a vision, lays out four major goals and details 25 specific action items the board believes will have a transformational impact on the system.




*Vision Statement:* ***Kentucky will transform the workforce development system through innovative practices which enhance sustainable economic and job growth to improve the lives of Kentuckians.***

## *Long-term goals show the path for workforce success*

*WorkSmart Kentucky* includes a set of long-term goals set forth to embody the vision statement of the KWIB strategic plan:

▪ Align the Commonwealth's workforce development system with Kentucky's education objectives.

▪ Align the Commonwealth's workforce development system with economic development strategies.

▪ Simplify the workforce development service delivery system.

▪ Improve service to achieve a customer-centered delivery system.

## *Action items give path to turn small steps into bold achievements*

In order to achieve the goals laid out in the strategic plan, Kentucky has a set of action items to guide the workforce transformation.

The following action items are a step-by-step guide to the over-arching process of making Kentucky's workforce better educated, more adaptive to a global economy and ready for in-demand, 21st century jobs and industries.

1. Make investment decisions based on sector strategies
2. Branding & identity
3. One-Stop certification policy
4. User-friendly online services
5. National Career Readiness Certificate adoption & expansion
6. Eligible training provider list enhancements

## *Innovation and creative thinking pave the way for change*

Based on significant stakeholder involvement and the examination of best practices from within Kentucky and across the nation, the KWIB has presented a bold strategy to transform the state's current system to one that is demand-driven, business-led, and solutions-based.

This new blueprint for Kentucky's workforce investment portfolio goes beyond the traditional boundaries of the Workforce Investment Act of 1998 and the Wagner-Peyser Act, to bring together the collaboration of education, workforce and economic development at all levels in new and innovative ways.

This strategy seeks to leverage state, local and private-sector resources for a comprehensive and robust approach to preparing workers of today and tomorrow for new opportunities and Kentucky employers for the human resource tools they need to compete in a dynamic global economy.

WORKSmart Kentucky

# *State Workforce Development System and Services*

## Education and Workforce Development Cabinet

The role of the Education and Workforce Development Cabinet is to oversee the work of educating, preparing and training Kentucky's current and future workforce.

The goal is to help all Kentuckians excel in academics and life. Lifelong learning through school, work and other training opportunities is a cornerstone philosophy of the cabinet as it supports the programs and work of its agencies.

**Secretary Joseph U. Meyer**
Education and Workforce Development Cabinet

## Kentucky Workforce Investment Board

The 42-member KWIB serves as an advisory board to the Governor on workforce training and development issues.

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

## Department of Workforce Investment

The Department of Workforce Investment connects Kentucky to employment, workforce information, education and training. In addition to providing labor market information, the offices within the department make resources and services available to employers, job seekers, youth and people with disabilities.

**Commissioner Beth Brinly**
Department of Workforce Investment

KWIB Board Meeting

# Office of Employment and Training sees workforce through tough transition period

*Variety of services help employment efforts*

The **Office of Employment and Training (OET)** provides job services, unemployment insurance services, labor market information and training opportunities for Kentuckians.

- Job services match available workers with employers who need their skills and experience. Work search and referrals may be conducted locally, statewide and nationally.

- Unemployment Insurance provides short-term benefits for those who are unemployed through no fault of their own.

- Labor Market Information offers a wide range of statistical data on employment and wage patterns. It is available locally, statewide and nationally to businesses, job seekers and the general public.

- Training opportunities are available through the Workforce Investment Act (WIA) for adults, dislocated workers and youth who meet certain eligibility criteria.

Last year Kentucky received $44,615,045 from the U.S. Department of Labor under the American Recovery and Reinvestment Act (ARRA) to provide workforce services to the Commonwealth's citizens. ARRA continued to play a major role in providing much needed resources during program year 2009.

OET
Office of
Employment and Training

**Summer Employment Programs:**
Kentucky has spent portions of the Recovery Act funding concurrently with regular formula funds to greatly increase the capacity of the workforce system to serve workers in need. Local and state projects are being implemented to assist challenged workers by retooling their skills and reestablishing in viable career pathways.

During the summer of 2009, more than 6,000 young people took part in the Summer Youth Employment Program funded by ARRA. Kentucky's expanded summer youth employment opportunities provided many youth with high quality work experiences and training.

The WorkNow Kentucky program, implemented in the summer of 2010, was funded with Temporary Assistance for Needy Families (TANF) program dollars through ARRA. As of September 1, 2010, 9,241 low-income parents and youth had been placed in jobs providing $15.7 million in wages and benefits through the WorkNow Kentucky program. The goal of the program was to jump start job creation by subsidizing the wages and benefits of eligible participants who were hired through the program.

Businesses that participated in the WorkNow Kentucky program had the opportunity to hire motivated employees to their workforce at little or no cost. Employers received 100 percent reimbursement of participating employees' wages and benefits at the same rate as an entry-level, full-time employee. Eligible employees gained work experience and a paycheck.

**Re-employment Services:**
Employment and training centers across Kentucky continued to receive an unusually high volume of customers as the national economic downturn persisted into 2009. To meet the demands of the increased work load, 60 new employees joined the ranks of the OET to help put jobless Kentuckians back to work.

The new employees are providing re-employment services at the centers, working with those who are currently receiving unemployment insurance benefits. They have served customers either directly or through referrals to help them build skills so they can be re-employed. The federally funded, time-limited positions last through September 2010.

**Statewide Reserve Funds:**
Workforce Investment Act (WIA) Statewide Reserve Funds created innovative programs in mining, healthcare and construction job sectors, and supported a GED initiative.

**Mining Fire Brigade Training Program:** A $289,600 grant for a was awarded to the West Kentucky Workforce Investment Board for the Mining Fire Brigade Training Program. The funds will help create an underground mine fire-fighting simulator site and staff a fire brigade training program at Madisonville Community College. The program will serve the coal mining industry in western Kentucky.

Prior to the program, 13 underground mines in the western Kentucky area sent employees to West Virginia for similar training. The funds from Gov. Beshear's WIA Statewide Reserve Funds will enable the college to buy equipment and renovate an existing training facility.

**Prescription for Success Health Care:** A $750,000 grant from the reserve funds went to three local Workforce Investment Boards (WIB) to develop training programs for careers in health care occupations. The Green River, Cumberland and Lincoln Trail WIBs are using the funds to implement the initiative to serve low-income, unemployed or underemployed adults who are interested in an education or training program leading to a health care career.

**Pre-Apprenticeships in Construction:** this initiative is being funded with a $750,000 grant to three local WIBs. KentuckianaWorks, the Green River WIB and the Northern Kentucky WIB each received funding to develop pre-apprenticeship training programs that are providing basic skills training needed for registered apprenticeships and will ultimately move unemployed adults into stable employment. The programs serve low-income, non-working adults and/or dislocated workers, all with a special emphasis on minority and female participation.

**GED preparation program:** A $1 million grant was awarded to Kentucky Educational Television (KET) for a statewide and professional development for adult educators who prepare students to take the GED. The programs are in response to new, more rigorous GED tests that will be launched in January 2012. The completion of high school or the equivalent is a minimum requirement for most jobs and is also required for accessing postsecondary education.

## *In the Works in Kentucky*

**On-the-Job Training**
Kentucky received a nearly $1 million On-the-Job Training National Emergency Grant to provide training to approximately 160 long-term unemployed workers in Kentucky in June. The grant was funded through ARRA.

Approximately 64 employers are contracting with local workforce investment areas to provide training through the grant. Occupational training will be provided for the participant in exchange for reimbursement of a portion of the wages to compensate for the employer's extraordinary costs. Employers will be reimbursed by at least 50 percent of the costs of wages and possibly more, based on a sliding scale and the size of the company.

On-the-job training (OJT) can bridge the gap between unemployment and employment by addressing gaps in an individual's skill level that might hinder them from fully performing a new job. Individuals who participated in OJT in the past have demonstrated improved labor market attachment and higher rates of job placement and retention. It also gives participants an opportunity to earn while they learn and up-skill.

**Kentucky Energy Sector Partnership**
More than 600 Kentuckians are in the process of training for jobs in the emerging green technology sector after Kentucky received a $4.74 million grant from the State Energy Sector Partnership and Training Grant from the U.S. Department of Labor.

Through the grant, Kentucky is focusing on jobs in energy-efficient building, construction and retrofit, energy efficiency assessment and renewable energy. Dislocated, unemployed, youth already out of school and veterans will be able to earn degrees and industry-recognized certificates in areas such as Smart Grid technology, chemical engineering, plumbing, pipefitting and energy assessment. The grant will focus on participants in the Cumberlands and West Kentucky WIBs.

The KWIB established the Kentucky Energy Sector Partnership to administer and implement the grant. The grant was made available through ARRA and is administered through the Kentucky Education and Workforce Development Cabinet.

