

**LOCAL WORKFORCE INVESTMENT BOARD
Local Plan**

January 1, 2014 - June 30, 2015

**Local Plan Instructions
For Kentucky's**

**LOCAL WORKFORCE INVESTMENT SYSTEM
Program Years 2013 - 2014**

**-Submitted by-
Workforce Investment Board**

LOCAL AREA: KentuckianaWorks (Greater Louisville Workforce Investment Area)

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Instructions

In accordance with the Workforce Investment Act (WIA), this document provides directions to Kentucky's Local Workforce Investment Boards (LWIBs) for preparing the Local Plan update. The Local Plan covers the time period of January 1, 2014 through June 30, 2015. LWIBs are required to submit plans to the Kentucky Department of Workforce Investment's Office of Employment and Training (OET) in order to receive funding under WIA.

The Local Plan update guidance is composed of three sections:

- **Section A: "Integration and Strategies."** This section should illustrate the LWIB's engagement in regional economic development strategies, as well as how the LWIB conducts business beyond the narrow focus of WIA programs.
- **Section B: "Program Operations."** This section collects information required by law in order for LWIBs to receive their base funding.
- **Section C: "System Operations and Attachments."** This section includes information needed to ensure that the local workforce systems meets certain legal requirements as well as complies with agreements between OET and the LWIBs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive leadership, and other interested parties.

2013 - 2014 Local Plan Update Requirements

- **Local Plan Update Due Date: December 1, 2013**
- **Deliverables:**
 1. Electronically submitted, via e-mail, Local Plan Update Sections A, B, and C, including all attachments (A,B,C,D,E) to Pat Dudgeon at PatriciaO.Dudgeon@ky.gov and;
 2. Mail one (1) hard copy of the signature page with original signatures to:

Pat Dudgeon
Office of Employment and Training
Division of Workforce & Employment Services
275 East Main Street, 2WA
Frankfort, Kentucky 40621

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Planning Timetable Estimates

July 12, 2013	Issuance of Local Plan Guidelines
November 1, 2013	Last date to begin the Public Comment Period. Beginning of the OET review, comment and clarification period
November 30, 2013	End of the 30 Day Public Comment Period
December 1, 2013	Local Plans are due to OET along with submittal of the original signature page. Final Review and Approval of Local Plan Updates by OET begins
January 1, 2014	Beginning of Local Plan Period

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Section A: Integration and Strategies

One of the state's strategies is to invest in LWIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the LWIB's engagement in regional development strategies, as well as how the LWIB conducts business beyond the narrow focus of employment programs. OET will use this information for guidance in allocating special, discretionary and incentive grants (if funding is available).

1. How does the WIB identify and analyze regional economies?

KentuckianaWorks utilizes a team of researchers at the University of Louisville led by Janet M. Kelly, Ph. D., director of the Kentucky State Data Center, to periodically analyze commuting and economic patterns, population clusters, geographic industry concentrations and trade flows. With the center's help, we have developed a set of tools that refine and improve upon national data (the KentuckianaWorks Occupational Outlook), as well as a comparative look at yearly progress in raising educational attainment rates in our region and the 15 others we benchmark ourselves against for economic development and other purposes (the KentuckianaWorks Human Capital Scorecard). As new questions emerge, we also commission new research. All of this analysis is considered by the KentuckianaWorks Board, which possesses a deep expertise on the region's economy and its workforce needs.

2. How is this information used to identify the key industries and demand occupations within this economy?

The KentuckianaWorks Board has established a rubric by which workforce growth projections are evaluated. This rubric encompasses absolute growth for an occupational cluster and absolute growth for an occupation within a cluster. This methodology produces an initial set of occupations that are growing at a fast rate in our region for the Board to consider. In addition to defined criteria for economic projections, emerging economic trends can be identified, confirmed and acted upon prior to the availability of updated projections through a process that includes both Board input and staff research.

3. How is this information incorporated into your service delivery strategies?

KentuckianaWorks further refines a listing of occupations determined to be in high demand by applying minimum wage criteria and evaluating the degree to which those occupations require formal preparation. Occupations projected to grow sufficiently, that pay well enough and require some preparation are then targeted for investment. Furthermore, the Board manages precious investment dollars by making relative allocations among the targeted sectors.

4. In a separate attachment, based on your most recent analysis of regional economies, provide a list of the key industry sectors in your regional economy.

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Please see Attachment F for the list of key industry sectors in the KentuckianaWorks region, based on the most recent analysis of regional economies.

5. At the direction of Governor Beshear, the Kentucky Workforce Investment Board established a strategic vision and goals for the transformation of the Commonwealth's workforce system. ([WorkSmart Kentucky Strategic Plan](#)) Key to the realization of that vision is the state board's assertion that local workforce boards must be innovative, responsive and able to make substantial positive impacts on the communities they serve.

Please describe the role of your board in implementing transformational change to the Kentucky workforce system for each of the statewide strategic areas of focus listed below. **ONLY SUBMIT DESCRIPTIONS FOR INITIATIVES YOUR BOARD HAS BEGUN, IS CONTINUING OR IS PLANNING TO IMPLEMENT.**

For each initiative, please indicate:

1. If the initiative is a local innovation or part of a statewide initiative (examples provided for each focus area).
2. The initiative's mission and strategic goals (if local) or any local adaptation for statewide initiatives.
3. A timeframe for implementation, including major milestones and evaluation.
4. Identify key partners/players/stakeholders, including the role of the WIB
5. Provide the current status of the initiative.

(Space is provided for one initiative in each focus area. To add additional initiatives, copy and paste the formatted narrative layout under the appropriate Focus Area. If initiatives are not currently being planned in any of the focus areas, leave blank.)

STATEWIDE STRATEGIC AREAS OF FOCUS

I. System Transformation

Related statewide initiatives: [Sector Strategies](#), Branding & Identity, [One-Stop Certification](#), User-Friendly On-Line Services, National Career Readiness Certificate, Eligible Training Provider List Enhancements

System Transformation Initiative/Sector Strategies (1)

Title: National Fund for Workforce Solutions Grant - WIRED 65 Regional Workforce Partners

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

The Wired 65 Regional Workforce Partners is a 26-county initiative to generate structural change in the way workforce development is done in the region. This

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effort has its roots in the WIRED 65 initiative but is grounded in a National Fund for Workforce Solutions grant. The Wired 65 Regional Workforce Partners initiative focused initially on workforce innovations in manufacturing and the moving and storage industry. The Wired 65 Workforce Partners will act as workforce intermediaries by engaging employers and training providers. Lastly, the partnership will catalyze a diverse group of funders to engage in workforce development and is pursuing a second round of funding from both national and regional funders.

Implementation timeframe:

The grant runs for two years and started in June of 2011 for reporting purposes. A no-cost extension has been granted by the National Fund for Workforce Solutions until December 31, 2013 and KentuckianaWorks has applied with three other WIBs to receive continuation funding through September 2014.

Partners/players/stakeholders and role of WIB:

The partnership comprises four partner WIBs: WorkOne Area 10 (Indiana), Lincoln Trail WIB, Cumberlands WIB and KentuckianaWorks. KentuckianaWorks is the fiscal agent for this partnership. Along with the participating WIBs, a collaborative of funders acts in an advisory and oversight capacity for the endeavor.

Current status of initiative:

To date, the initiative has launched employer-led sector initiatives in the following sectors:

- Automotive Repair Technology
- Logistics/Transportation – Moving & Storage
- Advanced Manufacturing

The following outcomes for individuals have been achieved as of Sept. 30, 2013:

- 437 jobseekers served
- 427 credentials earned
- 139 gained employment
- 83 received wage increases as of July 30, 2013

In May 2013, KentuckianaWorks opened the Kentucky Manufacturing Career Center. This is currently the most active employer-led sector project. Some 26 manufacturing employers are engaged in the Employer Advisory Group. The KMCC offers employment services for employers and jobseekers, the National Career Readiness Certificate assessment, the Manufacturing Skills Standards Council “Certified Production Technician” training and a Multi-Skilled Technician training offered by Jefferson Community & Technical College. In addition, Jefferson County Public Schools Adult Education provides adult education and English as Second Language instruction contextualized for manufacturing.

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System Transformation Initiative (2)

Title: One-Stop Certification

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

The One-Stop Certification initiative is geared toward ensuring consistently great service for both employers and jobseekers across the One-Stop system. The initiative accomplishes this by establishing a certification framework whereby individual One-Stop centers can be evaluated against a set of best practices and sets a threshold of services for Kentucky Career Centers to achieve.

Implementation timeframe:

The project has two distinct phases. Phase I, which was completed in September 2012, required centers and the One-Stop system to assess itself against the recommended standards. The KentuckianaWorks WIB made local adjustments to those standards to best reflect the Board's vision for the One-Stop system.

Phase II is ongoing. The Kentucky Career Centers were aligned with the certification standards and gaps identified during Phase I were addressed. A model organization based on the certification standards was developed with the intent to reorganize the Kentucky Career Centers accordingly. A brand new Kentucky Career Center in Shelbyville is the first in our region to utilize a blended service team from OET and the WIB-funded contractors working together to serve customers. Once One-Stops judge themselves to be in compliance, the centers will apply to the KentuckianaWorks Board to achieve certification.

Partners/players/stakeholders and role of WIB:

All mandated One-Stop Partners as outlined in WIA law and the local Memorandum of Understanding play a role in this process. The WIB leads the certification process, and the Board itself is the ultimate arbiter of local achievement of certification objectives.

Current status of initiative:

The initiative is in Phase II with regular meetings focused on continuing the deployment of the new organizational structure. As of this writing, the Kentucky Career Center in Shelbyville is the first center to adopt the Certification focused structure.

System Transformation Initiative (3)

Title: Stackable Credentials

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Initiative is a local innovation **Part of a statewide initiative**

Initiative's mission and strategic goals: Cindy

The Stackable Credential initiative builds on the work being done by the National Association of Manufacturers (NAM) to establish an educational and credential structure to support career pathways in manufacturing. The goals of the initiative are to deliver a ready and trained workforce, reduce recruitment costs, decrease turnover, reduce training costs and increase productivity. This initiative dovetails with a statewide effort to extend the adoption of the National Career Readiness Certificate (NCRC).

To achieve these goals, employers and jobseekers need to understand and believe in the efficacy of preferring and attaining industry-recognized credentials starting with foundational work-readiness credentials like the NCRC. Simultaneous with the recognition of the stackable credential model is the need to build the capacity to deliver the credentials locally.

Implementation timeframe:

Implementation started in September of 2011 with a visit from NAM officials to explain the model to manufacturers and educational providers. At that time, the NCRC was not widely offered in the KentuckianaWorks region. In addition, the second “rung” of the ladder—the Manufacturing Skills Standards Council “Certified Production Technician” course and certificate—were not offered anywhere in the state. Working with NAM, local partners and Jefferson Community & Technical College, KentuckianaWorks gained the funding and commitment to offer the MSSC course at the Kentucky Manufacturing Career Center, which opened in May 2013. Since then we have certified 34 individuals at the KMCC and courses are planned monthly. Jennifer McNelly visited the KMCC on National Manufacturing Day and announced that JCTC had earned a listing on NAM’s “M-List” for offering the MSSC course for credit.

Partners/players/stakeholders and role of WIB:

The WIB is leading the local effort. Key partners include 26 regional manufacturers, Jefferson Community & Technical College, Jefferson County Public Schools Adult Education, Greater Louisville Inc., the Kentucky Association of Manufacturers and the three WIBs who are part of WIRED65 Regional Workforce Partners (WorkOne – Region 10, LTADD and Lake Cumberland ADD).

Current status of initiative:

Kentucky Manufacturing Career Center partners have the capacity to deliver testing for the NCRC at a large scale should the need arise. Additionally, the framework is in place to deliver testing and remediation for the NCRC as a service through the

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One-Stop system and in conjunction with One-Stop providers.

