

**WorkSmart Kentucky  
Local Plan Update**

**June 1, 2012 - June 30, 2013**

**Local Plan Instructions**

**For Kentucky's**

**LOCAL WORKFORCE INVESTMENT  
SYSTEM**

**Program Years 2011 - 2012**

**-Submitted by-  
Workforce Investment Board**

<b>LOCAL AREA:</b> KentuckianaWorks (Greater Louisville Workforce Investment Area)
--

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 Update covers the time period of June 1, 2012 through June 30, 2013. WIBs are required to submit plans to the Kentucky Department of Workforce Investment's Office of Employment and Training (OET) in order for their Local Workforce Investment Areas (LWIAs) to receive funding under WIA.

The Local Plan update guidance is composed of three sections:

- **Section A: "Integration and Strategies."** OET will use this section to benchmark 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.

### **2011 - 2012 Local Plan Update Requirements**

- **Local Plan Update Due Date: March 30, 2012**
- **Deliverables:**
  1. Electronically submitted, via e-mail, Local Plan Update Sections A, B, and C, including all attachments to Pat Dudgeon at [PatriciaO.Dudgeon@ky.gov](mailto: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

October 31, 2011	Draft Update Guidelines Sent to LWIAs for review and comment
November 14, 2011	Deadline for receipt of comments
December 5, 2011	Issuance of final Local Plan Guidelines
March 30, 2012	2012 Local Plan Updates are due to OET, along with submittal of the original signature page. Beginning of the Public Comment Period. Beginning of the OET review comment and clarification period.
April 29, 2012	End of the 30 Day Public Comment Period
Week of April 29, 2012	Approval of Local Plan Updates begins
June 1, 2012	Beginning of Local Plan Period

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.

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

KentuckianaWorks utilizes a team of researchers at the University of Louisville led by Dr. Paul Coomes to periodically analyze commuting and economic patterns, population clusters, geographic industry concentrations and trade flows. With his 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, as we are currently doing with Dr. Coomes and Dr. Ken Troske at the University of Kentucky for the Bluegrass Economic Advancement Movement, or BEAM project, focused on advanced manufacturing. 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.

**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 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 (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 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 is focused initially on workforce innovations in healthcare, new auto manufacturing & repair and food & beverage production. 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.

**Implementation timeframe:**

The grant runs for two years and started in June of 2011 for reporting purposes.

**Partners/players/stakeholders and role of WIB:**

There are four partner WIBs making up the partnership: 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:**

All funding objectives have been met, initiatives are active in all three industry sectors.

The Wired 65 Workforce Partners are pursuing a Workforce Innovation Fund (WIF) Grant in order to fund an initiative to improve the quality of training for entry-level careers in the long term care industry and to establish a clear career ladder and lattice structure. The Partners will be meeting with leaders from the long term care industry in April to determine initial steps that can be taken to implement some of the steps outlined in the WIF grant even as we wait to hear about it from the Department of Labor.

The Partnership is helping to fund the training costs for an Accelerating Opportunities Kentucky project to train entry-level automotive technicians. The class design is the result of engaging with the Greater Louisville Auto Dealers Association (GLADA) and determining industry friction points in developing and retaining quality auto technicians.

Lastly, the Partnership is seeking to follow up on the success of an on-the-job training (OJT) project with a local food producer.

**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 towards ensuring consistently great service for both employers and job-seekers 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 One Stop Centers to achieve.

Implementation timeframe:

The project has two distinct phases. Phase I has started and runs through September of 2012. During this phase, centers and the One Stop system will assess itself against the recommended standards and the WIB will make local adjustments to those standards to best reflect the board's vision for the One Stop system.

Phase II runs from October of 2012 through September of 2013 and consists of aligning the One Stops with the certification standards and addressing gaps identified during Phase I. Additionally, once One Stops judge themselves to be in compliance, the centers can apply to the KentuckianaWorks board to achieve certification of the One Stop.

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 I with regular meetings to assess gaps in the current state of the One Stops against the certification standards.