# Vocational rehabilitation puts careers back on track, workers on the job

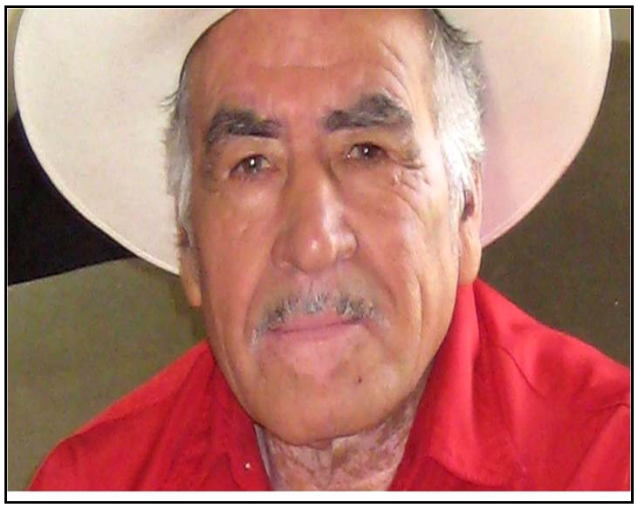
*Program gives customers a bridge to self-sufficiency*

The **Kentucky Office of Vocational Rehabilitation (OVR)** offers quality services to people who have disabilities to help them become more independent and obtain or retain employment. The office employs approximately 140 rehabilitation counselors in more than 50 offices covering all 120 counties in Kentucky.

OVR partnered with the University of Kentucky Human Development Institute and Goodwill Industries of Kentucky to reach people with disabilities in the migrant farm worker community in central Kentucky in program year 2009. The Migrant Farm Workers with Disabilities Employment Partnership (MDEP) interviewed 564 people and referred 142 of those to OVR services in fiscal year (FY) 2009.

The partnership, which began in 2008 with federal funding from the Rehabilitation Services Administration, requires that the person is able to legally work in the U.S., is over the age of 14 years, works in agriculture or has a family member that works in agriculture and indicates that he or she has a disability.

One of the many success stories from MDEP is Pedro Villa who is a migrant worker in Shelbyville. About five years ago, the native of Mexico noticed a marked decrease in his ability to hear and follow directions. Since he did not speak English, Pedro had problems finding services to help with his hearing loss.



Through MDEP, Pedro worked with an outreach coordinator who referred him to OVR, and he received hearing aids and therapy to use the aids. He also received job placement assistance through Goodwill when he lost his agriculture job.

During FY 09, 4,564 people with disabilities obtained or maintained employment after receiving services from OVR. Their average weekly earnings rose from $101.14 at application to $403.17 at the closure of their cases for an average increase of $302.03 in weekly income. At their application, 25 percent reported that their primary source of support was through employment compared to 90 percent that listed employment as their primary source of income at case closure.

As a group, OVR customers increased their federal income tax payments by an estimated $10.8 million, their state income tax payments by about $4.3 million and their Social Security payments by an estimated $11 million.

In FY 09, a total of 505 Social Security recipients obtained employment after receiving services from OVR. As a result, Social Security reimbursed OVR for 204 claims totaling more than $2.45 million making it the second year in a row that OVR has surpassed the $2 million mark.

Nearly 2,500 OVR consumers received equipment and services that allowed them to successfully prepare for, gain and/or maintain employment. Of that number, 114 received modifications to their personal vehicles, 150 received driver evaluations and 117 had driver's training.

The Carl D. Perkins Vocational Training Center recorded a significant increase in enrollment during FY 09 with 1,082 served for the year. The overall completion rate was 87 percent, and consumer satisfaction was rated at 96 percent.

In FY 09, OVR continued to provide quality transition services to youth with disabilities in all 174 school districts in Kentucky. More than 9,000 consumers on OVR counselor caseloads were referred from schools. Of the agency's 4,564 positive employment outcomes in FY 09, 765 were referred from schools.

# Kentucky Office for the Blind provides services for thousands in 2009

*Services put customers on the road to independence*

The Kentucky Office for the Blind (OFB) is a state government rehabilitation agency that offers assistance to persons who are blind or visually impaired so they can have opportunities for employment and independence. The agency also provides various services for employers interested in hiring or accommodating workers who have a vision loss.

OFB offers a variety of programs to assist their consumers' efforts to become more independent and productive in the workplace, community, school and home such as independent living, vocational rehabilitation, the Charles W. McDowell Rehabilitation Center, and orientation and mobility training.

The following is a list of the OFB services provided and the number of consumers who were served during FY 2009.

- Vocational rehabilitation services were provided to 1,671 people;
- The Independent Living and Older Individuals Who Are Blind programs assisted 830 people;
- The Charles W. McDowell Rehabilitation Center in Louisville served 129 individuals;
- Ninety-four consumers received orientation and mobility training;
- The bioptic driving program assisted 74 people;
- The accessible textbook unit served 145 individuals;
- Kentucky Business Enterprise provided repair/maintenance and management services to 57 vendors;
- Forty-five deaf-blind individuals received services; and
- Assistive technology services were provided to 429 people.

While numbers help to measure the success of a program, individuals programs and consumers show the difference OFB services make in the lives of consumers.

For many people, graduating from high school is the beginning of adult life, and a new level of independence is expected. For students with visional impairments, pursuing a postsecondary education may require additional assistance. Insight is a unique program designed to assist students with vision impairments make the transition from high school to higher education.

The program gives students an increased awareness of the accommodations at their new school along with educational, recreational and social orientation of their new surroundings. In FY 2009, 10 high school juniors and seniors attended Insight.

In 1990, Don Gerard lost the vision in his right eye due to optic neuritis, and a stroke in 2008 led to an 80 percent loss of vision in his left eye. Don was referred to OFB by an occupational therapist at Vanderbilt Hospital in Nashville, Tenn. He wanted to maintain his business, Landmark Shredding, and was interested in any OFB services that could assist him. He was referred to assistive technology, independent living, and orientation and mobility services at OFB.

Don said that the assistance he received through OFB has made him more independent in performing his job, running his company and keeping his employees working.

OFFICE FOR THE BLIND

# Office of Career and Technical Education gives students the skills to succeed

*Students are discovering college and careers*

The KY Tech system of 54 area technology centers (ATC) has a mission of developing a versatile individual by providing technical education and skills training in a safe environment.

As efforts step up across the state to get more students college- and career-ready, a new project headed by the **Office of Career and Technical Education** is giving students the insight to go to the next step after high school.

The Close the Deal initiative creates real opportunities for students and their parents to learn how the college process works through a series of meetings held at ATCs across the state.

The sessions covered issues such as applying to college, college costs and using financial aid and KEES money. Participants also learned about the opportunities that are available to students interested in transferring high school credit to college.

The ultimate goal of the program is to show students and their families how accessible a college education can be by teaching them the processes needed to make the transition.

By basing secondary curriculum on the same programs taught around the state at the postsecondary level, the Kentucky Community and Technical College System (KCTCS) and OCTE have entered into a statewide dual credit agreement that helps many students begin their college careers ahead of their peers; some with as many as 19 credit hours.

With that kind of a foundation, the Close the Deal program is helping more students make it to college while helping parents in a tough economy.

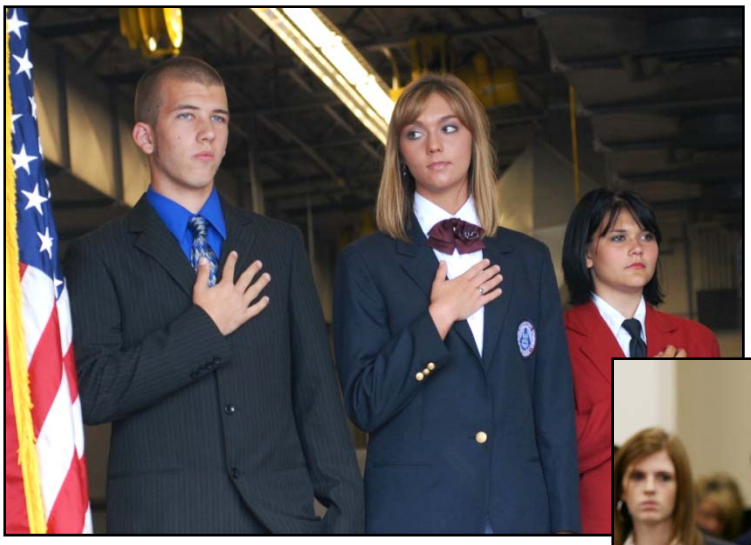
## *Student organizations creating leaders*

OCTE has also made big strides in helping prepare its students for life after high school by sponsoring student organizations such as Health Occupations Students of America (HOSA), SkillsUSA and Future Business Leaders of America (FBLA.)

The organizations help students learn the skills to become leaders in their respective fields. Each year annual conferences and competitions are held giving the students opportunities to not only apply the skills learned in the classroom but to present their leadership abilities.

Many move on to compete at the national level while earning scholarship money from participating postsecondary institutions and business and industry partners.

Other system goals include developing the Kentucky Virtual ATC and continuing the support and expansion of dual credit and articulation agreements with KCTCS. OCTE has more than 20,000 students in 125 school districts across the state.



# Adult Education seeks to raise education level in Kentucky

*Plugged In-KY to bring core concepts to those who need education*

**Kentucky Adult Education's (KYAE)** core business is to raise the educational levels of eligible adults by providing academic instruction that leads to strong literacy skills and GED attainment which are the gateways to postsecondary education and highly skilled employment.