The Kentucky Manufacturing Career Center administers the NCRC weekly and has awarded 75 certificates between May 2013 and Oct. 15, 2013. The MSSC-CPT training and testing capability is established at the KMCC as well as the Multi-Skilled Technician Training and a work-focused English as a Second Language course that includes manufacturing terms and vocabulary. In October 2013, the MSSC – CPT class was expanded to the other three WIBs in WIRED65 Regional Partners initiative – WorkOne in Southern Indiana, Lincoln Trail Area Development District (Elizabethtown) and Lake Cumberland Area Development District (Campbellsville).

Most significantly, employers on the KMCC Employer Advisory have begun “preferring” the NCRC and CPT credentials in their hiring processes and employers in Southern Indiana, Lincoln Trail and Lake Cumberland are learning more about the training and credential.

System Transformation Initiative (4)

Title: Summer jobs

Initiative is a local innovation **Part of a statewide initiative**

Initiative’s mission and strategic goals:

Mayor Greg Fischer, the U.S. Conference of Mayors’ Workforce Development Council and the KentuckianaWorks Board are all committed to creating and sustaining a robust summer jobs program for at-risk youth. KentuckianaWorks made major efforts in 2009 and 2010 utilizing different funding streams from the American Recovery and Reinvestment Act (ARRA) to establish summer jobs programs for at-risk youth. We have continued to champion further efforts for the Commonwealth of Kentucky to utilize TANF funding (as was done very successfully in 2010 in Kentucky and as is still done in leading cities like Baltimore) or state resources (as is done in Boston, Hartford and other leading cities) to fund summer jobs efforts that can add significant horsepower to WIA-Youth funded programs across the state. (KentuckianaWorks is a member of the U.S. Conference of Mayors’ Workforce Development Council and our executive director is a past president of the council.)

In 2011, Mayor Fischer spearheaded a fundraising effort that provided more than \$500,000 in private and local government dollars for summer jobs. This effort helped to put more than 200 at-risk young people – many of them participants in our WIA-Youth funded year-round program – to work during the summer at government and nonprofit locations.

In 2012, Mayor Fischer and a team of business leaders shifted the focus of the

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program to identify more companies (both for-profit and nonprofit) that would hire and pay for “our kids” during a seven-week summer jobs effort. Participating employers/companies were asked to commit to doing four things as our Employer-Partners in the effort:

- Hire our youth, pay their wages and put them to work for seven weeks;
- Expose them to their business/industry;
- Provide them with quality supervision with a purposeful skills development plan, and
- Allow them to participate in educational activities developed by the Kauffman Foundation on paid-time. The activities taught participants to think like entrepreneurs and exposed them to community leaders who shared their own stories about success in the workplace/business world.

The result: 400 young adults were hired directly by 14 private companies and 32 government/nonprofit agencies.

In 2013, Mayor Fischer worked more aggressively with local business leaders to increase the number of youth being hired directly by employers for the summer. The Mayor’s SummerWorks Program more than tripled its efforts with 1,500 youth hired into meaningful jobs by more than 40 local employers for the seven-week summer jobs program, creating a talent pipeline for Louisville’s future.

Implementation timeframe:

We will be implementing the Mayor’s SummerWorks Program for a 4th consecutive year in 2014.

Partners/players/stakeholders and role of WIB:

Mayor Greg Fischer, a set of local business leaders, and the KentuckianaWorks Board are all engaged in this effort. The WIB is providing day-to-day leadership and management to the effort, and coordinating it with our partner – Jefferson County Public Schools Adult and Continuing Education – because the effort targets participants in our WIA-Youth funded program as prime candidates for the summer jobs.

Current status of initiative:

We are actively engaged in fundraising (to support the programmatic elements of the effort) and in soliciting Employer-Partners to hire our youth. Louisville Metro Government awarded \$200,000 in its FY14 budget for the Mayor’s SummerWorks Program. Key employer-partners like Thorntons, Inc., and Norton Healthcare are already working with KentuckianaWorks to plan the summer jobs program for 2014, and Kentucky Kingdom, a local theme park, has already joined the planning team for 2014 as well.

II. Education Alignment

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Related statewide initiatives: Tech-High, Accelerating Opportunity (aka Skill Up or I-Best), Apprenticeships, High School Outreach

Education Alignment Initiative (1)

Title: KentuckianaWorks College Access Center (KCAC)

Initiative is a local innovation **Part of a statewide initiative**

Initiative's mission and strategic goals:

KentuckianaWorks was the first WIB in the nation to operate a College Access Center, funded by two federal TRIO grants from the Department of Education. We have worked hard to integrate the KentuckianaWorks College Access Center's (KCAC) activities into our broader efforts in the One-Stop system to help people in our region figure out how they can raise their skills by going back to college or enrolling in job-training programs. Oftentimes, this effort boils down to helping a customer figure out how they can pay for the educational upgrade they need – particularly when WIA resources are limited. KCAC's counselors work with more than 4,000 adults each year in our region, as well as more than 700 high school students. They are providing "core services" as defined under WIA, but are doing it with a different funding stream (Department of Education funds). Many of these customers are eligible for Pell Grants and other financial aid, and they figure out how to pay for school without needing limited WIA resources.

Our strategic initiative for 2013-14 is to work with our state colleagues to find ways that we can enhance KCAC's core functions, utilizing a combination of TRIO and WIA funding, rather than consigning KCAC to a "silo" existence that can only be funded with TRIO funds. We have discussed this matter with state officials before, but because we are the first in the country to have tried this innovative program, we have not succeeded yet in identifying all the ways that WIA funding can be utilized to enhance KCAC's core functions. We are intent on exploring this, as we want to remain a national innovator on this project, while simultaneously serving as many adults in our region as possible to meet all of their needs for online information, as well as one-on-one assistance, with upgrading their skills in postsecondary education and figuring out how to pay for it.

Implementation timeframe:

KCAC has enhanced its web presence to push more information out to individuals who can best take advantage of the information on their own. While no replacement for a visit, some individuals may benefit simply with a few key pieces of information online, thereby allowing counselors more time to serve individuals in need of a more personal approach. We will continue to explore ways to remain a national innovator through our partnerships, as our efforts are central to our region's goal of catapulting itself into the top tier of educated cities by 2020.

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Partners/players/stakeholders and role of WIB:

The WIB oversees KCAC through the KentuckianaWorks Foundation. Other key partners include Jefferson County Public Schools for the Educational Talent Search schools, regional postsecondary institutions, the Community Foundation of Louisville / 55,000 Degrees and Greater Louisville Inc. (GLI) / HIRE and Degrees At Work.

Current status of initiative:

KCAC has a long history of success in its traditional role as a way of helping an ever-increasing number of people make their dream of going to college come true. But, as the number of customers asking for KCAC's help continues to grow, and community initiatives like 55,000 Degrees encourage more adults to consider going back to college to complete a two-year or four-year degree, KCAC is being asked to serve an ever-increasing number of customers – both online and in-person – with a finite and shrinking funding resource base from the federal Department of Education.

We will be exploring ways that WIA resources can be utilized to enhance these efforts, as they are central to our region's goal of catapulting itself into the top tier of educated cities by 2020.

III. Economic Development Alignment

Related statewide initiatives: Entrepreneurship, Work Ready Communities, Business Services Redesign-Unified Business Services)

Economic Development Initiative (1)

Title: Work Ready Communities

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

The Work Ready Community (WRC) initiative is aimed at documenting that local communities at the county level demonstrate attributes that would make them an attractive place to do business. These attributes include educational attainment, work-readiness credential attainment, high-speed Internet access and community support. KentuckianaWorks supports any county within its seven-county region in attaining the Work Ready Community certification.

Implementation timeframe:

Four counties within the KentuckianaWorks seven-county region are currently in pursuit of the Work Ready Community designation.

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Partners/players/stakeholders and role of WIB:

The County Judges/Executive, local chambers of commerce, the local school systems, Jefferson Community and Technical College, local industry leaders and KentuckianaWorks are the partners/players/stakeholders in all four counties. The WIB functions in a support and advisory capacity in partnership with the applying counties.

Current status of initiative:

Shelby County has submitted an application to become a “Work Ready Community in Progress.” The Work Ready Communities review panel recommended this application for approval at the next Kentucky Workforce Investment Board meeting. This designation would certify that the county has viable plans in place to achieve all WRC goals within three years. Bullitt, Henry and Oldham counties are all exploring the certification and have held initial meetings with stakeholders.

Economic Development Initiative (2)

Title: Business Services Redesign

Initiative is a local innovation Part of a statewide initiative

Initiative’s mission and strategic goals:

The goal of the business services redesign is to create an integrated team of business services professionals across organizations and funding sources that is focused on solving the workforce challenges of local employers. A successful initiative would see a cohesive team delivering innovative solutions to workforce challenges and being seen as a partner in success by economic developers.

Implementation timeframe:

A framework for the team has been established based on a planning process between local OET, OVR and WIB representatives.

After first conducting a statewide individual training event, team training is planned to exercise the combined team by leveraging the case method of learning. The business services team will apply problem solving techniques to real documented cases. This allowed the team members to sharpen their skills and refine the processes laid out during the initial planning phase.

Partners/players/stakeholders and role of WIB:

OET, OVR, and KentuckianaWorks form the core members of the group. Jefferson Community and Technical College Workforce Solutions and local chambers of commerce and economic development agencies are valued partners. KentuckianaWorks is leading the effort to design, assemble and train the team.

Current status of initiative:

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The initiative is ready to move forward with the next step being the individual team member training and reorganization. Progress was delayed in order to focus more time and effort toward re-orienting the Kentucky Career Centers. Employer needs were addressed through responsive partnerships as demonstrated by the Kentucky Manufacturing Career Center.

IV. System Simplification

Related statewide initiatives: Alphabet Soup, Partner for Success, Case Management, [High Impact Workforce Investment Boards](#)

System Simplification Initiative (1)

Title: Alphabet Soup

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

The goal of this initiative is to make communications more accessible to those existing outside of government broadly and workforce development specifically. In order to do this, reliance on jargon must be minimized, and acronyms must be defined prior to use in every document or correspondence as a matter of course.

Implementation timeframe:

Ongoing

Partners/players/stakeholders and role of WIB:

KentuckianaWorks

Current status of initiative:

KentuckianaWorks has already adopted the convention of defining all acronyms prior to first use and where possible, the use of plain language is adopted as opposed to industry jargon.

System Simplification Initiative (2)

Title: [High Impact Workforce Investment Boards](#)

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

The Initiative's mission and strategic goals are to assist local WIBs in achieving their full potential; the intent is to emphasize the importance of innovation.

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Implementation timeframe:

The Initiative was launched in 2010.

Partners/players/stakeholders and role of WIB:

KentuckianaWorks

Current status of initiative:

KentuckianaWorks has applied for the designation and has been informed it will be certified as a High Impact WIB at the November KWIB meeting.

V. Customer Service

Related statewide initiative: Workforce Academy

Customer Service Initiative (1)

Title: Partnership for Success

Initiative is a local innovation Part of a statewide initiative

Initiative's mission and strategic goals:

Initiative is an overview of the WorkSmart Kentucky plan all partners completed; 20 hours of training were completed.

Implementation timeframe:

Complete.

Partners/players/stakeholders and role of WIB:

OET, OVR, Office for the Blind and KentuckianaWorks.

Current status of initiative:

Complete

Oversight/Monitoring Process – Describe the local board strategy to ensure continuous improvement to move the local system toward the Commonwealth's vision and achieve the goals identified in the [WorkSmart Kentucky Strategic Plan](#).

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

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contractors/sub-recipients.

Program and fiscal monitoring is conducted onsite with all contractors and sub-recipients at least once per year to ensure full compliance. In addition, desktop reviews are conducted throughout the year.

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

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Section B: Program Operations

This section collects information required by “WIA Law, Section 118: Local Plan” in order for LWIBs to receive their base funding.

1. Keeping the changing economy in mind, describe the workforce investment needs of your local area:

a) Businesses

Broadly speaking, low educational achievement remains a nagging issue in the Greater Louisville area despite gains in recent years. The 2013 KentuckianaWorks Human Capital Scorecard shows that only 25.4 percent (Louisville MSA) and 29.6 percent (Jefferson County) adults (25 and older) have a bachelor’s degree. Through the 55,000 Degrees Initiative, the community has set a goal of 40 percent of working-age adults (25-64) with a bachelor’s degree and 10 percent with an associate degree. This would catapult Louisville from its current ranking near the bottom of a group of 16 competitor cities in the educational attainment of the workforce.