**System Transformation Initiative (3)**

**Title: Stackable Credentials**

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

Initiative's mission and strategic goals:

The Stackable Credential initiative seeks to build 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).

In order to achieve these goals, employers and job-seekers 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 October of 2011 with a visit from NAM to explain the model to manufacturers and educational providers. Efforts are underway to build the capacity to test and remediate for the NCRC and to build the ability to train and certify for the Certified Production Technician (CPT) to go along with existing local programs leading to certifications backed by the American Welding Society(AWS) and the National Institute for Metalworking Skills (NIMS)

**Partners/players/stakeholders and role of WIB:**

The WIB is leading the local effort. Key partners include the OET, the Office of Vocational Rehabilitation (OVR), local adult education providers and training providers. Key stakeholders include local employers, chambers of commerce and all workers whether they are job-seekers or currently employed in occupations with associated credentials.

**Current status of initiative:**

One Stop partners have recently developed a 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 new service being provided through the One Stop system and in conjunction with One Stop providers.

Work is underway to develop a CPT training and testing capability locally with initial operation within the calendar year.

**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 US Conference of Mayors Workforce Development Council (of which KentuckianaWorks is a member and our Executive Director a past president) 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.

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

In 2012, Mayor Fischer and a team of business leaders are shifting the focus of the program to identify more companies (both for profit and non-profit) who will be willing to hire and pay for “our kids” during a 7-week summer jobs effort. We are asking companies 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 on paid-time.

The program will be providing the youth participants with an 8-segment curriculum developed by the Kauffman Foundation that teaches young people to think like entrepreneurs. It will also be exposing them to community leaders who will share their own stories with the participants as part of their educational experience.

**Implementation timeframe:**

We will be implementing the KentuckianaWorks SummerWorks 2012 program for a 4<sup>th</sup> consecutive year in 2012.

**Partners/players/stakeholders and role of WIB:**

Mayor Greg Fischer, his Director of Economic Growth and Innovation (Ted Smith), a leading businessman (Mark Bidner), a set of other 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 partners – 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 in the program.

**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 kids and commit to our four criteria for 2012. We already have financial commitments of \$435,000 for 2012 and are actively seeking to add to that total.

## II. Education Alignment

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

### **Education Alignment Initiative (1)**

**Title: Accelerating Opportunities Kentucky**

Initiative is a local innovation     Part of a statewide initiative

Initiative's mission and strategic goals:

The Accelerating Opportunities Kentucky(AO Ky) initiative is intended to model an integrated technical skills and adult basic education approach to occupational skills training for entry level occupations. The goal of the initiative is to generate a number of individuals who attain a GED, an industry recognized credential along a career pathway and who have credit towards a degree that lies further along the pathway.

Implementation timeframe:

Accelerating Opportunities is a four year program based on grant funding. The first year of the program is dedicated to program design with the remaining three years for program implementation. Ultimately, the models generated by this program will be incorporated into the program offering mix throughout the Kentucky Community and Technical College System (KCTCS).

Partners/players/stakeholders and role of WIB:

The WIB is a partner in this effort along with Jefferson County Public Schools Adult and Continuing Education (JCPS ACE) and the Jefferson Community and Technical College (JCTC). The Wired 65 Regional Workforce Partners are contributing to this effort by assisting in the funding of the tuition costs of an automotive technician's course that will be the first AO Ky program in the KentuckianaWorks area.

Current status of initiative:

The first class has now begun with 9 participants. A second class with up to 10 participants will begin in June, 2012.

### **Education Alignment Initiative (2)**

**Title: KentuckianaWorks College Access Center**

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 run 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 Career Centers 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 over 4,000 adults each year in our region, as well as over 750 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 figure out how to pay for school without needing limited WIA resources.

Our strategic initiative for 2012-13 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 this is innovative work (we are the first in the country to have tried it), we have not succeeded yet in identifying all the ways that WIA funding can be utilized to enhance the core functions of this Center. 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 on-line information, as well as one-on-one assistance, with upgrading their skills and figuring out how to pay for it.