It is estimated that by 2013, 90 percent of the fastest-growing jobs, 60 percent of all new jobs and 40 percent of manufacturing jobs will require some form of postsecondary education. During 2009-10, KYAE launched a key strategic initiative to assist Kentuckians in being prepared for the jobs of the future.

The Plugged In-KY initiative is an example of an integrated education and training model that KYAE implemented to raise the educational attainment of Kentuckians. The Kentucky Council on Postsecondary Education and KYAE partnered with the University of Kentucky's College of Education and Southeast Kentucky Community and Technical College (SKCTC) in early spring to pilot the initiative in eastern Kentucky. The contextualized program is designed to provide the General Educational Development (GED®) while incorporating technical training as a means to develop essential workplace skills for entry-level jobs in targeted industries.

Harlan and Bell counties' adult education programs, operated by SKCTC, were selected as the pilot program for the six-month Plugged In-KY initiative. During 2009-10, 15 students were enrolled in the Bell County adult education program and 10 students were enrolled in the Harlan County adult education program. During the pilot, students worked in small groups to complete a final capstone project on recycling.

Students who completed the curriculum built a portfolio of credentials including a GED diploma and a Kentucky Employability Certificate (KEC). They also earned 18 college credits in information technology, a Computer Support Certificate from the college and Microsoft technology certifications.

## *Success story*

After a 17-year hiatus to raise a family, Myrtle Buis, of Middlesboro, recently returned to school and earned her GED.

She put in 600 classroom hours from January through May studying for the test and sometimes worked as much as 12 hours a day. When she received word that she had passed the test, she said it was the most wonderful feeling because she never thought she would get it after so many years.

Myrtle joined the Plugged In-KY pilot program a SKCTC and earned a certification in IC3, Kentucky Employability Certificate, and Microsoft Digital Literacy. She will continue to work toward Microsoft certifications to become MOS certified and is now enrolled at SKCTC in classes to become a surgical technician.

# KCTCS serves thousands with college close to home

*Colleges boost state's economy and work readiness*

For more than a decade the **Kentucky Community and Technical College System (KCTCS)** has transformed the lives of more than 500,000 Kentuckians by providing real opportunity to real people in real time.

KCTCS continues to provide accessible education to all Kentuckians with a systematic approach to education.

The KCTCS statewide system of 16 colleges and 68 campuses has a location within a 30-minute drive of 95 percent of every Kentuckian and is the largest provider of postsecondary education in the state — 44.6 percent of all undergraduate postsecondary students.

KCTCS currently offers 600 programs. Since 1998, KCTCS has added 533 new programs, awarded 149,881 credentials, increased enrollment from 51,643 to 106,500 and become the largest provider of distance learning – offering more than 65 online credentials and allowing students to pursue higher education anywhere.

Last year KCTCS trained 139,518 credit-seeking students, including 100 percent of Kentucky-trained firefighters and 30,999 nursing and allied health care students.

In 2008-09 more than 15,000 KCTCS students transferred to four-year institutions. More education provides a better workforce for Kentucky and a higher quality of life for Kentuckians.

Statistics show Kentuckians with a KCTCS associate's degree experience on average a $245,000 increase in lifetime earnings. KCTCS diplomas are associated with increases in earnings of 22 percent for men and 41 percent for women. KCTCS certificates are associated with increases in earnings of 9 percent for men and 3 percent for women.

KCTCS is also Kentucky's largest provider of workforce education serving more than 5,800 businesses and training more than 52,500 employees annually.

KCTCS offers customized employee training helping businesses across the state transform into more advanced, more productive competitors in the global economy.

Some examples include KCTCS nursing and allied health care graduates in 2008-09 making up 76.2 percent of the total allied health care graduates in Kentucky's public postsecondary institutions.

Much like the health care field, KCTCS focuses on in-demand and innovative technology jobs to boost Kentucky's workforce for the future.

According to the Kentucky Occupational Outlook, by the year 2018, 18 percent of jobs will require the types of degrees provided by KCTCS.

This includes jobs requiring an associate's degree, postsecondary vocational training or long-term on-the-job training.

KCTCS is focused on providing education in high-growth, high-wage jobs particularly in key industry growth segments such as health care, manufacturing, energy, banking and financial services, and construction and trades.

# Bluegrass State Skills Corporation trains for industry need

*New and expanding companies get better workforce with aid*

The **Bluegrass State Skills Corporation (BSSC)** plays a significant role in keeping Kentucky businesses and industries competitive in the global economy by assisting them in providing necessary training for their workforce.

Part of the Cabinet for Economic Development, the BSSC has built a strong reputation for meeting and exceeding industry needs for customized, flexible and industry-driven skills training. It achieves this by partnering with other employment and training organizations to tailor a comprehensive program of skills training services for new, expanding and existing companies.

The BSSC administers a grant-in-aid program and a tax credit program. In fiscal year 2009-10, the BSSC board of directors approved 206 grant-in-aid applications totaling $8,721,651 for 172 companies and eight training consortia to train 29,627 Kentucky resident employees. The board also gave preliminary approval to 53 tax credit applications totaling $2.5 million to train 8,140 Kentucky resident employees.

ThinkKentucky.com

# Local Workforce Investment Areas tout achievements in difficult year

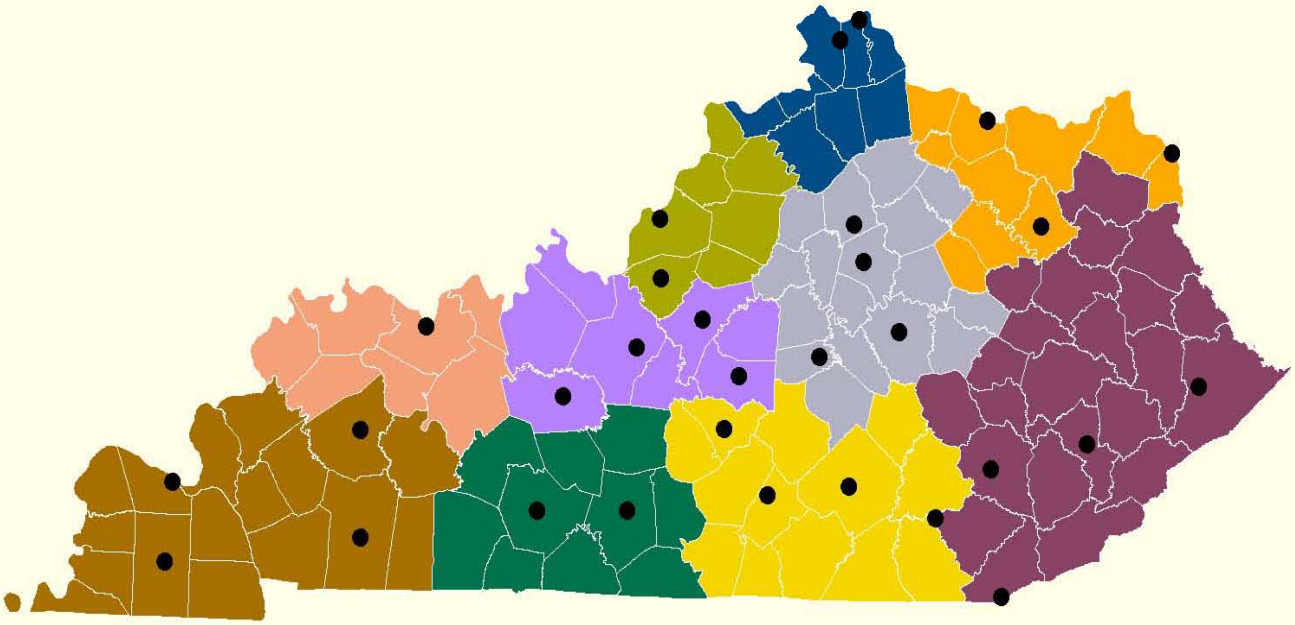
*ARRA funds bring thousands of participants to local offices*

Kentucky's current workforce system consists of 31 comprehensive one-stop centers and 75 service sites throughout the state's 120 counties. Fifteen area development districts and 10 workforce investment areas act at the local level across the state to deliver needed services. Local area representatives take the lead on service delivery by working with state representatives and regional peers to meet local level needs.

Kentucky, like other states, struggles to meet the challenges of providing more and better services during tough economic conditions and tightening budgets. Funds provided through the American Recovery and Reinvestment Act (ARRA) have helped provide programs across the state that are bringing new skills training and job opportunities for more Kentuckians as local offices continue to receive a high volume of customers.

The success of the workforce system involves more than just typical workforce investment areas and one-stop partners. Education institutions, economic development, industrial development authorities and chamber of commerce organizations must all work together to meet the needs of employers by strengthening the workforce system to keep and attract businesses to the state. There is a renewed effort in the Commonwealth to bring these partners together to achieve a more collaborative approach to building a stronger workforce for Kentucky.