Meetings with employers produce two distinct kinds of workforce investment needs. First, many employers need more people with specific skills, often those represented by a degree or certification (e.g., nurses, certified nursing assistants, truck drivers with commercial driver’s licenses, information technology professionals with skills as database administrators or software developers). Secondly, many employers routinely complain about the basic skills (e.g., reading, math) and employment skills (e.g., showing up on time, working as part of a team, showing up day after day) of their job candidates.

b) Job seekers

The Louisville-area economy has improved markedly from the depths of the Great Recession. In fact, during the summer of 2013, the metro area finally recovered all 42,000 jobs lost in the downturn. Yet, unemployment remains above 8 percent in the metro area, and more than 50,000 people are unable to find work --- 15,000 to 20,000 more than before the recession. Even more are working part-time or temporary jobs without benefits when they really need permanent work. At certain times, especially during the holidays, Greater Louisville residents find it easy to obtain sub-\$10 hourly temp jobs in warehouses. But permanent jobs with health insurance and career ladders --- which generally require higher education --- are harder to come by.

Job seekers need a workforce development and educational system that is closely in tune with the needs of a changing economy and that effectively prepares them to embark on a career pathway. Many of them have not found that in our region recently, because even with unemployment rates above the national average and well above historical norms, federal funding was cut for WIA efforts, meaning very little funding was available for training scholarships to help Adults or Dislocated Workers upgrade their skills to meet

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the demands of employers.

c) Workers

Current workers need good labor market information and guidance on how to manage their careers in a changing economy. Part and parcel of managing their careers is access to skills training that allows them to progress to the extent their ability, desire and opportunity takes them. Employers consistently ask about help to train their incumbent workforce, but this is an area where WIA funds are almost nonexistent, and the Commonwealth's efforts (through Bluegrass State Skills Corporation and Kentucky WINS dollars) are inadequate to meet employer needs.

2. Describe the current and projected employment opportunities in your local area.

According to Labor/Insight, a labor market information tool that scours job postings, the occupations with the most openings in the Louisville MSA (for the 12 months ended Aug. 31, 2013) are:

- Retail salespeople and their immediate supervisors (3,878)
- Registered Nurses (2,653)
- Wholesale and manufacturing sales representatives (2,206)
- Customer service representatives (2,150)
- Heavy tractor-trailer truck drivers (2,030)
- Software applications developers (1,585)

The 2013 KentuckianaWorks Occupational Outlook covering the 2010-2020 time period projects about half of the decade's job growth will come from only four occupation groups:

- Healthcare
- Office and administrative support
- Transportation and material moving
- Sales

3. Describe the job skills necessary to obtain such employment opportunities.

According to Labor Insight reports, the occupational skills most in demand include sales, repair, accounting, mathematics and scheduling. The certifications most in demand include Registered Nurse (RN), Six Sigma, Certified Public Accountant (CPA), Project Management Professional (PMP), Commercial Driver's License (CDL) and Certified Nursing Assistant (CAN).

4. How does the LWIB ensure continuous improvement of its providers?

In addition to onsite and desk-side monitoring as described above, all programs have defined performance measures that are negotiated on an annual basis.

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5. List the continuous improvement activities in which your local providers and partners participated in PY 2012.

Over the past year, KentuckianaWorks and its contractors deployed a new youth service delivery model, more closely aligned physical locations with its WIA partners, embarked on a paperwork streamlining process and sought ways to be more data driven. KentuckianaWorks continued to improve the amount and quality of data that are collected. Already we have incorporated data elements that will allow us to better evaluate training alignment with high-demand occupations and to better evaluate the degree to which clients obtain employment in the occupations for which they were trained. KentuckianaWorks established a position dedicated to providing relevant and actionable workforce intelligence products for policy makers, employers and job seekers.

6. Provide a list of planned continuous improvement activities for PY 2013-2014 in which your local providers and partners will participate.

In addition to the items outlined in the State Strategic areas of focus, KentuckianaWorks has identified further areas in which to improve data collection and quality. Specifically, documentation of activities and services are rendered across all partners. KentuckianaWorks also will improve the degree to which it captures and acts on customer satisfaction data. KentuckianaWorks will evaluate and incorporate best practices in both service delivery and organizational effectiveness as appropriate. KentuckianaWorks continues to ask the state to help it find ways to minimize the paperwork burden for customers to enroll in WIA. While other states like Oregon have figured out how to enroll participants with just a photocopy of a driver's license, Kentucky's onerous requirements create a barrier to enrollment, which then makes data collection more difficult.

7. What new initiatives is the LWIB implementing to ensure that the local workforce system meets the needs of employers and participants?

Effective execution of the One-Stop Certification and Business Services Redesign initiatives will best help KentuckianaWorks align with the needs of employers and participants. The National Fund for Workforce Solutions grant – through our WIRED65 regional partners – also is pushing us to expand our work with employers to become more employer-driven, especially in growing sectors. Examples of employer-driven employment projects include the Registered American Moving Professional (RAMP) program, involving the American Moving & Storage Association and 21 employers, and the Kentucky Manufacturing Career Center, involving 26 employers.

8. Performance Standards. What is the rationale for the LWIB negotiated performance measures? – Refer to Attachment A.

The LWIB considered past performance, GPRA Goals, the effects of economic and demographic variables and the regional and local conditions in establishing the base to begin performance negotiations.

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- 9. What percentage of the participants will be in training programs (not pre-vocational services) that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A?**

KentuckianaWorks typically trains more than 90 percent of its participants in high-demand occupations as identified by WIB-approved processes. KentuckianaWorks keeps a disciplined approach to training investment as that approach best leads to employment for our clients.

- 10. What is the LWIB plan to help Kentucky increase by 10 percent the number of people who receive training and attain a degree or certificate through the following programs by June of 2015: WIA Title I-B programs, National Emergency Grants and Trade Adjustment Assistance?**

National Emergency Grants are unpredictable as is demand for Trade Adjustment Act assistance, though to a lesser degree. Providing individuals the opportunity to attain work-readiness credentials, as well as entry-level occupational skills credentials, can offer a way of serving more individuals with the same or less amount of money. This is one area we will be exploring in the next 12 months. But it should be obvious that if resources continue to shrink, it will be difficult to increase the number of people who earn credentials unless we shift to shorter-term, more basic credentials. This is a policy option the KentuckianaWorks Board will consider and discuss as part of its regular work. KentuckianaWorks recently received NEG funds to assist approximately 32 dislocated workers with CDL training. Additionally, the NEG also will partially fund an OJT project with RxCrossroads for approximately 28 dislocated workers.

- 11. Describe the LWIB's Unified Business Services processes. (May attach separate Unified Business Services Plan)**

Business services are conducted via a network of designated leads. Leads come from both KentuckianaWorks and our partners in the Office of Employment and Training. Leads are assigned to priority industries in order to cultivate the depth and breadth of understanding of the particular workforce needs of that industry.

Initial employer contacts may come through any avenue. The business services lead that first receives the contact, evaluates the employer's specific situation, forms a tentative plan and contacts another member of the network if their resources may be more appropriate. Depending on the need and the specialization of the member, the employer contact may be actively referred over to another member of the network with more applicable resources.

If a need is identified that crosses across employers in an industry, a larger program may be designed and implemented to address these needs.

- 12. How does the LWIA notify Rapid Response and/or Business Services team members to coordinate services when a business may be actually or potentially considering a layoff?**

Upon receipt of information about a potential dislocation, the Rapid Response Coordinator contacts the employer and completes the RR-50 (Record of a Dislocation

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and Service Report) to capture information about the layoff and affected employees. The RR-50 is submitted via email to appropriate OET and LWIA staff. In addition, a Rapid Response Employee and/or Employer Announcement are submitted via email to appropriate OET, LWIA, DOL, Adult Education and Voc. Rehabilitation staff.

13. How does the LWIA respond to and secure information when there is a possibility of a mass layoff? How is this information communicated to local and state Rapid Response and Business Services teams?

Upon receipt of information about a potential dislocation, the Rapid Response Coordinator contacts the employer and completes the RR-50 (Record of a Dislocation and Service Report) to capture information about the layoff and affected employees. The RR-50 is submitted via email to appropriate OET and LWIA staff. In addition, a Rapid Response Employee and/or Employer Announcement is submitted via email to appropriate state and local OET, LWIA, DOL, Adult Education, and Voc. Rehabilitation staff.

14. What is the LWIA process to inform the state of local Rapid Response events?

The RR-50 (Record of a Dislocation and Service Report) is completed by the LWIA Rapid Response Coordinator during conference call with affected employer. This report inquires as to whether the dislocation is applicable to TAA. Upon completion of the form, the LWIA submits it via e-mail to appropriate agencies including State Trade Act staff.

15. How does the LWIA respond to or assist companies that are potentially TAA certifiable?

The RR-50 (Record of a Dislocation and Service Report) is completed by the LWIA Rapid Response Coordinator during conference call with affected employer. This report inquires as to whether the dislocation is applicable to TAA. Upon completion of the form, the LWIA submits it via email to appropriate agencies including State Trade Act staff.

16. What is the process used to provide assistance to a company that is DOL Trade-certified?

As per the Louisville Regional Plan for TAA Services:
When OET or LWIA becomes aware that an employer's petition has been certified, OET will contact the employer to begin service to trade affected workers.

1. If Rapid Response has not occurred, OET will contact LWIA who will gather Rapid Response information from the employer.
2. OET and LWIA will coordinate outreach activities to potentially trade-eligible customers. In addition to direct mail to trade affected workers, outreach activities may include the following:
 - a. Issuing press releases to newspapers in areas where workers reside;
 - b. Public service announcements; and
 - c. OET and LWIA will routinely check for customer eligibility starting with the DOL list of trade certified employers and OET employer lists.
3. If workers **are** separated prior to petition certification, OET Regional Trade Facilitator

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will request from the employer a spreadsheet identifying trade affected workers.

4. If workers **are not** separated prior to petition certification, OET Regional Trade Facilitator will request from the employer a spreadsheet identifying trade affected incumbent workers.

5. Trade affected worker spreadsheets should include the following information:

- a. Employee Name
- b. Employee Address
- c. Employee Phone number
- d. Employee SS#
- e. Employee's employment start date
- f. Employee's employment end date

6. OET will forward to Central Office TAA and TRA units a copy of employer lists of trade

17. Provide the current Trade Regional Plan. (May attach separate Trade Regional Plan)

The Plan must include:

- **Updated to date with the latest Trade Law, as amended.**
- **The process employed from the point of Petition Certification to Trade participant post-exit follow-up.**
- **Roles of both OET and WIA and other partners as applicable.**
- **Compliance with 618.890 merit staffing regulations.**

See Attachment G.

18. How will your LWIA work with OET in calling in and conducting orientation sessions for people who are chronically unemployed? (*chronically unemployed - those who are not employable because of their lack of skills, education, and experience*)

KentuckianaWorks' One-Stop contractor (JCTC) staff provides weekly orientation sessions to REA/EUC participants in conjunction with OET. Labor market information, current job openings, and One-Stop services are just a few of the topics that are covered to assist participants in their job search.

19. Describe the process in which partners (i.e. Wagner-Peyser) will ensure some level of enhanced services to the chronically unemployed and UI applicants selected for Reemployment and Eligibility Assessment (REA). Describe what services will be offered such as job placement activities, resume writing or interviewing workshops, etc.

Individuals selected for REA receive information on the range of services available to them, work with staff to ensure that they have a quality profile and resume on Focus/Career and are counseled on the conduct of appropriate job searches to their skill and experience level. During the profile completion on Focus/Career and job search review, individuals may be identified who lack marketable skills. For those individuals, referrals are made to WIA staff to identify occupations and training that the individual may benefit from.