**Implementation timeframe:**

KCAC is in the midst of enhancing its web presence in order to push more information out to individuals who can best take advantage of that on their own. While no replacement for a visit, some individuals may benefit simply with a few key pieces of information on-line, thereby allowing more time for counselors to serve individuals in need of a more personal approach. We will be approaching state officials in the next 60 days about ways that WIA resources can be utilized to enhance this effort.

**Partners/players/stakeholders and role of WIB:**

The WIB oversees KCAC through the KentuckianaWorks Foundation. Other key partners include JCPS for the Educational Talent Search schools and regional post secondary institutions.

**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 encouraged 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 on-line and in-person – with a finite and shrinking resource base from the federal Department of Education.

We will be exploring with state officials 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, Rapid Response Redesign (aka Business Services Redesign)

**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 region in attaining the Work Ready Community certification.

Implementation timeframe:

One county within the region is currently in pursuit of the Work Ready Community designation. The county is in the midst of a gap analysis and is developing plans to address the shortfalls as part of its interim application.

Partners/players/stakeholders and role of WIB:

The county Judge/Executive, local chamber of commerce, the local school system, JCTC, local industry leaders and KentuckianaWorks. The WIB functions in a support and advisory capacity in partnership with applying counties.

Current status of initiative:

Shelby County is in the process of developing an application to become a “Work Ready Community in Progress.” This designation would certify that the county has viable plans in place to achieve all WRC goals within three years.

**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 focused on solving the workforce challenges of local employers. A successful initiative would see a cohesive team delivering innovative solutions to workforce challenges and be 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. The next milestone is a statewide individual training event for team members to be held in April of this year.

After the 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 will allow the team to sharpen their skills and refine the processes laid out during the initial planning phase. The plan is to achieve an initial operating capability by July 1, 2012.

With recent federal legislation requiring thousands of long-term unemployed people in our region to visit the 6<sup>th</sup> and Cedar One-Stop beginning in late April, we are now in active conversations and planning with OET to provide real-time labor market information to those customers based on the combined efforts of business outreach professionals in our area.

Partners/players/stakeholders and role of WIB:

OET, OVR, and KentuckianaWorks form the core members of the group. JCTC 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:

The initiative is ready to move forward with the next step being the individual team member training and the roll-out of useful labor market intelligence to long-term unemployed people beginning in late April.

**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.

**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, fiscal and program outcomes. KentuckianaWorks staff prepares an annual monitoring schedule for all contractors / sub-recipients.

Program and fiscal monitoring is conducted onsite with all 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 thirty 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.

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. According to research conducted through the KentuckianaWorks Human Capital Scorecard and the Greater Louisville Project, only 31% of the working age population (age 25-64) has a bachelor's degree or higher. The community has set a goal of raising that number to 40% of all working age adults.

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

Job-seekers face a changing landscape as a result of the Great Recession. Job-seekers emerge from extended periods of unemployment with skills geared towards the previous economy. 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 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 career is access to skills training that allows them to progress to the extent of 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 non-existent 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 the highest number of job openings include:

- Heavy tractor-trailer truck drivers
- Registered Nurses
- Wholesale and manufacturing sales persons
- Computer programmers and software developers
- Retail salespeople and their supervisors

The Greater Louisville edition of the Occupational Outlook covering the 2008-2018 time period projects the greatest growth in the following career clusters:

- Health science
- Business, Management and Administration
- Transportation, Distribution and Logistics
- Marketing, Sales and Service
- Hospitality and Tourism

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

The occupational skills and certifications most in demand include Registered Nurse (RN), Commercial Driver's License (CDL), sales, structured query language (SQL) and Oracle.