# Local Workforce Investment Areas



● One-Stop Career Centers

## West Kentucky

**Counties:** Ballard, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg

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## Lincoln Trail

**Counties:** Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, Washington

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## Green River

**Counties:** Daviess, Hancock, Henderson, McClean, Ohio, Union, Webster

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## TENCO

**Counties:** Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan

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## EKCEP

**Counties:** Bell, Breathitt, Carter, Clay, Elliott, Floyd, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Magoffin, Martin, Menifee, Morgan, Owsley, Perry, Pike, Wolfe

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## Cumberlands

**Counties:** Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, Whitley

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## Barren River

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## Bluegrass

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## Northern Kentucky

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**Kenny Botts**

When Kenny Botts of Bowling Green lost his job with Belden Manufacturing in 2008, he lost not only his job, but many company benefits including health insurance. After being employed with Belden of Tompkinsville, for 14 years as a cell operator, Kenny now faced an uncertain future. He found a new direction when he attended a WIA Rapid Response meeting at the Belden facility conducted by a team from the Barren River Area Development District. Excited to learn about new training opportunities through the WIA program, Kenny enrolled in class at Bowling Green Technical College in January 2008. He graduated in May 2010, with a degree in industrial maintenance.

Kenny then obtained a full-time position with Country Oven Bakery in Bowling Green, where he is earning a higher wage. As a result of his pursuit of higher education, he is being considered for a new internship program through the maintenance department at Country Oven. This position would more than double his current rate of earnings.

**Mallori Carter**

Mallori Carter always knew that she wanted to work in the health care field as a registered nurse or a nurse anesthetist.

During her senior year in high school, Mallori participated in a Medicaid nurse aide class, a program that prepares students to work in long-term care facilities. She obtained her certification to become a nursing assistant and knew immediately that she wanted to pursue this career.

ARRA funds and WIA services through the Barren River Area Development District (ADD) gave Mallori the tools she needed to pursue a bachelor of science degree in nursing at Western Kentucky University. She found a position with the Medical Center in Bowling Green. Stimulus funds gave Mallori the opportunity to fulfill her dream and become self-sufficient.

**Sasha Burden**
Sasha Burden gets to witnesses miracles every day as a registered nurse (RN) at Commonwealth Health Corp. in Bowling Green.

After Sasha graduated from Butler County High School she enrolled in Owensboro Community and Technical College, but she was financially unable to continue her vision of becoming a nurse without financial aid assistance. The Barren River ADD gave her the financial help she needed to finish her degree and become a full-time RN. Now Burden is making a difference in the lives of other people while achieving her dream.

**Allen Cox Jr.**
Allen Cox Jr., a Glasgow native, has thrived since completing the six-month Success Academy in Glasgow. The on-the-job training program teaches job skills, character education, career education, ethics and ACT preparation in order to prepare students for the workplace.

The WIA program allowed Allen, a high school dropout, to go back to school while working at a local car dealership in the service department. Through the program he graduated and was hired as a full-time mechanic at Bailey Gibson Car Dealership in Glasgow. He plans to attend technical school at General Motors.

**Kelly Thomas**
For Kelly Thomas, a flashback to her childhood reveals a longing for a career in barbering. After taking some wrong turns in life, she was sentenced to a year in prison. This is where she learned about opportunities for careers through the WIA program.

After meeting with a representative from the Bowling Green One Stop Career Center, Kelly was approved for WIA services. Her childhood dream became a reality, and she got her barber license.

## *Bluegrass Workforce Investment Board*

Workforce programs that focused on disadvantaged youth, a new beginning for ex-offenders, and a healthcare internship program were the hallmarks of the Bluegrass Workforce Investment Area (BWIA) program year 2009.

Through the By Learning You Earn (BLUE) Program, 328 economically disadvantaged youth ages 16-24 were employed during the summer. During the eight-week program, youth from 17 counties in the Bluegrass region were matched with 174 employers based on location, interests and previous experience. After the program, 75 of those participants transitioned into the fall WIA youth program to continue their work experience.

In another successful program, the BWIA partnered with the University of Kentucky to start the Patient Care Technician Internship Program for certified nurse aids (CNA). The program, funded by ARRA, placed recent graduates of a WIA program into internships in hospital trauma units and emergency rooms to gain work experience. At the end of the program, all of the participants were hired by a hospital.

Georgetown participant Megan is an example of someone who has used the CNA internship program as a stepping stone to a full-time position and plans to continue her nursing education. Making minimum wage as a cashier, Megan was barely making ends meet for her and her infant son. Megan was referred to the CNA short-term training classes where she completed the classes. After participating in an internship program at the University of Kentucky Hospital, Megan was offered a permanent position there. She plans to further her career by returning to the classroom and becoming a licensed practical nurse or registered nurse.

The Steppin' to a New Beat Re-entry Program for ex-offenders is a Bluegrass WIA initiative that uses a holistic and systematic approach to reduce the likelihood of someone becoming a repeat offender. At the time of arrest, the person begins a re-entry plan focusing on offender accountability, victim awareness, family advocacy and community restoration so that the person will make a successful transition into the community, family and workforce.

Other BWIA programs have given Kentuckians the means to get back into the workforce during a difficult economic climate. In September 2009, Lexington residents Gary and Linda enrolled in the WIA program after their cabinet making business of 20 years closed. The couple turned to BWIA to pursue a commercial driver's license (CDL). Both attended Delta Truck Driving Academy, earned their CDLs and are now working together and supporting their family driving across the country.

Richmond participant Varah came to the BWIA program in August 2008 with a vision of earning a bachelor's degree in business administration. She completed that goal when she graduated in May 2010 with a degree, but her involvement with the WIA was just starting. In 2009, Varah worked for the Bluegrass Area Development District as a BLUE summer youth program coordinator while in college. Her performance led to a full-time position as a workforce coordinator with the BWIA program.

## *Cumberlands Workforce Investment Board*

Through the Cumberlands Workforce Investment Act (WIA) adult program, Yulanda Bradshaw enrolled in the physical therapy assistance (PTA) program at Somerset Community College (SCC) using ARRA funds.

While a student, she was presented the American Physical Therapy Association (APTA) 2010 Minority Scholarship Award at the APTA National Conference and Exposition in Boston. This award is presented annually to physical therapy students who have demonstrated academic excellence, community service, service to the physical therapy profession and made significant contributions to multiculturalism efforts in their communities and college campuses. In addition, Yulanda received the John T. Smith Scholarship and was elected as a SCC student ambassador and president of her class while in college.

Yulanda was able to get the education she needed to pursue her dream career and excel in the classroom and community because of the Cumberlands WIA and federal funds. She graduated with an associate of applied science degree and is now preparing for the certification test.

## *Eastern Kentucky Concentrated Employment Program Inc.*

Even in a down economy there were many uplifting stories about how Eastern Kentucky Concentrated Employment Program Inc. (EKCEP) programs gave Kentuckians in the region a path toward jobs and education to become more independent.

Like other state employment programs, EKCEP faced the challenge in program year (PY) 2009 of delivering much needed ARRA funds while continuing its regular services. With an additional $25 million of stimulus money in its budget, EKCEP served nearly twice as many adults, dislocated workers and youth clients in PY 2009 as it had in PY 2008. The number of clients served in the program expanded by 98 percent to 8,842 in PY 2009.

Many of EKCEP's programs focused on helping people get an education, training or job.

- Let's Go 2 Work, a summer youth employment initiative put $6 million in wages into the hands of 3,300 youth who worked for 1,200 employers.

- GED2Job helped more than 260 people obtain a GED and complete training or an internship.

- Finish Up For Free allowed more than 150 individuals who had left college within 18 credit hours of earning an associate's degree to finish at no cost to them. EKCEP assisted with books, tuition, meals, transportation, fees and other supportive services.

- WorkNow Kentucky, an initiative implemented near the end of PY 2009, will serve more than 4,700 workers and nearly 1,300 employers in the region by the time it ends. It is projected to pump as much as $10 million into the local economy.

Behind all of these numbers are eastern Kentuckians who used the programs to change their lives through education and work in PY 2009.

Salyersville's Beverly L. Minix considers herself living proof that one is never too old to learn, especially with the help of initiatives like GED2Job.

Beverly had only made it to eighth grade before she left school to elope to Salyersville. With the mentoring and financial help of GED2Job Beverly, now 65, was finally able to finish her high school education in February, passing the test on her first try.

The GED was just her first step. Beverly is working toward an associate's degree at Big Sandy Community and Technical College in Prestonsburg, where GED2Job continues to help her with the cost of transportation, meals and other educational expenses.

For Jeff Tyree, the slamming doors of Mid-South Electronics in 2006 sounded like opportunity knocking once he learned of the assistance available through the Trade Act. “When I became dislocated I knew it was my opportunity to go to college,” he said. “I knew it was an opportunity to better myself.”

Jeff chose to train at Southeast Kentucky Community and Technical College (SKCTC) to be a physical therapist assistant (PTA), making him the first person in his immediate family to go to college. He has already claimed several accomplishments, including being elected to the position of National PTA Delegate at the American Physical Therapy Association National Student Conclave in 2009.

Susan Bruns helped ease suffering in earthquake ravaged Haiti using nursing skills she learned with the help of EKCEP and WIA.

Susan earned her nursing degree from SKCTC in 2008 with financial help from WIA. Her family moved to Haiti to become missionaries, and in January 2010 she got a chance to put her nursing skills to use helping the injured during the devastating earthquake there.

The scope of human suffering caused by the earthquake was overwhelming, Susan said. The small clinic where she worked was overrun by people with serious injuries, and she was grateful for all she had learned through WIA.