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20. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program Universal Customers), are registering in FocusCareer and are making their resumes viewable to employers?

All jobseekers participating in WIA programs will register through FocusCareer and develop a resume as a standard part of an individual career plan. Individuals receiving core services are advised of the benefits of self-registering and are provided assistance, if needed, with the self-registration and resume development process. If in-depth assistance is required, individual WIA eligibility is determined.

21. Describe how youth activities are provided in the LWIA (in-house, contractors, combination, etc). Provide a brief description of a current or recent exemplary youth program or activity and a brief description of any anticipated new youth programs or activities envisioned by the LWIA.

Youth activities are provided by two contractors. One contractor has the responsibility of providing services to eligible youth in Jefferson County while the other contractor provides services in Bullitt, Henry, Oldham, Shelby, Spencer and Trimble counties. While the services are ostensibly the same, the programs are significantly different due to the respective environments (urban vs. rural) and the composition of youth partners in the respective counties. There is one adult education provider in Jefferson County responsible for GED attainment – this same agency is the youth activities contractor in Jefferson County. The contractor in Bullitt, Henry, Oldham, Shelby, Spencer and Trimble counties has six different adult education providers to work with and through for GED attainment and basic academic skill upgrades. We track and measure four key outcomes for these programs: Measurable Learning Gains (upgrades on the TABE test), GEDs attained, participants who get jobs and the number who move on to postsecondary education or training.

22. Identify the criteria used in awarding grants for youth activities, including criteria used to identify effective and ineffective youth activities and providers of such activities.

The request for proposal (RFP) for WIA Youth activities evaluates proposals according to the following criteria:

1. Staffing
The proposed combination of recruiters, career, and / or employment specialists with youth expertise required to perform program functions.
2. Orientation
How youth will receive information on all available services as well as information on partner services.
3. Outreach & Recruitment
The process for identifying potentially eligible youth, working with parents or guardians (if applicable) to secure necessary documentation, and communicating with community or faith based organizations to facilitate this function.
4. Eligibility Determination
Includes the generation of all information relevant to determining WIA eligibility

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and submitting required reports. This also includes the maintenance of all pertinent documentation in order to validate eligibility.

5. Assessment

WIA requires an objective assessment be conducted on each youth to incorporate a review of basic and occupational skills, prior work experience, interests, aptitude, supportive service and developmental needs.

6. Individual Service Strategy (Career Plan)

WIA requires the development of an individual service strategy that includes the identification of an appropriate career-goal based upon the youth's assessment. Career plans ultimately focus upon outcomes such as entering post-secondary education, short term skills training or employment.

7. Case Management

This function serves as the advocate for youth in education, training, and employment. Connecting youth to caring adults and documenting the outcomes of services is required. Tracking of all activities is required in the local database and the State required Employ Kentucky Operating system (EKOS).

8. Educational enrichment leading to attainment of recognized credentials

Programs are required to provide educational enrichment services for basic skill deficient youth. These services must yield the attainment of recognized credentials.

Definition of Credentials:

- a. Awarded in recognition of measurable technical or occupational skills.
- b. Based on standard developed or endorsed by employers.
- c. Does not include work readiness certificates.
- d. Does not include locally or program designed credentials.

Examples of credentials (subject to approval by KentuckianaWorks):

- a. Attainment of General Equivalency Diplomas (GED's).
- b. Certification following completion of Apprenticeship programs
- c. Industry recognized credentials (Associate's and Bachelor's)

9. Work Readiness Training

- a. KentuckianaWorks requires that WIA eligible youth have access to a minimum of 20 hours of staff guided classroom instruction in order to complete work readiness skills training. The curriculum must integrate pre and post assessment and should include the following types of activity:
 - o Determining an appropriate career path.
 - o Understanding the hiring process and appropriate interviewing techniques – including resume development and grooming.
 - o Performing in a team environment.
 - o Using labor market information – how it works, demand occupations, and familiarity with opportunities in the local market.
 - o Developing soft skills – How attitude, communication, and exceeding expectations apply in the workplace.

- b. KentuckianaWorks understands that all youth are not ready for immediate full-time

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employment. Youth can participate in valued career awareness activities like internships, job shadowing, and stipend paid work experience prior to being exited from the WIA program. Once WIA services conclude, it is required that youth, if not attending post-secondary or advanced training, enter and retain employment within one (1) month of exiting the program. (See Attachments I and J).

- c. Summer employment activities shall also be a key feature of the Youth One-Stop Career Center. The successful bidder will be required to integrate and assist with the coordination of summer employment activities.

10. Occupational skills training

- a. Occupational skills training should be directly linked to the Career Plans of each youth and high demand jobs in the regional labor market. Training should lead to a credential and can be short (6-9 months) or long term (Up to 2 program years). Eligible youth, ages 18-21, can receive additional WIA assistance to complete this type of training. Training must lead to employment.

11. Placement into long term Employment

- a. The ultimate goal of the Workforce Investment Act is to successfully transition youth to employment. In order to ensure that KentuckianaWorks excels in performance negotiated with the State and Federal government, proposals must include a strategy describing how relationships that yield employment will be cultivated and sustained. Letters of commitment and other detailed documentation describing employer partnerships should be included in the proposal.

12. Retention / (Follow-Up services)

- a. These services are intended to assist customers in maintaining and succeeding in their jobs as well as moving forward in their respective careers. Retaining employment is a significant performance element under WIA.

13. State / Federal Performance Measures

- a. The Workforce Investment Act measures the success of services based upon a comprehensive accountability system. This system seeks to optimize return on federal investments by requiring continuous improvement.

23. Provide a description of the process used by the LWIB to provide an opportunity for public comment, including comment/input by representatives of business and labor organizations, prior to submission of the plan.

KentuckianaWorks will post the local plan on www.kentuckianaworks.org for not less than 30 calendar days. During that time, public comment will be open.

24. Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.

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RFPs are posted via the Metro Louisville online system and using the established administrative infrastructure provided by the Metro Louisville Office of Management and Budget. Proposals are evaluated by an ad hoc committee of KentuckianaWorks Board members, community members and/or staff members using an evaluation criteria developed by the KentuckianaWorks staff. The scored proposals are then considered by the standing Program Oversight Committee and ultimately by the KentuckianaWorks Board, which ultimately awards the contract.

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Phone: 1) 502-574- 1191 2)
E-mail: 1) Tiffany.Jones@KentuckianaWorks. 2)
org

2. List the contact information for the person responsible for the WIB's rapid response activities.

Contact: 1) Perry Blair 2)
Title: 1) 2)
Phone: 1) 502-574-4530 2)
E-mail: 1) Perry.Blair@KentuckianaWorks.org 2)
Reports to: Tiffany Jones

3. List the contact information for the person responsible for the WIB's business services activities.

Contact: 1) Cindy Read 2)
Title: 1) Director, Sector Strategies 2)
Phone: 1) 502-574-2543 2)
E-mail: 1) Cindy.Read@KentuckianaWorks.or 2)
g
Reports to: 1) Michael Gritton

4. List contact information for the local person responsible for Americans with Disabilities Act (ADA) for all partner programs in your area.

Contact: 1) Greg Willett 2)
Title: 1) Branch Manager, KY Office of 2)
Vocational Rehabilitation
Phone: 1) 502-595-4173, Ext 51110 2)
E-mail: 1) Greg.Willett@ky.gov 2)
Reports to:

Law Reference: 29 CFR 37.25 – Responsibility of Equal Opportunity Officer
Law Reference: 29 CFR 37.23 – Designation of Equal Opportunity Officer

5. List contact information for the local person responsible for Equal Opportunity and completing the Discrimination Complaint Log. (*Section 188 of the WIA or 29 CFR Part 37*)

Contact: 1) Huston Monarch 2)
Title: 1) Contract Monitor 2)
Phone: 1) 502-574-4717 2)

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E-mail: 1) Huston.Monarch@KentuckianaWor 2)
ks.org

Reports to: Rider Rodriguez Jr.

6. List contact information for the person responsible for English as a Second Language (ESL) for all partner programs in the local area.

Contact: 1) Joyce Griffith 2)

Title: 1) Director, JCPS Adult and 2)
Continuing Education

Phone: 1) (502) 485-3400 2)

E-mail: 1) Joyce.Griffith@jefferson.kyschools. 2)
us

Reports to: _____

7. List contact information for the person responsible for local customer relations such as recording/reporting incidents and non-discrimination complaints. (I.e. customer is injured in one-stop career center; customer complaints about non-professional service, etc.)

Contact: 1) Angela Vereb 2)

Title: 1) Program Manager 2)

Phone: 1) 502-574-3154 2)

E-mail: 1) Angela.Vereb@KentuckianaWorks. 2)
org

Reports to: Rider Rodriguez Jr.

List the programs for which this individual is responsible for providing customer relations.

Workforce Investment Act – Adults and Dislocated Workers

8. If the individual listed above is NOT the person responsible for customer relations for any of the core partner programs, list the contact information for the person responsible for customer relations for each of the other programs.

Program(s) _____

Contact: _____

Title: _____

Phone: _____

E-mail: _____

Reports to: _____

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Program(s) _____
Contact: _____
Title: _____
Phone: _____
E-mail: _____
Reports to: _____

9. Does the local area have in place an agreed upon WIA Discrimination complaint process per 29 CFR Part 37.76-77?

Yes No

If no, is there a plan in process to develop a discrimination complaint procedure?

Yes No

10. List contact information for the person responsible for local data in the Kentucky Career Center facilities.

Contact: C.J. Akins
Title: Administrative Assistant
Phone: 502-574-2620
E-mail: Clyde.Akins@KentuckianaWorks.org
Reports to: Rider Rodriguez Jr.

11. Complete Attachment D – *Workforce Investment Area Sub-Grantee List* and provide a current listing for each of the LWIA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a Kentucky Career Center.

12. Complete Attachment B – *Workforce Investment Board/Council Membership List* and provide current contact information for the members of the local workforce investment board, including any vacancies, and the organizations that are represented on the board. Indicate whether the business representatives come from “targeted high-growth/high wage” industries, and/or provide demand driven occupations.

13. Briefly describe the LWIB’s policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2014.

KentuckianaWorks fills vacancies in accordance with the Interlocal Cooperation Agreement between the Louisville Metro Government and the respective fiscal courts of the remaining counties making up the Greater Louisville Workforce Investment Area. Respective allocations are described in that agreement, and the Louisville Metro Mayor and the respective County Judges/Executive make appointments to their allocated board

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positions. The positions are further classified to maintain the representation described in WIA law. There are seven board members whose terms have expired, and requests have been made for them all to be reappointed. We typically convene a Nominating Committee with representation from our current Board Chair as well as our Chamber of Commerce member once a year to develop suggested new appointments. These will be discussed with the Mayor's office, and then the Mayor will make suggested appointments that then have to be approved by the Louisville Metro Council.

According to DOL Training and Employment Guidance Letter (TEGL) 10-09 program operators/service providers are required to provide Veterans Priority of Service in 20 DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act Programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, pilots, and Research and Development.

Final rules (dated December 19, 2008) for Veterans Priority of Service as it relates to DOL programs.

Veterans' Program Letter (VPL) 07-09 (dated November 10, 2009) implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. DOL.

Considering the Public Law cited here, answer the following questions pertaining to your local process and procedures that ensure that Veterans receive priority of service.

14. What is the process you use to identify Veterans coming into your Kentucky Career Center?

Veterans are identified via self disclosure or in the event of enrollment in WIA, veterans can be identified at numerous points during the enrollment process. The first instance is during the basic eligibility when selective service registration is determined. If registration was not required, a veteran would still be identified during an initial interview to determine individual job readiness needs.

If Kentucky Career Center personnel are able to determine that an individual is a veteran, the staff member will ask the veteran if they served after September 11, 2001. If the veteran is a post 9/11 era veteran, staff will serve that veteran in accordance with Office of Employment and Training memorandum "Gold Card Initiative of the U.S. Department of Labor for Post-9/11 Era Veterans," dated January 9, 2012.