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

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

**5. List the continuous improvement activities in which your local providers and partners participated in 2011.**

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. Additionally, methods were adopted to enhance the identification of targeted occupations and a new portfolio style management method for training dollars was introduced

**6. Provide a list of planned continuous improvement activities for 2012 in which your local providers and partners will participate.**

In addition to the items outlined in the State Strategic areas of focus, KentuckianaWorks will continue to improve the amount and quality of data that is 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 will evaluate and incorporate best practices in both service delivery and organizational effectiveness as appropriate.

**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 – is also pushing us to expand our work with employers to become more employer-driven, especially in growing sectors.

**8. Refer to Attachment A, “Performance Standards” for state and local figures.**

**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 over 90% of 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 2013: 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 that will be considered and discussed by the KentuckianaWorks Board as part of its regular work.

**11. How does the LWIA inform the State Rapid Response staff within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?**

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 OET, LWIA, DOL, Adult Education, and Voc. Rehabilitation staff.

**12. How does the LWIA cooperate with the State Rapid Response staff in securing information when there is a possibility of a mass 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 and Service Report) to capture information about the layoff and affected employees.

**13. How does the LWIA inform the State Trade Act staff of 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 e-mail to appropriate agencies including State Trade Act staff.

**14. How does the LWIA cooperate with the State Trade Act staff where the layoff involves a company that is DOL Trade-certified?**

Once a company is Trade-certified, LWIA Trade Coordinator and OET Regional Trade Facilitator collaborate to set-up a combined Rapid Response Employee Meeting and Trade Orientation for the affected workers.

**15. 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 staff, as well as staff from our One Stop contractor (JCTC) are actively working with our partners at OET to determine the best way to do this. Final decisions still need to be made, but we are committed to ensuring that these customers have a positive experience and that they receive up-to-date labor market information about current job openings and longer-term trends. We also plan to host and administer at least some of the required number of orientations.

**16. 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.**

This process is still under development, but OET and KentuckianaWorks are committed to providing a high level of service to these customers through our combined efforts. We intend to help a significant number of people find jobs through our efforts.

**17. 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 job seekers 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.

**18. Describe how youth activities are provided and assessed in 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 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 and Trimble Counties has four 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 post-secondary education or training.

**19. 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 soliciting service proposals for youth activities clearly outlines required program elements and outcomes. Proposals are evaluated to determine whether the agency is able to operationalize their proposal, the degree to which the proposal links to the achievement of program outcomes while incorporating required elements and the organization's track record with effectively serving youth clients.

**20. 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](http://www.kentuckianaworks.org) for not less than 30 calendar days. During that time, public comment will be open.

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

KentuckianaWorks posts requests for proposals (RFPs) for all WIA activities on the KentuckianaWorks.org website, notifies interested parties by mail and publishes a public notice in the largest newspaper within the local workforce area. In the future, RFPs will also be posted via the Metro Louisville online system. 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.

## ***WORKSMART KENTUCKY***

---

In this section, LWIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between OET and LWIAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet’s executive management, and other interested parties. *(As with the state plan submitted to the Department of Labor, local areas should update their contact information if there have been changes to the individuals listed since the last submittal. This process is simply a contact change—not a requirement to modify the local plan.)*

**1. List contact information for the designated site representative(s) at each of your comprehensive career center locations. If there is more than one contact, please include.**

Location:	Nia Center	2900 W. Broadway, Suite 100 Louisville, KY 40202
Contact:	1) Tom Traughber	2) Robert Jordan
Title:	1) Program Manager	2) Program Supervisor
Phone:	1) 502-574-1173	2) 502-574-4514
E-mail:	1) <a href="mailto:Tom.Traughber@kentuckianaworks.org">Tom.Traughber@kentuckianaworks.org</a>	2) <a href="mailto:Robert.Jordan@kentuckianaworks.org">Robert.Jordan@kentuckianaworks.org</a>

Location:	Bullitt County	505 Buffalo Run Road, Suite 100 Shepherdsville, KY 40165
Contact:	1) Tom Traughber	2) Robert Jordan
Title:	1) Program Manager	2) Program Supervisor
Phone:	1) 502-574-1173	2) 502-574-4514
E-mail:	1) <a href="mailto:Tom.Traughber@kentuckianaworks.org">Tom.Traughber@kentuckianaworks.org</a>	2) <a href="mailto:Robert.Jordan@kentuckianaworks.org">Robert.Jordan@kentuckianaworks.org</a>