Helping employers fill job openings with qualified workers is the other side of the workforce equation for EKCEP. An innovative year-long research project was launched in PY 2009 to help EKCEP make decisions about training and services that will align with area employer needs. During research for the Workforce Opportunity Project, EKCEP conducted face-to-face interviews with business-decision makers in the region who are responsible for hiring future employees. The valuable research will give EKCEP better insight as it tries to align eastern Kentucky’s workforce with employer and economic development needs.

Another initiative opened the door to budding entrepreneurs in eastern Kentucky. Business Your Way provided training, guidance and mentoring to assist people who have the skill and desire to start businesses. The free training was a joint project of EKCEP and the Center for Rural Development.

EKCEP also collaborated with Hazard Community and Technical College’s Challenger Learning Center for a 3D technology project. The learning center now features more than $1.2 million worth of the world’s most cutting-edge 3D display technology for virtual reality learning and training. EKCEP helped the college obtain funding to purchase the technology from the Governor’s Statewide Reserve portion of Kentucky’s federal WIA funding.

## *Green River Workforce Investment Board*

The Green River Workforce Investment Act (WIA) received approximately $600,000 of federal stimulus funds to place 104 youth and adults with local employers during the summer of 2010. The statewide WorkNow Kentucky program provided valuable work experience to eligible participants through ARRA.

For participant Andrew Compton, WorkNow Kentucky also led to summer employment for his wife and daughter. Andrew, a skilled carpenter, was faced with little work and lots of expenses. Through the WorkNow program, he was placed with J.R. Williams TV, Appliance & Satellite in Ohio County making repairs to the company's 100-year-old building. In addition, his wife and daughter were hired temporarily by the company in different positions.

"The program has allowed us to catch up on outstanding bills and has brought our family closer together," said Andrew.

Although the jobs were only temporary, it has placed the family in a better financial situation, increased each person's skill level and provided them with work experience.

**William Lancaster**
William Lancaster, a 19-year-old sophomore telecommunications major at Murray State University, spent his summer doing what he likes to do – computer technology, and he got paid for it. As a WorkNow Kentucky participant, William was employed by the Jefferson County Public Schools Information Technology (IT) Program, through KentuckianaWorks and the YOU Center as the contractor.

During the summer, William got a variety of experiences including reimaging computers, repairing machines and setting up machines, wiring computer labs in schools for Internet access, and computer network infrastructure set-up.

"It's giving me experience with the work, of course, but personally it's teaching me small things that will help me later – job skills, job etiquette," he said.

In addition to getting hands-on experience, William is proud to be able to earn money for school and to purchase things he wants like a new computer. His summer job gave him a way to contribute to the household. "It gave me financially a way of contributing back to the family," he said.

**“Tori” Victoria Martin**
Tori Martin was a high school dropout. Realizing that it is hard to get a job without an education, Tori enrolled in the Bullitt County Youth/JAG Program, funded by KentuckianaWorks, where she graduated with her GED and took the classes and tests necessary to obtain certification as a CNA. She is currently in nursing classes at Jefferson Community and Technical College.

“I recommend the GED program a lot because I know a lot of people who are just dropping out of school left and right,” Tori said. “I tell every one of them honestly that getting my GED is one of the best things I’ve ever done in my life. And, it’s the truth.”

**“Hank” Hermanski Eugene Carr Jr.**
Hank was an unemployed construction worker. Times were hard. He lost his apartment, wasn’t able to drive his car and couldn’t afford insurance. He then enrolled and graduated from the KentuckianaWorks Pipeline Program. That experience helped him secure a construction job to complete the KFC Yum! Center in Louisville.

“Without the KentuckianaWorks Construction Pipeline program, I wouldn’t have got the job I have now ... I wouldn’t have had the opportunities that have come my way,” Hank said. “I’ve been able to change my life. I’m able to save money and pay my bills. I get to take care of my children the way I want to. That’s my number one thing – my kids.”

## *Lincoln Trail Workforce Investment Board*

**Fort Knox Base Realignment and Closure (BRAC) and WIRED 65** continue to shape the Lincoln Trail area. After years of planning and construction, the transformation of Fort Knox from the U.S. Army's Armor Center and School into the U.S. Army Accessions Command became reality with the dedication of the Human Resource Center of Excellence in May.

The nearly 900,000 square-foot LTG Timothy J. Maude Complex is the new home of the Army's Human Resources Command and Accessions Command and will house upwards of 5,000 military and civilian personnel.

The Lincoln Trail Workforce Investment Board (LTWIB) continued to help the region respond to the workforce needs associated with the transformation. This includes support to thousands of relocating employees and their families, area job seekers applying for openings and hundreds of dislocated workers that are not moving with the Armor Center to Fort Benning in Georgia.

**Relocating Employees and Families**
Lincoln Trail conducted several community tours with personnel from the incoming Army organizations, as well as contractors visiting the region to learn more about the area.

**Dislocated Workers**
As job openings were filled and the new Fort Knox workforce relocated to Kentucky, the focus shifted to developing and implementing plans to assist current Fort Knox employees who will not be making the move to Fort Benning. Dislocated worker support services also extend to family members of incoming employees.

**Area Job Seekers**
Federal Hiring Symposiums were conducted monthly, with more than a thousand local job seekers learning how to navigate the federal hiring system, write their resumes and apply for the incoming jobs. To make this process even more accessible, the LTWIB team, along with Army partners, produced a video tutorial on the procedures and posted it on the One Knox website.

In addition, LTWIB partnered with KCTCS, Elizabethtown Community and Technical College (ECTC) and its Army partners to make the second of two online courses available to job seekers. The Army HR 102 course joined Army 101 as another valuable tool for job seekers interested in learning more about the Army and Army human resources.

The One Knox and LTWIB staffs attended numerous job fairs throughout the region, bringing the word of Fort Knox opportunities to thousands of area job seekers. The impact of these activities was realized with the Army receiving hundreds of applicants for each vacancy announcement and filling the positions with qualified candidates.

**Job Fairs**
Lincoln Trail Career Center partners cosponsored its annual job fair with the Elizabethtown-Hardin County Chamber of Commerce and the Elizabethtown Industrial Foundation on April 15, 2010. The improving economy resulted in participation by more than 35 employers and an estimated 500 job seekers.

In addition to the usual employer recruitment, the One Knox policy group and the Fort Knox Civilian Personnel Assistance Center (CPAC) sponsored information sessions throughout the day for job seekers interested in applying for federal civilian jobs coming to Fort Knox. After attending the sessions, participants were able to use a mobile computer lab to access the resume system used to apply for vacancies.

On Sept. 28, 2009, Congressman Brett Guthrie sponsored a Regional Career Preparedness and Job Fair in Elizabethtown. Participating organizations included the LTWIB, Elizabethtown-Hardin County, Radcliff-Hardin County and Vine Grove Chambers of Commerce, One Knox, ECTC, North Central Education Foundation and the cities of Elizabethtown and Radcliff. A total of 23 employers and 14 colleges, universities and training institutions met with more than 700 job seekers and individuals interested in furthering their education.

WIRED 65 is a 26-county bi-state initiative includes six workforce investment boards, regional economic developers and numerous key community stakeholders working together to:

▪ Integrate workforce and economic development efforts more effectively,
▪ Foster regional collaboration on an unprecedented scale, and
▪ Attract, retain and develop the talent the region needs to compete globally.

In its third year, the leadership team invested in numerous programs to achieve its goals. These investments included the development of a region-wide internship program (www.interntoearn.com ), a regional visioning initiative, a program fostering a regional food economy, entrepreneurial initiatives, and several programs focused on high school students and preparing youth for the future.

The centerpiece of the largest investment was the development of a regional online community called Kentucky Indiana Exchange at kix.com. Kix.com links job seekers to employment opportunities, employers to the region's best talent and prospective students to the training and education they need to fill higher-skilled jobs and contribute to regional prosperity. There are plans to connect the region in an unprecedented way using state-of-the-art social networking tools.

Additionally, kix.com contains current regional labor market information from a comprehensive survey of area employers. The site provides valuable information by industry and occupation on hiring trends, wages and employer preferences. It can be used by job seekers, students, educators, business-decision makers and workforce and economic development professionals.

While the U.S. Department of Labor grant that provided the initial funding for Wired65 has expired, the leadership team has voted to continue its work and has secured some initial funding.

## *Northern Kentucky Workforce Investment Board*

The Northern Kentucky Workforce Investment Act (NKWIA) used both traditional programs and innovative partnerships across state lines to fulfill its mission of being the driving force for workforce development in the region. NKWIA served nearly 11,000 customers in PY 2009.

The Rapid Response Team from One Stop Northern Kentucky provided services to 18 employers with more than 2,800 affected employees for an increase of 126 percent from PY 2008.

Partnerships gave NKWIA added resources to assist people in PY 2009. NKWIA along with the Cincinnati/Hamilton County and Butler/Warren/Clermont counties of Ohio received a $250,000 Regional Innovation Grant from the U.S. Department of Labor to help the region better coordinate the area's workforce system to meet employer needs. The Employers First Regional Workforce Consortium (ERFWC) will conduct strategic planning with assistance from consultants that will analyze current regional workforce data.