The guidance includes:

1. Explanation of the Gold Card Initiative and One-Stop services available
2. The veteran will be directed to www.doleta.gov/vets/goldcard for a further

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- explanation of services and to obtain a Gold Card
3. The veteran will be requested to register and create a resume on Kentucky's Focus/Career website.
 4. The veteran will be encouraged to complete the interest survey located at www.mynextmove.org/explore/ip
 5. The veteran will immediately have the first available case manager assigned to assist them to re-enter into the workforce.

15. What is the process you use to assess the needs of Veterans seeking service in your Kentucky Career Center and how do you identify Veterans with a barrier to employment?

Veterans, and all workforce clients, register in FocusCareer. Veterans who have an identified barrier (extended unemployment, training needs, etc) are referred to a Disabled Veteran Outreach Program specialist (DVOP). The DVOP will then schedule the veteran for an interview where he or she attempts to determine the entire range of barriers the veteran may possess. If the DVOP determines whether the barriers are significant. If they are significant then the DVOP will provide case management services to the veteran. The DVOP and the veteran will cooperatively develop an individual employment plan (IEP). If the barriers are determined to not be significant, the DVOP will provide basic job search assistance.

16. What is your process for referral to appropriate program staff, or in the case of a Veteran with an employment barrier, to the local Veterans Employment Representative?

Referrals are conducted from person to person. Veterans with employment barriers are escorted to meet the appropriate veteran's services personnel immediately upon determination of eligibility for veteran's services.

17. What is your process to ensure Veterans receive priority of service when performing job referrals, enrolling in training and enrolling in training if waiting lists exist?

Customers are queried for veteran status throughout the Kentucky Career Center. Identified veterans are able to bypass all lines in the Kentucky Career Center except those lines for unemployment insurance questions and issues. Additionally, veterans have exclusive access to all job postings in FocusCareer for the first 24 hours they are posted.

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Signature Page

Program Years 2013 – 2014
(January 1, 2014 – June 30, 2015)

Workforce Investment Area Name: Greater Louisville Workforce Investment Area

Workforce Investment Board Name: KentuckianaWorks

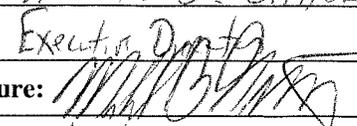
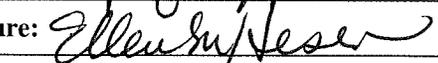
Name and Contact Information for the WIB:

Name and Title: Michael B. Gritton, Executive Director
 Address: 410 West Chestnut St
 Address: Suite 200
 City, State, Zip: Louisville, KY 40202
 Phone: 502-574-3069
 Fax: 502-574-4600
 Email: Michael.Gritton@Kentuckianaworks.org

Name and Contact Information for the Local Elected Official(s):

Name and Title: Greg Fischer, Mayor
 Address: Metro Hall / 4th Floor
 Address: 527 West Jefferson St
 City, State, Zip: Louisville, KY 40202
 Phone: 502-574-2003
 Fax: _____
 Email: Greg_Fischer@louisvilleky.gov

We the undersigned, attest that this submittal is the Program Years 2013-2014 (January 1, 2014 – June 30, 2015) Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board	For the Local Elected Officials
Name: <u>Michael B. Gritton</u>	Name: <u>Ellen M. Neser</u>
Title: <u>Executive Director</u>	Title: <u>Chief of Staff</u>
Signature: 	Signature: 
Date: <u>12/5/13</u>	Date: <u>12.4.13</u>

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Certifications and Assurances

By signing and submitting this plan, the local workforce investment board is certifying on behalf of itself and the grant recipient, where applicable:

- A. That this *Program Year 2013-2014 Local Plan for the local Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Kentucky state statutes and that it is consistent with the PY 2012-2017 [Kentucky State Plan](#);
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to the Office of Employment and Training (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment boards and its components' meetings and information regarding the boards and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by the Office of Employment and Training have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB);
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;

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- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;
- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- M. that there will be compliance with the Architectural Barriers Act of 1968, Sections §503 and §504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;
- N. that WIB members will not act in a manner that would create a conflict of interest as identified in Regulations 20 CFR, Section §667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- O. that Memoranda of Understanding that is endorsed and signed by the current WIB Chair and current One-Stop Career Center partner representatives and Cost Allocation Plans are in place and available upon request for each One-Stop Career Center within the WIB's local workforce service area;
- P. that insurance coverage be provided for injuries suffered by participants in work-related activities as required under Regulations 20 CFR, Section §667.274.

ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA), the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- *WIA, Section §188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;*
- *Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;*
- *Section §504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
- *The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and*
- *Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;*
- *The Americans with Disabilities Act of 1990 (42 USC 12101), as amended, which prohibits discrimination on the basis of physical sensory, or mental disability or impairment, and*

LOCAL WORKFORCE INVESTMENT BOARD PLAN PY 2013 - 2014

the ADA Amendments Act of 2008 effective January 1, 2009;

- *Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities.*

The grant applicant also assures that it will comply with Regulations 29 CFR, Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

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ATTACHMENT A

Performance

Workforce Investment Act and Wagner Peyser

Adult Measures	PY 2013
Entered Employment Rate	81.8%
Employment Retention Rate	90.7%
Avg. Six Month Earnings	\$17,000
Dislocated Worker	
Entered Employment Rate	80.0%
Employment Retention Rate	91.3%
Avg. Six Month Earnings	\$16,000
Youth	
Placement in Employment or Education	70.0%
Attainment of a Degree or Certificate	58.0%
Literacy and Numeracy Gains	58.0%
Wagner-Peyser	PY 2013
Entered Employment Rate	55
Employment Retention Rate	79
Avg. Six Month Earnings	\$13,000

Local Area: Greater Louisville Workforce Investment Board

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ATTACHMENT B

Workforce Investment Board/Council Membership List

Program Year 2013

WIB: KentuckianaWorks (Greater Louisville Workforce Investment Board) Date Submitted: _____
 LWIA: Greater Louisville Workforce Investment Area

Indicate any vacant positions or other constituency represented as well.
 (To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

<u>Name/Address/Email Phone/Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/Industry Represented (Private Sector Only)</u>	<u>Business Representation From Targeted Industry/ Occupation? (Yes/No)</u>	<u>Term Start and Term End</u>
A. PRIVATE SECTOR					
Vacant			Manufacturing		
Rena Sharpe	Westport Axle	Vice President	Manufacturing		8-1-12 to 6-30-15
Derek Bland	Houston-Johnson, Inc. Logistics	Vice President	Transportation & Logistics		10-26-10 to 6-30-13 (reappointment requested)

**LOCAL WORKFORCE INVESTMENT BOARD PLAN
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Wes Snyder	Geek Squad	Mayor, Geek Squad City	Transportation & Logistics and Information Technology		2011-2014
Rob Lauber	YUM! Brands	Vice President, YUM! University	Food & Beverage		2010-2013 (reappointment requested)
George Burkley	Signature HealthCARE, Signature Consulting Services, LLC	COO	Aging, Wellness/Long-term Care & Healthcare		2007-2013 (reappointment requested)
Steve Rudolf	Baptist Healthcare, Baptist Hospital East	Vice President	Aging, Wellness/Long-term Care & Healthcare		2010-2013 (reappointment requested)
Tony Bohn	Norton Healthcare	Vice President	Aging, Wellness/Long-term Care & Healthcare		2010-2013 (reappointment requested)
Carleen Haas	Humana, Inc.	Vice President, Talent Strategies	Aging, Wellness/Long-term Care & Healthcare		2008-2014
Lou Ann Moore	Century 21 Realtors	Realtor	Business Services		2010-2013 (reappointment requested)
Tierra Kavanaugh Turner	TKT and Associates	Owner	Business Services		2011-2014
Keith Griffiee	PBI Bank	President	Business Services		2008-2014
Tom Kelly	Publishers Printing	Vice President, Training, Community & Government Relations	Business Services		2011-2014
Vacant			Business Services		
Vacant			Business Services		

**LOCAL WORKFORCE INVESTMENT BOARD PLAN
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Vacant			Business Services (never filled)		
Vidya Ravichandran	Glow Touch Technologies	President	Information Technologies		2013-2015
B. PUBLIC ASSISTANCE AGENCY					
Welfare to Work (TANF) – Becky Murphey	Cabinet for Health & Family Services (DCBS)	Director			2007-2013; (reappointment requested)
Dr. Donna Hargens, Adult Education	JCPS	Superintendent			2011-2014
Vacant – Senior Services					
C. ORGANIZED LABOR					
Steve Willinghurst	Louisville Electrical Joint Apprenticeship & Training Committee	Director of Education & Training			2011-2014
Delbert Melcher	Plumbers & Pipefitters Local Union 502	Training Coordinator			2008-2014
D. VOCATIONAL REHABILITATION					
Vacant					
E. COMMUNITY-BASED ORGANIZATION					
Jennifer Hancock	Volunteers of America	VP External Affairs			2011-2014
Vacant					
F. ECONOMIC DEVELOPMENT AGENCY					
Deana Epperly Karem	Oldham County Chamber	Executive Director			2008-2014
Vacant					
G. PUBLIC EMPLOYMENT AGENCY					
Connie Schnell	Office of Employment &	Regional Program Manager			2011-2014

**LOCAL WORKFORCE INVESTMENT BOARD PLAN
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	Training				
H. EDUCATIONAL AGENCY					
Postsecondary Vocational Education - Tori McClure	Spalding University	President			2011-2014
Rev. Frank M. Smith	Simmons College	Executive Vice President			2005 – (reappointment requested)
I. LOCAL ELECTED OFFICIAL (list contact information even if CEO is not a member of the WIB)					
Mayor Greg Fischer	Metro Louisville	Mayor			N/A
J. OTHER CATEGORY					
WIA Programs Rep – Dr. Tony Newberry	JCTC	President			2002-2014
K. YOUTH COUNCIL CHAIRPERSON (list contact information even if YCC is not a member of the WIB)					
Clarence Williams, Co-chair	Louisville Metro Youth Center	Director			Term has no end
Patricia Cummings, Co-chair	Retired				Term has no end

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ATTACHMENT C

Workforce Investment Board Subcommittee List

Program Year 2013

WIB: KentuckianaWorks (Greater Louisville Workforce Investment Board) Date Submitted: _____
 LWIA: Greater Louisville Workforce Investment Area

If applicable, provide a current list of the Board’s committees and/or task forces along with a summary of the committee’s objectives.

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Committee or Task Force	Objective / Purpose of Committee or Task Force
Executive Committee	The Executive Committee assists the Chairperson in planning the work of the Board; acts in lieu of the Board, in accordance with state law, to address important issues between regularly scheduled Board meetings; and conducts at least an annual review of required financial and audit reports.
Program Oversight Committee	The Program Oversight Committee oversees the programs that are run by the Corporation; oversees the distribution of Requests for Proposals and the selection of contractors; and provides periodic reports to the Executive Committee and the Board on the programs that are run by the Corporation.
Strategic Review Committee	The Strategic Review Committee defines the mission and strategic plan of the corporation and periodically reviews the programs of the Corporation to ensure the programs are consistent with both the Mission Statement and the Strategic Plan.

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ATTACHMENT D

Workforce Investment Area Sub-Grantee List

Program Year 2013

WIB: KentuckianaWorks (Greater Louisville Workforce Investment Board) Date Submitted: 12/01/13
 LWIA: Greater Louisville Workforce Investment Area

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Sub-Grantee	Services Provided	Funding Source	Provider Location
Jefferson Community & Technical College	Kentucky Career Center Operations, formerly known as KentuckianaWorks One-Stop Career Centers	WIA Adult and Dislocated Worker	1) NIA Center, 2900 W. Broadway, Ste. 100, Louisville, KY 40202; 2) OET, 600 W. Cedar St., Louisville, KY 40202; 3) CREW Center, 200 W. Broadway, 9 th Floor, Louisville, KY 40202; 4) Bullitt County, 505 Buffalo Run Road, Shepherdsville, KY 40165
Jefferson County Public Schools Adult and Continuing Education	Youth Career Center Services -- Louisville	WIA Youth	510 W. Broadway, Suite 701, Louisville, KY 40202
Goodwill Industries	Youth Career Center Services -- regional counties	WIA Youth	1) 510 W. Broadway, Ste. 700, Louisville, KY 40202; 2) 505 Buffalo Run Rd., Ste. 104, Shepherdsville, KY 40165; 3) 229 Alpine Dr., Shelbyville, KY 40065. Youth career specialists make appointments to meet with youth at convenient locations in the region when there is no nearby office.