Location:	6 <sup>th</sup> and Cedar	600 W. Cedar St. Louisville, KY 40202
Contact:	1) Tom Traughber	2) Robert Jordan
Title:	1) Program Manager	2) Program Supervisor
Phone:	1) 502-574-1173	2) 502-574-4514
E-mail:	1) <a href="mailto:Tom.Traughber@kentuckianaworks.org">Tom.Traughber@kentuckianaworks.org</a>	2) <a href="mailto:Robert.Jordan@kentuckianaworks.org">Robert.Jordan@kentuckianaworks.org</a>

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

Contact:	1) Tasha Griffith	2)
Title:	1) Career Specialist	2)
Phone:	1) 502-595-1045	2)
E-mail:	1) Tasha.Griffith@kentuckiana works.org	2)
Reports to:	Robert Jordan	

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

Contact:	1)	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	2)
Reports to:		

4. 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)
E-mail:	1) <a href="mailto:Huston.Monarch@kentuckianetworks.org">Huston.Monarch@kentuckianetworks.org</a>	2)
Reports to:	Rider Rodriguez Jr.	

5. 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 complains about non-professional service, etc.)

Contact:	1) Angela Vereb	2)
Title:	1) Program Manager	2)

**WORKSMART KENTUCKY**

Phone: \_\_\_\_\_  
1) 502-574-3154 2)  
E-mail: \_\_\_\_\_  
1) Angela.Vereb@kentuckiana  
works.org 2)  
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

6. 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: \_\_\_\_\_  
\_\_\_\_\_

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

7. 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

8. List contact information for the person responsible for local data in the comprehensive centers or Kentucky Career Center facilities.

Contact: Mary Robinson  
Title: Administrative Clerk  
Phone: 502-574-4722  
E-mail: Mary.robinson@kentuckianaworks.org  
Reports to: Rider Rodriguez Jr.

9. 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.
10. 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.
11. 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, 2012.

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 Judge/Executives make appointments to their allocated board positions. The positions are further classified to maintain the representation described in WIA law. There are four board members whose terms expire on June 30, 2012 – one is for a One Stop Partner and as such will be re-appointed. We will be convening a Nominating Committee with representation from our current Board chair as well as our Chamber of Commerce member to develop suggested new appointments. These will be discussed with the Mayor’s office, then the Mayor will make suggested appointments that then have to be approved by the Louisville Metro Council.

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.

12. 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 One Stop 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, One Stop 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](http://www.doleta.gov/vets/goldcard) for a further 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](http://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.

13. 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, are assessed continually as part of a holistic approach to case management for job readiness. Barriers are identified and systematically eliminated or mitigated.

14. 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 via the Employ Kentucky Operating System (EKOS) as per the local Memorandum of Understanding.

## Program Year 2011 - 2012

Greater Louisville Workforce Investment Area

Workforce Investment Area Name:

KentuckianaWorks

Workforce Investment Board Name:

### **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 / 4<sup>th</sup> Floor

Address: 527 West Jefferson St

City, State, Zip: Louisville, KY 40202

Phone: 502-574-2003

Fax:

Email: Greg\_Fischer@louisvilleky.gov

**WORKSMART KENTUCKY**

---

We the undersigned, attest that this submittal is the Program Year 2011-2012 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 local Workforce Investment Board	For the local Elected Officials
<b>Name:</b> Michael B. Gritton	<b>Name:</b> Greg Fischer
<b>Title:</b> Executive Director	<b>Title:</b> Mayor
<b>Signature:</b> : 	<b>Signature:</b> 
<b>Date:</b> 4/5/2012	<b>Date:</b> 4/5/2012



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 2011-2012 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 2011 [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 board's and its components' meetings and information regarding the board's 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;
- 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 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.*