WIA Health Connections and Gateway Community and Technical College worked together on a Northern Kentucky Regional Nursing Expansion Grant that focuses on the recruitment of nursing students and the retention and success rates for the nursing program at the school. Through the grant, about 20 students each semester are awarded scholarships ranging from $450-$1,000 for nurses training.

Another partnership produced fruit as 10 young people completed their education requirements and graduated with a GED. YouthBuild is a partnership with the Northern Kentucky Community Action Commission that combines education, vocational training, life skills and community service and involvement to help 18-24 year old disadvantaged dropouts. The program includes GED attainment, carpentry apprenticeship, certifications, community service and success skills to help troubled youth envision a better future and a career in carpentry.

Every program has inspiring stories of how NKWIA made a difference in an individual's life. Elizabeth is one example of a participant who found the opportunity to make her dream come true through a WIA grant. She had been interested in the medical field, especially surgery, since she was a child but her plans were put on hold when she got married and stayed home to raise her three children.

With a lack of employment history or training, Elizabeth knew that she needed to further her education in order to obtain employment in the medical field. After two years of training, Elizabeth earned an associate's degree in surgical technology at National College in Florence in August 2010. Before graduation she was offered a surgical technician position at Cincinnati Children's Hospital and Medical Center.

"I would definitely recommend WIA to everyone," Elizabeth said. "WIA helped me minimize the amount of student loan debt incurred while attending school. WIA made the decision to invest in my education; this allowed me to make the decision to return to school without hesitation."

## *TENCO Workforce Investment Board*

The TENCO S.T.E.P. (Stimulus Training and Employment Program) was an extension of the 2009 Summer Youth Program. S.T.E.P, which ran from November 2009 through March 2010, was developed to help participants from the summer youth program who had not enrolled in school, were not employed and needed additional work-readiness skills to obtain a job.

Participants completed six job-readiness workshops prior to placement at a worksite. These activity-based workshops included topics such as completing applications, writing a resume, interviewing, problem solving, conflict resolution and budgeting.

After successfully completing the job-readiness classes, participants were placed in a work experience based on interest, employment opportunities and participant needs. Of the 14 youth who completed the S.T.E.P. program, 10 were employed at the end of S.T.E.P. and one enrolled in postsecondary training.

S.T.E.P. participant Tyrus Humphrey of Maysville, was placed with McRoberts Furniture of Maysville. At the conclusion of S.T.E.P., he was hired full-time at the furniture store and continues to work there today. Tyrus attributes his success to hard work, determination and the resources involved in the S.T.E.P. program.

During the winter of 2009, a paralyzing ice storm hit the TENCO area and required months of cleanup. For five local residents the storm provided jobs for six months that were funded through the National Emergency Disaster Grant. In addition to the jobs provided by the grant, thousands of Lewis County residents benefited from the removal of fallen trees and debris and were able to get their community back to normal.

The Keep Kentucky Working Expo was a partnership between the TENCO One Stop Career Center, Maysville Community and Technical College, Kentucky Adult Education, Know-How2GoKy.org and Primary Plus of Maysville. These community partners came together with the goal of helping laid off workers, people seeking a career change and individuals looking for local educational and/or financial resources.

The expo, held at Maysville Community and Technical College on Sept. 15, 2009, offered a wide range of options for interested participants. Exhibitors such as local public libraries, health departments, colleges, one-stop centers and the military had booths offering information about services.

Participants could also choose to attend 30-minute workshops on topics such as co-ops/work experience opportunities, resumes and interviews.

In another collaboration, the TENCO WIA, along with its partners, held the TENCO One Stop Retreat at Carter Caves Resort and State Park. The two-day retreat with 42 participants focused on customer service. Seminars covered topics such as direct customer interaction and identifying appropriate resources to work with individual personalities.

## *West Kentucky Workforce Investment Board*

West Kentucky Workforce Investment Board's (WKWIB) Operation Workforce event funding offered the 17 counties of the Purchase and Pennyrile regions the opportunity to submit proposals tailored to their local workforce needs. These collaborative efforts are most often led by the area Chambers of Commerce or economic development agencies and encourage a partnership with local and regional educational institutions.

The ultimate goal of the 3rd Annual Engineering Summit funded through the West Kentucky Workforce Investment Act (WKWIA) Operation Workforce grant program was to create a regional workforce that is strong in the areas of science, technology, engineering and math (STEM). The day's activities bring students, teachers and community members from eight school systems together to compete in various areas. Representatives from regional colleges and universities, as well as business and industry are on hand to cheer the students on and to show them how their STEM activities translate into career skills.

The Madisonville-Hopkins County Chamber of Commerce heads a collaborative effort that provides both citizens and employers in Hopkins County and its surrounding areas a world-class venue. The Madisonville Community College's Brown Badgett Energy and Advanced Technology Center showcased education and employment resources and provided the opportunity for direct contact between employers and job seekers. WKWIA's Operation Workforce grant funding helped make the Madisonville-Hopkins County Job and Career Expo possible.

Operation Workforce funding also allowed Hopkinsville Community College to lead a project that takes the message that education equals earning potential to Hopkinsville's inner-city neighborhoods and surrounding areas. The program involved an awareness campaign, training opportunities and career counseling.

WKWIA also impacted the area workforce through training made possible by ARRA.

**Michael Kelley**
Michael Kelley and his son Jonathan worked for an electric company in western Kentucky. Both were laid off due to the poor economy. Unsure as to how he was going to support his family, Michael visited the Paducah One-Stop Career Center to explore his options. He was able to draw unemployment insurance, but there were no part-time jobs available for him to supplement his income.

When Michael learned of the WKWIA Stimulus Scholarship Program designed to provide training opportunities in high-wage fields to those directly impacted by the economic downturn, he applied for the program because he had always been interested in the HVAC field.

Michael told Jonathan about the opportunity provided through the program. After meeting with a One-Stop Career Center representative, Michael and Jonathan enrolled in the HVAC program at the West Kentucky Career and Technical College in Paducah. Their plan is to finish the program and open an HVAC business as partners.

**Mary Ray-Branam**
When Mary Ray-Branam was only 16, she was a high school dropout, pregnant and dependent upon public assistance. She turned to Donna Dietz at Gateway Academy in Mayfield for guidance. Donna recommended the WIA youth program, funded through the West Kentucky Workforce Investment Board, to help Mary earn her diploma. Mary enrolled in the academy's youth program and received her diploma ahead of schedule.

After giving birth in September 2009, she entered a paid-work experience through the WIA youth program at Mills Health and Rehab in Mayfield and completed the employer-paid CNA program. Upon completion of the work experience through WIA, she was hired full time.

In January 2010, Mary began classes at WKCTC to pursue her goal of becoming a registered nurse.

"Working with the WIA program got me one step closer to fulfilling my career goal," she said.

**Jacob Johnson**
Through WIA youth and on-the-job-training (OJT) programs, Jacob Johnson gained work experience, occupational specific training, employment level TABE scores and a permanent employment opportunity.

Jacob participated in Summer Works, the ARRA-funded WKWIA summer youth employment program where he worked at Hopkinsville Electric System (HES). When he completed his work experience with the Summer Works program, Jacob looked for direction to accomplish his occupational goals. WKWIB staff referred him to the Youth Workforce Connections (YWC) program at Hopkinsville Community College where he enrolled for training.

Jacob completed gas metal arc welding for entry-level occupational specific training. The program coordinator worked with HES administration to provide an additional 500 hour work experience to further develop Jacob's skill set. Once he completed the training, Jacob transitioned into temporary employment with HES.

A short time later a position on the right of way crew became available at Pennyrile Electric. WKWIB staff worked with this employer to provide an OJT opportunity for Jacob. Following a 90-day probationary period he transitioned into permanent status as an employee of Pennyrile Electric.

Jacob's supervisor at Pennyrile Electric states that he is doing really well and that the previous experience he acquired through the WIA programs placed him in a better position than others who begin with no previous work experience.

# Cost of Program Activities Relative to Program Outcomes

## July 1, 2009 – June 30, 2010

| | PY2009 Expenditures | PY2009 Customers Served | PY2009 Exiters | PY2009 Cost Per Customer Served | PY2009 Cost Per Customer Exited |
|---|---|---|---|---|---|
| **Adults** | $21,109,206 | 21,934* | 5,906 | $998 | $3,708 |
| **Dislocated Workers** | $16,556,397 | 13,243 | 2,456 | $1,250 | $6,717 |
| **Youth** | $12,322,871** | 4,388 | 1,611 | $2,808 | $7,649 |

**Does not include 202,663 Adult Self –Service Only*
***Does not include $8,463,769 Recovery Act Summer Youth expenditures*

Program Year 2009 has been challenging as Kentucky faced one of the most turbulent economic years in the recent past. As may be expected with a statewide economy continuing to record monthly unemployment rates at or above 10 percent for the period July 1, 2009 – June 30, 2010, the number of dislocated workers served increased considerably. A total of 7,624 more dislocated workers were served in PY 2009 than in PY 2008. The amount of dislocated worker formula expenditures correlates to the rise in the number served, increasing from more than $9 million in PY 2008 to more than $16.5 million in PY 2009 — an 82 percent increase in the costs of services. Additionally, training expenditures for dislocated workers qualifying for services under the Trade Act totaled more than $14 million, more than doubling the $6.5 million expended in PY 2008. Figures also indicate a significant increase in Rapid Response expenditures used to serve dislocated workers. Rapid Response funds expended during PY 2009 were $11,193,326 compared to $4,917,499 in the previous year — nearly 128 percent increase.