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ATTACHMENT E

Workforce Investment Area Business Services Team

Program Year 2013

WIB: KentuckianaWorks (Greater Louisville Workforce Investment Board) Date Submitted: 12/01/13
 LWIA: Greater Louisville Workforce Investment Area

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Team Member	Agency/Organization	Location	Team Role
Cindy Read	KentuckianaWorks	410 W. Chestnut St., Ste. 200 Louisville, KY 40202	Director, Sector Services Manufacturing Lead Transportation and Logistics Lead Healthcare Lead
Josh Benton	Department for Business Development	300 W. Broadway Louisville, KY 40601	Executive Director, Workforce Development
Monica Collins	Office of Employment and Training	600 W. Cedar St Louisville, KY 40202	Business Services Supervisor
Mary Ann Hyland-Murr	Jefferson Community and Technical College	109 E. Broadway Louisville, KY 40202	Vice President, Workforce Solutions

Section A: Integration and Strategies

Key Industry Sectors in the KentuckianaWorks Region

Manufacturing:

Louisville has experienced a manufacturing rebirth with about 11,000 jobs added from 2010 to 2012, for a total of more than 74,000 in the Metropolitan Statistical Area, according to the Bureau of Labor Statistics.

In 2012, exports made up 15 percent of Louisville’s Gross Metropolitan Product thanks to major manufacturing operations like General Electric’s Appliance Park, two Ford Motor Co. automotive plants and various upstream suppliers to those operations. In fact, about 30 percent of Louisville MSA exports were motor vehicles, motor vehicle parts and household appliances, according to the Brookings Institution. Among the 100 most populous metro areas, Louisville ranked 21st in exports in 2012, according to Brookings’ “Export Nation 2013” report.

In addition to the major GE and Ford plants, Louisville is home to a variety of manufacturing niche operations like the Louisville Slugger bat factory.

Food and Beverage manufacturing is another strength for Louisville, with more than 120 companies and about 10,000 workers. The sector produces a diverse range of products, including tomato sauce, tortillas, peanut butter, meat processing, bourbon, baked goods, and more. Many of food and beverage factories, such as tortilla maker Mesa Foods, are located in Louisville’s West End and have partnered with Greater Louisville Inc. and KentuckianaWorks to develop successful pre-hire training and hiring programs.

Lifelong Wellness and Aging Care:

According to Greater Louisville Inc., Louisville has more than 18,000 jobs producing over \$48 billion in revenue in Lifelong Wellness and Aging Care. The area boasts the largest collection of nursing home, rehabilitation, assisted living and home health administration headquarters in the nation, such as Signature HEALTHCare, Atria Senior Living and Almost Family.

Transportation and Logistics:

With one-day shipping access to 60 percent of the country’s population, Louisville is a major hub for transportation and logistics. There are about 55,000 transportation and material-moving jobs in the Louisville MSA, with a projected growth of 21 percent by 2020, according to the KentuckianaWorks Occupational Outlook.

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Louisville is home to UPS Worldport, the largest fully automated package handling facility in the world. More than 130 companies such as Zappos.com (now Amazon), Amgen and GSI Commerce (now Ebay Enterprises) have made Louisville their home to be at the “end of the UPS runway,” according to Greater Louisville Inc.

Life Sciences and Healthcare:

Anchored by strong hospitals and with the support of the fast growth in the University of Louisville’s status as a research institution, Louisville boasts a strong healthcare sector. The Louisville Economic Area is home to more than 87,000 healthcare and social assistance jobs, according to the Bureau of Economic Analysis. The KentuckianaWorks Occupational Outlook predicts 25 percent growth in health practitioner and technical occupations by 2020 and 34 percent growth in health healthcare support occupations by 2020, for a combined 17,000 additional jobs.

REGIONAL PLAN: INTEGRATED TRADE SERVICES

GREATER LOUISVILLE REGION

OET – OFFICE OF EMPLOYMENT & TRAINING STAFF

LWIA – LOCAL WORKFORCE INVESTMENT AREA STAFF

EKOS – EMPLOY KENTUCKY OPERATING SYSTEM

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Regional Plan for TAA Services

Service	RAPID RESPONSE
	<ol style="list-style-type: none"> 1. LWIA Rapid Response Coordinator will initiate Rapid Response services based on, but not limited to, the following: <ol style="list-style-type: none"> a. A filed trade petition; b. A Worker Adjustment and Retraining Notification (WARN); c. Employer Contact; d. Public announcement of layoff or closure; and e. Several workers from the same employer come to OET to file initial Unemployment Insurance claims 2. The Greater Louisville Rapid Response team consists of the following partners: <ol style="list-style-type: none"> a. LWIA Rapid Response Coordinator; b. OET – Reemployment Services c. Department of Labor (DOL) d. Office of Vocational Rehabilitation (OVR) e. Adult Education f. OET – Unemployment Insurance 3. LWIA Rapid Response Coordinator will be responsible for the following: <ol style="list-style-type: none"> a. Arranging initial Rapid Response employer meeting; b. Arriving at the employer site 30 minutes prior to meeting; c. Verifying if additional accommodations are needed (language, hearing, vision, or other disabilities); d. Addressing the need for attending employees to complete EKOS Customer Registration Form; e. Referring company contact to the DOL website if the employer and affected workers may be Trade impacted;

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- f. Confirming with OET Regional Trade Facilitator or OET Regional Manager that OET is available for planned employee meeting date and time;
 - g. Emailing all Rapid Response team members notice of the Rapid Response meeting date, time, and location;
 - h. Ensuring there is an adequate supply of Rapid Response packets; and
 - i. Entering employer activities and comments in KY Rapid Response tab in Employer Module of EKOS.
4. The OET Regional Trade Facilitator will establish an OET rotation for employee meetings.
 5. If there is a pending Trade petition, OET Regional Trade Facilitator will advise employer of the need to provide a spreadsheet identifying adversely affected workers that includes the following information:
 - a. Employee name
 - b. Employee Address
 - c. Employee Phone number
 - d. Employee SS#
 - e. Employee’s employment start date
 - f. Employee’s employment end date
 6. OET and LWIA will rotate in the role of Rapid Response Lead.
 7. The **Lead** for a Rapid Response event will do the following:
 - a. Schedule and facilitate employee meetings;
 - b. Confirm which partners will attend employee meetings;
 - c. Ensure Rapid Response materials are on-site 30 minutes before scheduled employee meetings;
 - d. Assist workers in completion of EKOS Customer Registration Form;
 - e. Receive and tabulate results of employee surveys;
 - f. Receive employer survey;
 - g. Update employer Rapid Response data in EKOS the next working day.

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	<p>h. Prepare and distribute within 10 working days a Summary of Rapid Response event that includes the following:</p> <ol style="list-style-type: none"> 1) The partners who attended; 2) Any notable observations; 3) A copy of the employer survey; and 4) The tabulated employee survey results. <p>8. OET will enter data from EKOS Customer Registration Form in EKOS after Rapid Response and produce a list of participants for LWIA.</p> <p>9. All communications related to Rapid Response activities should be copied to the following persons:</p> <ol style="list-style-type: none"> a. George Scott b. Tom Dobson c. LWIA: Rapid Response Coordinator, Rider Rodriguez, Angela Wells, Tom Traughber, and Robert Jordan d. OET Operations Administrators, Integrated Services Consultants, Regional Trade Facilitator, and OET Manager/ OET Regional Manager.
Service	LABOR MARKET INFORMATION (LMI)
	<ol style="list-style-type: none"> 1. All core service clients should be provided regional labor market information to assist them in beginning their job search. 2. OET will provide LMI data to the client from various sources including, but not limited to, the following: <ul style="list-style-type: none"> • Local Workforce Investment Board High Demand Listing • Local and National Job Order Listings • Local Newspapers • Identified Online Resources

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Service	LIABLE STATE/AGENT STATE
	<p>1. LIABLE STATE</p> <ul style="list-style-type: none"> a. OET will locate the regular unemployment insurance claim. b. Kentucky is the Liabile state for TAA benefits and services if Kentucky is the paying state for regular unemployment insurance benefits. c. When Kentucky is the Liabile state, OET and LWIA will be responsible for all determinations regarding TAA benefits and services to trade-affected workers. d. OET and LWIA will enter related information in EKOS. <p>2. AGENT STATE</p> <ul style="list-style-type: none"> a. OET will locate the regular unemployment insurance claim. b. If the regular unemployment insurance claim is an interstate claim, OET will contact the Liabile state Trade unit and coordinate service to the trade-affected worker. c. OET and LWIA will submit all customer requests for services to the Liabile state for determinations. d. OET Approval staff will enter approval/denial for services in EKOS when notified by Liabile state of determination. e. OET and LWIA will enter related information in EKOS. OET will select Agent State on the EKOS Work History screen.

Service	TRADE PETITION
	<ul style="list-style-type: none"> 1. Employer Trade petitions may be filed by several different individuals/groups – including a One-Stop Partner. 2. OET and LWIA staff may assist the employer and/or employees in completing a petition if they chose to submit one. 3. The Department of Labor (DOL) website to file a Trade petition is http://www.doleta.gov/tradeact 4. OET and LWIA will check DOL website periodically for new Trade-certified petitions. 5. OET and LWIA will review list of Greater Louisville Area Trade Petitions as part

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	<p>of customer service.</p> <p>6. OET Regional Trade Facilitator will update and distribute the list of Greater Louisville Area Trade Petitions monthly.</p>
Service	OUTREACH
	<p>When OET or LWIA becomes aware that an employer’s petition has been certified, OET will contact the employer to begin service to trade-affected workers.</p> <ol style="list-style-type: none"> 1. If Rapid Response has not occurred, OET will contact LWIA in order to gather Rapid Response information from the employer. 2. OET and LWIA are responsible for outreach activities to potentially trade-eligible clients. In addition to direct mail to trade-affected workers, outreach activities will include the following: <ol style="list-style-type: none"> a. Issuing press releases to newspapers in areas where workers reside; b. Public service announcements; and c. OET and LWIA will routinely check for customer eligibility on list of Greater Louisville trade certified employers 3. If workers are dislocated prior to petition certification, OET Regional Trade Facilitator will request from the employer a spreadsheet identifying adversely affected workers. 4. If workers are not dislocated prior to petition certification, OET Regional Trade Facilitator will request from the employer a spreadsheet identifying adversely affected <u>incumbent</u> workers. 5. Adversely affected worker spreadsheets should include the following information: <ol style="list-style-type: none"> a. Employee Name b. Employee Address c. Employee Phone number d. Employee SS# e. Employee’s employment start date f. Employee’s employment end date 6. OET and LWIA will coordinate the schedule for TAA Orientation sessions before setting meeting dates and times. TAA Orientations will provide information about benefits and services potentially available to trade-affected workers.

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	<p>7. OET will develop and distribute the <i>Letter of Potential Eligibility for Trade Adjustment Assistance</i> to all trade-affected workers. The letter will include a request to bring the following with them to the orientation:</p> <ul style="list-style-type: none"> a. A copy of their government issued photo identification; b. A copy of their social security card; and c. A copy of their DD214-member copy for those who served in the military. <p>8. OET will attempt to contact trade-affected workers by sending 2 separate <i>Letters of Potential Eligibility for Trade Adjustment Assistance</i> and a phone call.</p> <p>OET will enter information about the outreach services provided as comments in each client’s EKOS file.</p>
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Service	ORIENTATION
	<p>OET and LWIA provide TAA Orientations to trade-affected workers jointly. During orientations, OET and LWIA will explain TAA benefits and services and assist workers in completing required application paperwork.</p> <ol style="list-style-type: none"> 1. OET will lead TAA Orientations. 2. OET will review the following TAA services and benefits: <ul style="list-style-type: none"> a. Reemployment Services b. Trade Readjustment Allowances c. Training Waivers d. Reemployment Trade Adjustment Assistance (RTAA) e. Health Coverage Tax Credit (HCTC) 3. LWIA will review the following TAA services and benefits: <ul style="list-style-type: none"> a. Job Search Allowances b. Relocation Allowances c. Training d. Job Search Assistance e. Supportive Services 4. Each trade-affected worker will receive the appropriate TAA Worker Handbook. (Request copies by contacting taa.coordinator@ky.gov at least one week prior to the orientation event.)