In PY 2008, Kentucky had expended only 29 percent of available Rapid Response funds. As the challenges of finding employment continued in PY 2009, the demand for training, retooling and skill upgrades for Kentucky's dislocated workers was much more in demand. Kentucky expended $11,193,326 or 66 percent of available funds in PY 2009.

Since PY 2003, the adult program has experienced a higher number of adult customers each year. The number of adults served under the Workforce Investment Act (WIA) nearly doubled from 11,403 in PY 2008 to 21,934 in PY 2009. Similarly, the amount of funds expended in the adult program increased by nearly $1.5 million over PY 2008 from $20,404,423 to $21,901,206. Several local WIAs took advantage of the waiver that allows the Commonwealth to transfer up to 50 percent of local area allocations between the WIA adult and dislocated worker programs. In PY 2009, local areas transferred more than $3.4 million from the dislocated worker program to meet the training needs of adult program participants.

Kentucky continues to provide exceptional services to the Commonwealth's low-income youth who face barriers to employment. The number of youth served increased from 3,775 in PY 2008 to 4,388 in PY 2009, however the number of youth exiters decreased slightly. These numbers do not reflect the more than 6,000 disadvantaged youth served through the American Recovery and Reinvestment Act (ARRA), Summer Youth Employment Program. During PY 2009, more than $8.4 million was expended to train and employ youth across the Commonwealth. Young people gained valuable work experience and employers received workers paid through the program. More than 350 youth ages 18 – 24 transitioned to permanent employment.

Statewide Activity expenditures increased from about $7.3 million in PY 2008 to nearly $9 million in PY 2009. Funds were awarded to several local workforce investment areas and partner agencies to operate innovative projects under the ARRA. The projects include Pre-Apprenticeship training programs; Sector Strategy Internship programs; short-term training programs; public library workforce partnership award to purchase computers and provide work-readiness training in public libraries across the state; Kentucky Community and Technical College System Breaking Through Initiative; a study in a local area to establish an innovative Employer Network; a healthcare initiative entitled Prescription for Success; and a partnership award with Kentucky Adult Education to establish and conduct contextual learning using the I-BEST model as a framework.

Kentucky's total expended percentage rate for PY 2009 was 70 percent. The Commonwealth and local WIAs are committed to meeting the challenges ahead to turn the nation's economy around through innovative programs and providing the necessary and vital training services to compete in the 21st century economy.

# WIA Financial Statement Program Year 2009-2010

| Operating Results | | Available | | Expended | Percentage Expended | | Balance Remaining |
|---|---|---|---|---|---|---|---|
| **Total All Funds Sources** | **$** | **113,824,371.01** | **$** | **79,291,729.08** | **70%** | **$** | **34,532,641.93** |
| Current Year Funds | $ | 45,935,249.00 | $ | 27,321,112.76 | 59% | $ | 18,614,136.24 |
| Carry in Monies (Non-Additive) (1) | $ | 67,889,122.01 | $ | 51,970,616.32 | 77% | $ | 15,918,505.69 |
| Adult Program Funds | $ | 13,757,579.96 | $ | 8,442,257.42 | 61.36% | $ | 5,315,322.54 |
| Carry in Monies (Non-Additive) | $ | 14,281,835.16 | $ | 13,458,948.89 | 94.24% | $ | 822,886.27 |
| Dislocated Worker Program Funds | $ | 9,102,924.64 | $ | 5,697,695.61 | 62.59% | $ | 3,405,229.03 |
| Carry in Monies (Non-Additive) | $ | 13,109,917.88 | $ | 10,858,701.39 | 82.83% | $ | 2,251,216.49 |
| Youth Program Funds | $ | 11,709,033.05 | $ | 8,310,277.64 | 70.97% | $ | 3,398,755.41 |
| Carry in Monies (Non-Additive) | $ | 13,760,355.96 | $ | 12,476,362.68 | 90.67% | $ | 1,283,993.28 |
| Out of School Youth | | | $ | 10,057,170.32 | | | |
| In School Youth | | | $ | 8,947,268.34 | | | |
| Summer Employment Opportunities | | | $ | 8,502,834.64 | | | |
| Rapid Response Funds | $ | 4,475,424.00 | $ | 2,319,722.16 | 51.83% | $ | 2,155,701.84 |
| Carry in Monies (Non-Additive) | $ | 12,283,543.39 | $ | 8,873,603.93 | 72.24% | $ | 3,409,939.46 |
| Statewide Activity Funds | $ | 6,890,287.35 | $ | 2,551,159.93 | 37.03% | $ | 4,339,127.42 |
| Carry in Monies (Non-Additive) | $ | 14,453,469.62 | $ | 6,302,999.43 | 43.61% | $ | 8,150,470.19 |

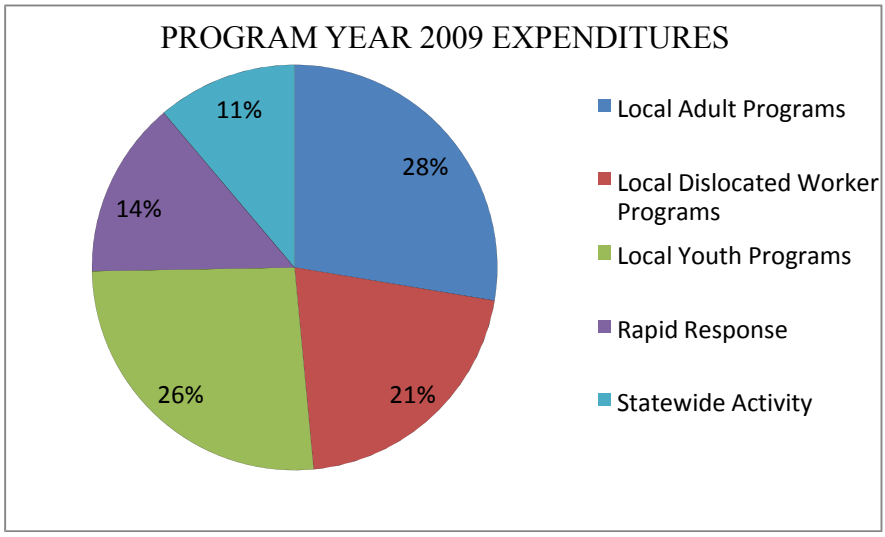
| Cost Effectiveness | | C/E Ratio |
|---|---|---|
| Overall, All Program Strategies* | $ | 5,087 |
| Adult Program | $ | 3,708 |
| Dislocated Worker Program | $ | 6,717 |
| Youth Program* | $ | 7,649 |

**Does not include $8,463,769 Recovery Act Summer Youth*

| Period of Availability on Balance Remaining: | | |
|---|---|---|
| Through June 30, 2010 (PY2007 Carry in) | $ | 15,918,505.69 |
| Through June 30, 2011 (PY2008 Funds) | $ | 18,614,136.24 |
| Balance Remaining | **$** | **34,532,641.93** |

| American Recovery Act Breakout | | | | | | | |
|---|---|---|---|---|---|---|---|
| State 15% | $ | 6,692,256.75 | $ | 1,328,993.00 | 19.86% | $ | 5,363,263.75 |
| Rapid Response | $ | 4,678,281.75 | $ | 2,950,242.75 | 63.06% | $ | 1,728,039.00 |
| Local Adult | $ | 6,963,282.45 | $ | 6,148,587.33 | 88.30% | $ | 814,695.12 |
| Local Youth | $ | 15,053,347.85 | $ | 13,940,313.47 | 92.61% | $ | 1,113,034.38 |
| Local Dislocated Workers | $ | 11,227,876.20 | $ | 9,132,473.60 | 81.34% | $ | 2,095,402.60 |
| | **$** | **44,615,045.00** | **$** | **33,500,610.15** | 75.09% | **$** | **11,114,434.85** |

# WIA Expenditure Summary

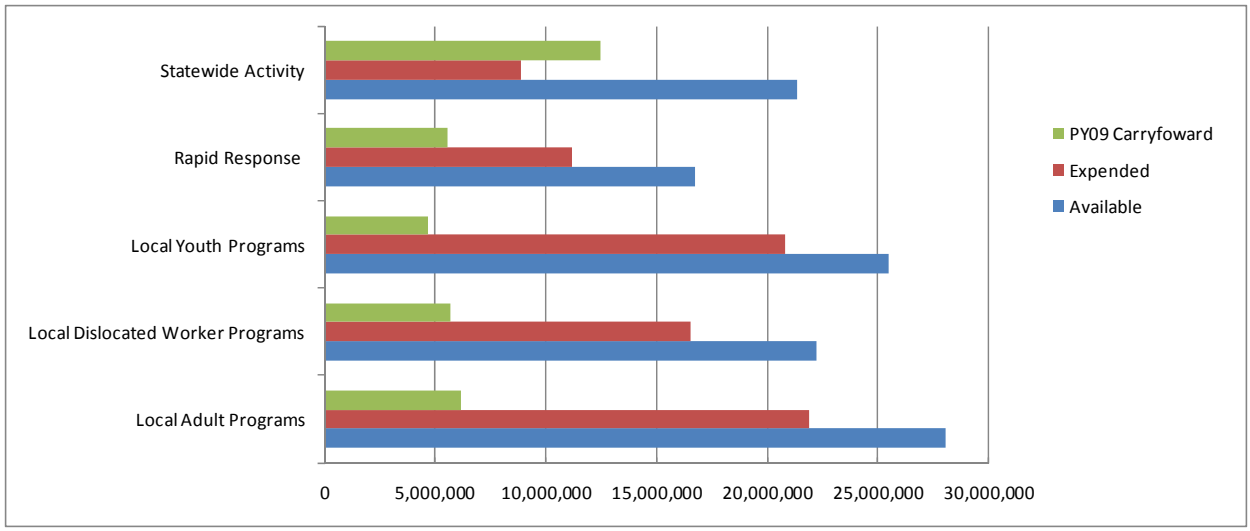



During Program Year 2009, the Commonwealth of Kentucky spent $79,291,729 in WIA funds including ARRA funds. As represented in the chart, Statewide Activities constitute 11 percent of the total expenditures.

Rapid Response activities conducted at both the state and local levels represent 14 percent of the total expenditures. Kentucky's LWIAs expended 75 percent of the total.

| Program Year 2009 Expenditures | | | |
|---|---|---|---|
| | Available | Expended | % Total Expenditures |
| Local Adult Programs | $ 28,039,415.12 | $ 21,901,206.31 | 28% |
| Local Dislocated Worker Programs | $ 22,212,842.52 | $ 16,556,397.00 | 21% |
| Local Youth Programs | $ 25,469,389.01 | $ 20,786,640.32 | 26% |
| Rapid Response | $ 16,758,967.39 | $ 11,193,326.09 | 14% |
| Statewide Activity | $ 21,343,756.97 | $ 8,854,159.36 | 11% |
| Totals | $ 113,824,371.01 | $ 79,291,729.08 | 100% |

Kentucky WIA Expenditure Summary



# *Performance Results*

| WIA AND Wagner-Peyser PY 2009 Performance | | |
|---|---|---|
| **WIA** | **PY2009 Negotiated Rate** | **PY 2009 Actual** |
| **Adult Measures** | | |
| **Entered Employment Rate** | 83.5% | 81.2% |
| **Employment Retention Rate** | 86.0% | 89.9% |
| **Avg. Six Month Earnings** | $11,200 | $17,258 |
| **Dislocated Worker** | | |
| **Entered Employment Rate** | 84.0% | 77.0% |
| **Employment Retention Rate** | 89.0% | 89.0% |
| **Avg. Six Month Earnings** | $13,200 | $13,309 |
| **Youth** | | |
| **Placement in Employment or Education** | 65.0% | 65.2% |
| **Attainment of Degree or Certificate** | 54.0% | 65.5% |
| **Literacy or Numeracy Gains** | 48.0% | 60.0% |
| **WAGNER-PEYSER** | | |
| **Entered Employment Rate** | 60.0% | 55.0% |
| **Employment Retention Rate** | 75.0% | 75.0% |
| **Avg. Six Month Earnings** | $11,400 | $11,715 |

**Kentucky's 10 Local Workforce Investment Areas**
**PY09 Performance Results**

| Adult Measures | Exceeded | Met | Failed |
|---|---|---|---|
| Entered Employment Rate | 4 | 3 | 3 |
| Entered Retention Rate | 4 | 6 | |
| Avg Six Month Earnings | 7 | 2 | 1 |
| **Dislocated Worker** | | | |
| Entered Employment Rate | 6 | 1 | 3 |
| Entered Retention Rate | 7 | 2 | 1 |
| Avg Six Month Earnings | 4 | 5 | 1 |
| **Youth** | | | |
| Placement in Employment or Education | 7 | 2 | 1 |
| Attainment of a Degree or Certificate | 7 | 2 | 1 |
| Literacy and Numeracy Gains | 7 | 2 | 1 |

# *Kentucky Waivers*

**The U.S. Department of Labor allows states to request waivers to general statutory and regulatory authority to affect program improvement. Additionally, waivers provide flexibility to states and local areas and enhance their ability to improve the statewide workforce system. The Commonwealth requested and received the following waivers:**

**Fund Transfer Authority**

Waiver allows local areas to transfer up to 100% of a program year allocation for adult employment and training activities and up to 100% of a program year allocation for dislocated worker employment and training activities between the two programs. The waiver provides local workforce investment boards the ability to better respond to changes in the economic environment and the local labor market. Resources are channeled to the population with the greatest need. The transfer authority allowed for the transfer, in some local areas, of 50 percent of dislocated workers funds to meet the growing demand of the adult population. The Transfer Authority waiver has empowered the local boards to be more responsive to the volatile economic climate. Nearly $3.5 million was transferred from the dislocated worker program to conduct adult activities and training.

**Incumbent Worker Training – Utilizing Local and Rapid Response Funds**

Kentucky has two waivers to provide incumbent worker training beyond the available Statewide Reserve funds. These waivers allow up to 10 percent of local adult and dislocated worker funding and up to 20 percent of rapid response funds to be expended on incumbent worker training activities. The waivers promote maximum investment of these funds as well as increased levels of service. Incumbent worker training provided with local or rapid response funds focus on employer and worker layoff aversion and competitiveness through skills upgrade training. This waiver has enhanced the state's efforts toward job retention and rapid re-employment, as well as providing new job prospects for presently employed individuals.

With the increasing global competitiveness, it is imperative that businesses and industries have the most skilled and knowledgeable employees. With skill upgrading, businesses may be able to remain viable and prevent layoffs and closures. Employers will have the human resources to remain competitive and, in some instances, expand. Upgrading the skills of incumbent workers has allowed them to quickly move into more specialized jobs within their industries, creating new job possibilities for the lower-skilled workforce to enter.

**Minimize the collection of participant data for incumbent worker training programs**

The waiver simplifies the process of serving businesses and incumbent workers and allows program outcomes to be captured without the burden of extensive collection of data not applicable to incumbent workers or incumbent worker training. Eliminating the requirement to capture information that does not impact program outcome, allows local areas to timely assist employers in averting layoffs and improving employer customer service.

**Required 50 percent employer match for customized training**

The waiver eliminates the current 50 percent employer contribution requirement for customized training and substitutes a sliding-scale contribution based on size of employer. The waiver has afforded more customized training opportunities for smaller businesses or businesses with smaller training budgets. Specific goals to be achieved are to: 1) Improve the ability of the Commonwealth to respond to changes in employer and industry needs; 2) Increase employer/board collaboration to address industry needs and worker training; 3) Allow the smaller employer to grow and expand; 4) Provide the employer with a trained workforce; and, 5) Provide greater flexibility in designing and implementing WIA programs. The number of participants receiving customized training under ARRA, as reported by the local areas, is 186 for a total of $146,924.

**Replace the performance measures at WIA Section 136(b) with the common measures**
The waiver facilitates system integration and streamlines the reporting process across partner programs. It assists in achieving the goal of a fully integrated workforce system; provides clear and understandable information to stakeholders, improves service coordination and information sharing; simplifies and streamlines performance measurement system; assists in the realignment of youth program designs to better implement the Department of Labor's Youth Vision — targeting out-of-school youth; and reduces labor intensive data collection. Outcomes include a more integrated case management system, improved customer service and operational effectiveness.

**Utilize Individual Training Accounts (ITAs) for Older Youth program participants**
The waiver has allowed continued flexibility in utilizing Youth funds to provide training services while retaining the limited Adult funds to be used for Adult training services. It has increased the efficiency and customer choice for older youth. The workforce system has a full array of services to offer older youth that can benefit them in decision-making processes, such as choosing a rewarding career, selecting a training provider and making smart financial decisions.

**Extend the period of initial eligibility for training providers on Kentucky's Eligible Training Provider List (ETPL)**
The waiver has allowed training providers to offer continuous, uninterrupted service to WIA customers. WIA customers continue to have the ability to choose their training providers and access training services in their local areas with the highest degree of informed customer choice possible. The primary goal of this waiver is to ensure that the increasing numbers of adults and dislocated workers have a system that can offer training options that maximize customer choice. The number of providers on the Eligible Training Provider List is more than 900, allowing participants to choose the best possible program and provider to enhance skills and further their education and career goals.

**Competitive selection of providers of youth activities under the Recovery Act and pertaining to summer youth employment opportunities**
The waiver allowed the Commonwealth to select as quickly as possible the service providers necessary to develop and implement summer youth employment opportunities for the summer of 2009. This was accomplished by expanding existing competitively procured contracts and/or conducting an expedited, limited competition to select service providers. Several local areas took advantage of this waiver to implement successful summer youth employment programs.

**Waive performance measures for youth who participate in work experience only under the Recovery Act and pertaining to summer youth employment opportunities outside of summer months**
Under this waiver, the Commonwealth is permitted to use the work readiness indicator as the only indicator of performance for youth ages 18 – 24 who participate in work experience that occurs outside of the summer months (Oct. 1, 2009 through March 31, 2010).

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