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	<p>5. OET will assist the client in the completion of the following forms:</p> <ul style="list-style-type: none"> • TAA/TRA 855 • TAA 855A • EKOS Customer Registration Form • Insurer Information Form • Acknowledgement that trade-affected worker received a TAA Worker Handbook • EKOS Comp Assessment Form <p>6. LWIA will offer to assist the client in the completion of the following form:</p> <ul style="list-style-type: none"> • LWIA Application to WIA (optional)
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Service	EKOS DATA ENTRY
	<p>Following Trade Orientations, OET will use information in TAA/TRA 855, EKOS Customer Registration form, and EKOS Comprehensive Assessment form to make the following entries in EKOS:</p> <ol style="list-style-type: none"> 1. Update Customer Details in the Customer module; 2. Update Work History to add separation reason “Dislocated due to foreign trade;” 3. Complete TAA/NAFTA-TAA section of the Work History; 4. Enter information in Comp Assessment module; 5. Enter Case Management service in the Services module; (If there is already an LWIA case management service, do not duplicate. Enter 50/50 funding split in existing case management service.) 6. Enter Activities; 7. Enter Comments; and 8. Schedule Training Waiver Assessment using scheduling feature in EKOS;
Service	ELIGIBILITY DETERMINATION
	<ol style="list-style-type: none"> 1. OET will forward to LWIA Trade Coordinator and LWIA Supervisor a copy of

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	<p>the employer provided list of trade-affected workers.</p> <ol style="list-style-type: none"> 2. OET will provide LWIA Trade Coordinator a copy of EKOS Customer Registration forms completed at Trade Orientations. 3. LWIA Supervisor will use the employer provided list of trade-affected workers and EKOS Customer Registration forms to assign workers to Career Specialists. 4. LWIA Supervisor will list the Career Specialist assigned customer file in EKOS Comments. 5. OET local office staff will send an email to notify OET Regional Trade Facilitator that a customer completed TAA/TRA application paperwork in the local office. 6. OET will send to trade-affected workers the <i>Letter of Eligibility for TAA</i> or <i>Letter of Ineligibility for TAA</i>. 7. OET will process TAA/TRA applications for eligibility. Central Office OET will mail individual <i>Determinations of Eligibility for TAA/TRA</i> to trade-affected workers. 8. OET will provide each trade-affected worker who completes the above forms a letter with the date to return to OET for the Training Waiver Assessment.
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Service	INITIAL ASSESSMENT
	<p>Initial worker assessment may include a review of existing skills, knowledge, credentials, etc.</p> <ol style="list-style-type: none"> 1. OET is responsible for starting comp assessment based on individual needs and entering data in EKOS; 2. If the client was previously determined eligible for Dislocated Worker services, LWIA will have entered initial assessment data in EKOS. If so, OET will update the information, as needed. 3. OET will use the EKOS Comp Assessment form completed at TAA Orientation. 4. Based on the results of the initial assessments, OET will provide additional services or make referrals by email to the LWIA TAA Coordinator for additional services to which the client may be eligible. 5. If client is referred to LWIA, OET will enter a <i>Referral to WIA</i> Activity in EKOS along with Comments. 6. If a customer refuses services beyond eligibility determination, OET and LWIA will document that customer declined services in EKOS comments.

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Service	TRADE RECONCILIATION
	<ol style="list-style-type: none"> 1. OET Regional Trade Facilitator will use the Trade Reconciliation Report as part of the process to ensure that all adversely affected workers who complete the TAA/TRA 855 application for eligibility determination are identified in EKOS with the appropriate initial services and data entry. 2. LWIA will have access to the Trade Reconciliation Report. 3. Regional and local OET and LWIA trade staff will ensure that customer records in EKOS are reconciled with TAA claims data at least semi-monthly.

Service	EMPLOYMENT CASE MANAGEMENT
	<ol style="list-style-type: none"> 1. All Trade customers must be offered case management services to assist in their reemployment efforts. 2. OET will enter a Case Management service in EKOS on all Trade clients and provide case management services to each client. 3. If Case Management service is already entered for Dislocated Worker services by LWIA, then <ol style="list-style-type: none"> a. Worker has completed WIA-20. b. OET will use the same service and split funding 50/50 to attach to TAA funding stream. 4. Employment Case Management services may consist of the: <ul style="list-style-type: none"> • Individual Employment Plan (IEP) development; and • Workshops, job clubs, resume assistance, etc.

Service	COMPREHENSIVE ASSESSMENT/IEP
	<p>Specific information related to the client’s work history, job skills, work characteristics, training needs, etc. shall be documented in the Comp Assessment Tab of EKOS.</p> <ol style="list-style-type: none"> 1. OET and LWIA must coordinate service delivery efforts to minimize confusion to the client. 2. Information must be documented in the Comp Assessment Tab in EKOS and updated on an ongoing basis by involved OET and LWIA staff. 3. Data entered into the Comp Assessment Tab is populated to the IEP Custom Tab in EKOS to create a printable Individual Employment Plan (IEP) for the client and staff to sign.

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	<p>4. OET and LWIA must provide an initial copy of an IEP to the customer and a subsequent copy as information/data is modified throughout the client’s search for employment.</p> <p>5. OET and LWIA will keep customer record in EKOS up to date.</p>
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Service	<p>SUPPORTIVE SERVICES</p> <p>During assessment, OET and LWIA staff will determine if supportive services are needed. Information entered in the Comp Assessment regarding services that may be available in the community will be included in the IEP. Supportive services may help trade certified workers:</p> <ul style="list-style-type: none"> • Remain in the training program; • Focus on the coursework; • Stay on task; and • Complete components successfully according to their IEP.
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Service	<p>OUT-OF-AREA JOB SEARCH ALLOWANCE</p> <p>Trade customers may be eligible for out-of-area job search assistance.</p> <p>1. An initial request from a Trade customer may be presented to either OET or LWIA as follows:</p> <ul style="list-style-type: none"> • <u>Not in Training</u> - OET and LWIA will complete the necessary form and submit to designated OET Approval staff for review and approval <u>prior</u> to any activity occurring; • <u>Enrolled in Training</u> (or completed training) – LWIA will complete the necessary form and submit to designated LWIA staff for review and approval <u>prior</u> to any activity occurring. <p>2. If approved,</p> <ul style="list-style-type: none"> • LWIA and OET will notify OET Approval staff via e-mail to process final approval. • OET or LWIA staff will notify the customer. • Customer will submit receipts for reimbursement to the originating OET or LWIA staff as described in the Kentucky Trade Comprehensive Guide. • Originating OET or LWIA staff will enter Service in EKOS and add
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	<p>related funding.</p> <ul style="list-style-type: none">• Customer will submit eligible receipts to the designated OET or LWIA staff for reimbursement. <p>3. If denied,</p> <ul style="list-style-type: none">• OET or LWIA staff will notify OET Approval staff of denial and provide supporting documentation.• OET Approval staff will follow procedures in Final TAA Service Denial section of this document.
Service	RELOCATION ALLOWANCE
	<p>Trade customers may be eligible for relocation assistance.</p> <p>1. An initial request from a Trade client may be presented to either OET or LWIA as follows:</p> <ul style="list-style-type: none">• <u>Not in Training</u> - OET and LWIA will complete the necessary form and submit to designated OET Approval staff for review and approval <u>prior</u> to any activity occurring;• <u>Enrolled in Training</u> (or completed training) – LWIA will complete the necessary form and submit to designated LWIA staff for review and approval <u>prior</u> to any activity occurring; <p>2. If pre-approved,</p> <ul style="list-style-type: none">• LWIA and OET will notify OET Approval staff via e-mail to process final approval;• OET or LWIA staff will notify the customer;• Customer will submit receipts for reimbursement to the originating OET or LWIA staff as described in the Kentucky Trade Comprehensive Guide.• Originating OET or LWIA staff will enter Service in EKOS and add related funding.• Customer will submit eligible receipts to the designated OET or LWIA staff for reimbursement <p>3. If denied,</p> <ul style="list-style-type: none">• OET or LWIA staff will notify OET Approval staff of denial and provide supporting documentation.

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	<ul style="list-style-type: none"> OET Approval staff will follow procedures in Final TAA Service Denial section of this document.
Service	TRAINING REQUEST
	<p>When trade-affected workers express an interest in training, OET will refer the worker to the LWIA Trade Coordinator for assistance.</p> <ol style="list-style-type: none"> OET will enter the <i>referral to WIA</i> Activity and Comments in EKOS. LWIA will assist the worker in completing form TAA-858 to request training. LWIA will make a determination based on all six criteria required for training being met. If any of the criteria are not met, the LWIA must indicate reason for denial on TAA-858 and in EKOS comments. LWIA will forward the completed form TAA-858 to the client’s file and provide a copy to the worker. LWIA will schedule and conduct a training assessment with the customer.
Service	TRAINING ASSESSMENT
	<p>LWIA will conduct a full assessment to determine likely success in requested training program.</p> <ol style="list-style-type: none"> Assessment may include TABE, COMPASS, Discover, WorkKeys or other assessment tools as required by the related industry and/or training institution. LWIA will update information in EKOS – Comp Assessment module, including justification for the required 6 training criteria. LWIA will submit the signed TAA Training Approval checklist to LWIA Approval staff.
Service	CRITERIA REVIEW
	<ol style="list-style-type: none"> If the assessment supports the need for training, LWIA will forward a request for training to designated LWIA staff according to the KentuckianaWorks One-Stop identified training request process. LWIA will complete the EKOS Training Custom Tab with required training information. When the request for training is received, designated LWIA staff will consider the training criteria and assessment results prior to any training determination.
Service	PRE-APPROVAL/DENIAL & NOTIFICATION
	<ol style="list-style-type: none"> Designated LWIA staff will issue a determination (approval or denial).

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	<ol style="list-style-type: none"> 2. Designated LWIA staff will enter determination in EKOS Training Approval Custom Tab. 3. Designated LWIA staff will issue a determination to OET Approval staff electronically with a copy of Form TAA-858B and signed Training Approval checklist attached.
Service	SUBSISTENCE or TRANSPORTATION
	<p>Trade customers in training may be eligible for subsistence or transportation payments while enrolled in an eligible training program.</p> <ol style="list-style-type: none"> 1. LWIA determines eligibility for payments based on requirements as listed in the Kentucky Trade Comprehensive Guide. 2. If approved, <ul style="list-style-type: none"> • LWIA will notify OET Approval staff via e-mail to process final approval • LWIA will enter a Service for the related funding stream in EKOS • Approved payments will be processed per the LWIA’ identified internal payment process which includes a signed <i>Required Documents Checklist for TAA Eligibility for Subsistence and/or Transportation Assistance</i> form. 3. If denied, <ul style="list-style-type: none"> • LWIA will notify OET Approval staff of denial and provide supporting documentation. • OET Approval staff will follow procedures in Final TAA Service Denial section of this document.
Service	FINAL TRAINING APPROVAL
	<p>When training notification is received from LWIA, designated OET Approval staff will review and enter final approval/denial in EKOS Training Approval Custom Tab.</p> <ol style="list-style-type: none"> 1. If approved, designated OET Approval staff will make the following entries in KEWES: <ul style="list-style-type: none"> • Create an Able and Available issue for OET Local Office Non-Separation DCI writer in the Local Office where the issue originated. • Create the issue indicating: a) Activity Category=Non-Separation; b) Description=Training; c) Comments=Trade Approved Training. • Change status to B-Claimant (work search not required); • Add the following comment in KEWES Notes: a) “Client in approved

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	<p>TAA training,” b) the training Start and planned Ending Dates; c) the type of training; and</p> <ul style="list-style-type: none"> • Send an APPROVED email to LWIA and all OET local office non-sep writers. <p>2. If approved,</p> <ul style="list-style-type: none"> • The OET DCI will utilize standard 492: 14150A for approvals. • Designated OET Approval staff will enter a Comment in EKOS reflecting final approval or denial. • If there is a Training Waiver in place, OET Approval staff will coordinate with LWIA the date for OET to revoke the Training Waiver. Waiver revocation date will be within 30 days of training start date. • LWIA will issue notification of training approval to the customer. • LWIA will enter Services and Activities in EKOS with start date the first day of training. <p>3. If denied, OET Approval staff will follow procedures in Final TAA Service Denial section of this document.</p>
Service	FINAL TAA SERVICES DENIAL
	<p>TAA Services may be denied.</p> <p>1. If Training Service is denied, OET Approval staff will make the following entries in KEWES:</p> <ul style="list-style-type: none"> • Create an issue for OET Local Office Non-Separation DCI writer in the Local Office where the issue originated. • Create the issue indicating: a) Activity Category=Non-Separation; b) Description=Training; c) Comments=Trade Training Denied. • Add the following comment in KEWES Notes: a) the training Start and planned Ending Dates; b) the type of training; c) Why the training program was denied. • The OET DCI will utilize standard 492: 14150D for denials. <p>2. OET Approval staff will send to the State Trade Coordinator notice of the denial along with copy of TAA-858.</p> <p>3. OET Approval staff will enter Comments in EKOS</p>

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	<ol style="list-style-type: none"> 4. State Trade Coordinator will mail to the customer a formal letter of denial along with a copy of the TAA-858. 5. Customer has the right to file a written appeal to decisions. The 492 and TAA-858 are two determinations and will be considered two separate issues. If the customer does choose to appeal the determination, appeals will have to be filed concurrently for both. The appeal request must be received by, or if mailed, postmarked within 15 days of the date denial letter is mailed. 6. LWIA will transfer file to LWIA data entry for EKOS update.
Service	LWIA TRAINING SPECIALIST
	<p>If training is approved, LWIA Training Specialists will do the following:</p> <ol style="list-style-type: none"> 1. Issue vouchers; 2. Provide Case Management until completion of training; 3. Enter Case Management Service in EKOS (If there is already an OET Case Management service, do not duplicate. Enter 50/50 funding split in existing Case Management Service); 4. Enter end date for Training Service along with Comments in EKOS; 5. Transfer file to Employment Specialist upon completion of training if customer has not secured employment 45 days from date of training completion; 6. Document file if customer has secured employment 45 days from date of training completion; and 7. Transfer file to LWIA data entry for EKOS update.
Service	TRAINING PLAN AMENDMENT
	<p>Changes to an approved training program must occur only for justifiable reasons. The customer must be able to complete the selected training program within the Trade program time limits.</p> <p>Decisions about changes involve</p> <ol style="list-style-type: none"> 1. The customer; 2. The LWIA case manager; 3. The training provider; and 4. OET Approval staff. <p>LWIA will submit Training Plan Amendment for approval according to the Final Training Approval process in this document.</p>

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Service	LWIA REEMPLOYMENT SPECIALIST
	<p>If the assessment does not support the need for training, the LWIA will assign the customer to an LWIA Employment Specialist who will enter Comments in EKOS and provide the following services:</p> <ol style="list-style-type: none">1. Review and update career plan (as needed);2. Provide Supportive Services (as needed);3. Provide resume review and/or assistance (as needed);4. Provide Work-readiness training workshops (as needed);5. Provide case management until employment is attained;6. Document file if customer secures employment.7. Transfer file to data entry for EKOS update.
Service	LWIA DATA ENTRY
	<ol style="list-style-type: none">1. LWIA will enter an end date when services are completed.2. LWIA will enter information in EKOS for exit.3. LWIA will provide follow-up.
Service	TRAINING WAIVER
	<p>A Certificate of Training Waiver can be issued to waive the requirement to be in approved training as a prerequisite to the receipt of Basic TRA and HCTC. A Certificate of Training Waiver is valid for a maximum of 26 weeks.</p> <ol style="list-style-type: none">1. In the event the Trade customer has not secured employment or is not enrolled into a TAA- approved training program, OET will assess the client's need for a Training Waiver between the 18th and 26th week of trade-affected worker's separation date or the employer's petition certification date, whichever is later.2. OET will schedule Training Waiver Assessment meetings at the local office chosen by the trade-affected worker.3. OET will offer workers a choice of 2 meeting dates and times and notify workers by direct mail.4. OET will follow up with workers to ensure the need for a Training Waiver has been determined before the end of the 26th week following worker's separation date or employer's petition certification date, whichever is later.5. OET will add Training Waiver Assessment in Service module of EKOS,, if

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	<p>needed.</p> <ol style="list-style-type: none"> 6. OET will determine the appropriate waiver reason. 7. OET will forward a copy of signed waiver to the TRA Unit and keep a copy in the client's file. 8. OET will continue to review Training Waiver eligibility until such time as the client becomes employed, training enrollment notification is received from LWIA, or the waiver reason is no longer valid. 9. When asked, as the Agent state, OET will add, review, and revoke waivers on behalf of Liabe states. OET will maintain the Training Waiver according to the Liabe state's instructions. 10. OET will update the Training Waiver service in the Service module of EKOS for each review and at revocation. 11. OET will distribute a copy of the revoked waiver to the customer, the TRA Unit, and keep a copy in the client's file.
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Service	TRADE READJUSTMENT ALLOWANCE (TRA)
	<p>Trade Readjustment Allowance (TRA) is income support while trade-affected workers attend full-time training. Eligibility for TRA is a requirement to be eligible for ATAA/RTAA and HCTC.</p> <ol style="list-style-type: none"> 1. Eligible customers may receive weekly TRA allowances following exhaustion of their unemployment insurance (UI) and <u>all</u> extended benefits. In order to qualify for TRA, an eligible customer must: <ul style="list-style-type: none"> • Be enrolled in approved training according to the requirements specified in the certified petition. • Be participating in approved training; • Have completed a TAA-approved training course; or • Have an approved <i>TAA Certification of Training Waiver</i> in effect. 2. There are 3 types of TRA allowances: <ul style="list-style-type: none"> • TRA Basic – may be payable up to 26 weeks without training if training is not suitable and appropriate and the worker receives a Training Waiver

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	<ul style="list-style-type: none"> • TRA Additional – may be payable from 52 to 78 weeks to workers enrolled in approved Trade training • TRA Remedial – may be payable for up to 26 weeks to workers who enrolled in remedial training as specified in the Trade Field Guidance. Under the 2009 Amendments, this provision was expanded to include approved prerequisite training. <p>3. Procedures</p> <ul style="list-style-type: none"> • Qualifications are listed in the Kentucky Trade Comprehensive Guide. • State TRA Unit will issue <i>Monetary Determination of Entitlement to Trade Adjustment/Trade Readjustment Allowances</i> or <i>Disqualification for Trade Readjustment Allowance</i> after receipt of TAA/TRA 855. • Customer TRA Benefit Year End is calculated from their separation date. • Customers issued a Training Waiver are expected to look for work and are required to complete the <i>Work Search</i> form bi-weekly with 3 job searches per week in order to remain eligible for TRA benefits. • Customers in TAA-approved training are required to submit bi-weekly to the TRA Unit an attendance form 858A completed by the instructor at the training facility. <p>4. OET will assist customers with issues related to TRA benefits and document information in KEWES and EKOS</p> <p>5. OET will enter related information in EKOS, as required.</p>
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Service	<p>ALTERNATIVE TRADE ADJUSTMENT ASSISTANCE (ATAA) REEMPLOYMENT TRADE ADJUSTMENT ASSISTANCE (RTAA)</p> <p>The Trade Adjustment Assistance Act established ATAA for trade-certified older workers for whom retraining may not be appropriate. Under the 2009 Amendments, the benefit became RTAA and a separate certification of group eligibility beyond the TAA certification was not required.</p> <ol style="list-style-type: none"> 1. Workers could receive a wage subsidy of 50% of the difference between the separating wage and the new wage. Refer to the Kentucky Trade Comprehensive Guide for a comparison between ATAA and RTAA. 2. Workers receive the wage subsidy up to \$10,000 or \$12,000 or for 2 years, whichever comes first. 3. There are 4 basic requirements
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	<ul style="list-style-type: none"> a. The worker must be 50 years or older at reemployment; b. The worker must be expected to earn no more than \$50,000 or \$55,000 gross wages (excluding overtime) per year; c. The worker must be employed full time and not in TAA-approved training, or d. The worker must be employed less than full time but at least 20 hours a week, and enrolled in TAA-approved training. <ul style="list-style-type: none"> 4. LWIA will refer to OET any TAA clients seeking ATAA or RTAA benefits. 5. OET will assist clients with application for ATAA or RTAA by using the ATAA/RTAA checklist and submitting the following forms and documents: <ul style="list-style-type: none"> a. ATAA/RTAA 400 b. ATAA/RTAA 400A c. ATAA/RTAA 301 f. ATAA/RTAA Certification g. Copy of worker’s last pay stub from Trade employer h. Copy of worker’s pay stubs from current employer i. Worker’s date of birth verification j. Member copy of DD214, if a veteran 6. OET will assist workers with issues related to ATAA/RTAA benefits and submit information as required. 7. OET will enter related information in EKOS, as required.
Service	HEALTH COVERAGE TAX CREDIT (HCTC)
	<ul style="list-style-type: none"> 1. LWIA shall refer to OET any TAA customers seeking HCTC benefits. 2. OET will assist customers with application for Kentucky’s Bridge Grant. 3. OET will assist customers with issues related to HCTC benefits and submit information as required by the agency’s identified service delivery process; 4. For information on enrolling in HCTC and Kentucky’s Bridge Grant, call the Kentucky Trade Unit at (502) 564-7456. 5. For additional information, access the IRS web site at www.irs.gov (Keyword/Search: “HCTC”) or call 1-866-628-HCTC (4282) [TTY phone is 1-

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	<p style="text-align: center;">866-626-4282].</p> <p>6. OET will enter related information in EKOS, as required.</p>
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Service	APPEALS and COMPLAINTS
	<p>The Kentucky Appeals and Complaints Policy is applicable to all TAA service providers and potentially eligible participants requesting services available through the Trade Adjustment Assistance Act. Trade program complaints of a general nature may be filed when a participant, applicant, or claimant feels they have been deprived of the benefits assured under the Trade Act. These are complaints against the program and reflect potential violations of TAA and regulated regulations and/or policy.</p> <p>Equal Opportunity and Nondiscrimination (EO) – The Kentucky Office of Employment & Training has agreed to comply with the EO laws and all amendments subsequent to implementation dates. If individuals believe they have been discriminated against under one of the laws, they have the right to file a complaint, and it must be filed within 180 days from date of alleged violation.</p> <p>The Kentuckiana Works One-Stop Complaint Process consists of the following:</p> <ul style="list-style-type: none"> • The local program complaint contact is the Program Manager. • The back-up program complaint contact is the Supervisor. • Program complaint procedures include documentation, coordination, resolution, and retention. <p>The local Office of Employment and Training contact for complaints is the OET Manager/ OET Regional Manager.</p> <p>Denial of Trade Services – TAA service providers may issue a written determination denying a service or benefit available under the Trade Act.</p> <ol style="list-style-type: none"> 1. Prior to making denial determination, provider must make every effort to work with participant in explaining the law or policy, modifying the request, or developing an alternative initial plan. 2. After all attempts to resolve the matter are exhausted, a formal denial will be issued. 3. If a customer receives a written determination denying benefits and believes the determination is contrary to fact or law, the right to appeal the decision is available. A statement of Appeal Rights is usually printed on determinations. <p>See Kentucky’s Appeals and Complaints Policy for Appeals process.</p>