

**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> Northern Kentucky 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 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

**Planning Timetable Estimates**

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

## **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.

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

The NKWIB uses a variety of data sources to study and understand local regional economies. This includes the Bureau of Labor Statistics, Census reports, Workforce Kentucky site, Uof L Data Center, NKU, Southwest Ohio Market Outlook from the PNC Economics Group, Government Accounting Office, local employer surveys, local newspapers, etc.

Because of its membership in the Employers First Regional Workforce Network (EFRWN), the NKIB has used the valuable documents created as a critical part of the Regional Innovation Grant (RIG) experience shared with the WBs in southwest Ohio and southeast Indiana. These included Stakeholder Interview Report, Skill Shortages in a Time of High Unemployment, and Employer forum (Responses to Audience Polling), Regional Asset Map, Economic Drivers,

These data and information resources provide the foundation for identifying key industries and demand occupations within our economy.

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

These data and information resources provide the foundation for identifying key industries and demand occupations within our economy. A detailed description of our regional industry sectors is included in Section B, Item #2.

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

The NKWIB has woven this information into its Business Services Team (BST) model. It is described below.

Through its ongoing strategic planning process, the Northern Kentucky Workforce Investment Board (NKWIB) had continued to redefine its goals and objectives related to meeting the needs of employers in the area as follows:

- 2008: Identified **Employers as the primary customers** of the NKWIB efforts and One Stop Northern Kentucky.
- 2009: Focused on an **industry sector strategy** by using WIA Training funds only in those programs that prepared clients for jobs in key industries critical to the economic well being of the area. Those industries were Advanced Manufacturing, Health, Information Technology, Logistics/Distribution and Services.
- 2010: Key industry sectors were expanded to **include Energy**, and the NKWIB re-designed the One Stop's career counseling structure so that **staff was organized/assigned to each key sector**. The expectation was that the staff would become experts in those sectors so that when advising a client on a career pathway, they could speak in depth about employment requirements and opportunities.
- 2011: Established the **Business Services Team**. Under this model the work of the career counselors is being expanded to include the provision of services to employers by the sectors for which they are "experts".

The Business Services Team Program, consists of two primary **service delivery methods**:

1. **Employer Relations** where services are provided when an employer is hiring and/or expanding. This would include:
  - -Enter and update job orders(for open positions) in e3 and/or EKOS database
  - -Pre-screen potential candidates/applicants to ensure quality referrals
  - -Organize hiring events, job fairs and/or open interviews for employers utilizing One Stop and community partners
  - -Provide on-site employer training sessions on e3, NCRC and other available resources
  - -Coordinate Employer "Blitz" events in region with a focus on rural counties
  - -Participate in local industry-related activities and network with local employers
  - -Perform job matching activities based on employer needs and job seeker qualifications
2. **Rapid Response** where services are provided when an employer is experiencing a significant layoff or closure. This would include:
  - -Provide Layoff / Plant Closure Support Services to improve company

morale while providing job transition and re-employment resources to individuals

- - Coordinate onsite Rapid Response Information sessions with all affected employees
- - Develop and maintain internal and external partnerships to ensure seamless and comprehensive services
- -Provide information on local resources to help employees, employers and communities cope with economic shock
- -Assist with Layoff Aversion: connect employers to preventative resources such as early warning indicators, layoff forecasting, incumbent worker training, pre-feasibility studies and on-the-job training

The Business Services program consists of the following **primary responsibilities**:

- A. Research and identify sector and employer trends and needs to prepare the workforce for career opportunities
  1. Utilize on-line, local, regional and state resources to track trends, understand local employment climate, industry sectors and employer needs in order to quickly respond as appropriate. (i.e., EKOS, E3, KIX, State WIB, Tri-Ed, GCWIN, Chamber of Commerce, and other applicable resources).
  2. Develop industry-specific expertise according to assigned industry sector in order to better assist individuals attain their occupational goals and employers secure successful employees through the One Stop system.
  3. Identify training to meet employer needs.
  4. Match trained individuals (skills) to employers (needs).
  5. Be knowledgeable of different incentives in order to inform employers of potential benefits to hiring individuals.
  6. Match employers to needed non- ITA training (Gateway WINS, Bluegrass State Skills Corporation).
- B. Communicate services to employers, employees and community organizations
  1. Develop and maintain relationships with key employers in each of the targeted sectors, including making cold contacts and participating in networking opportunities (Chamber, SHRM, HR 100, Job Search Focus groups).
  2. Promote WIB and One-Stop activities within the broader community through marketing, public relations, public speaking, and information sharing as appropriate.
  3. Assist employers in using web interfaces (E3) efficiently and effectively.
  4. Conduct customer satisfaction surveys for end users of any WIB related services.
- C. Collaborate with One Stop partners and external resources to develop

programs and services that meet employer's needs. (refer to service/org chart)

1. Actively participate in One Stop Staff Development; One Stop Management; Rapid Response; and One Stop Employer Relations Teams.
2. Conduct regional job fairs and business expos in coordination with business
3. Conduct Career Connections orientations and workshops.
4. Develop relationships with training institutions to ensure knowledgeable case management of trainees referred to the institution.

D. Assure compliance with all governing bodies and adherence to sound fiscal and human resources practices.

See Business Services Team Organizational Chart which is Attachment E of this plan.

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.

See Section B, Item #2.

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)**

<b>Title:</b>	1. Business Services Team Model (BST) 2. N. Ky. Industrial Park Association (NKIP) Industry Partnership Grant 3. Health Profession Opportunity Grant (HPOG) for Allied Health and Nursing Students 4. Eligible Training Provider List Enhancements (ETPL) 5. Employers First Regional Workforce Network (EFRWN)
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- Initiative is a local innovation**       **Part of a statewide initiative**
- |       |      |
|-------|------|
| BST   | NKIP |
| HPOG  |      |
| ETPL  | ETPL |
| EFRWN |      |

Initiative’s mission and strategic goals:

1. The NKWIB established a Business Services Team (BST) Model to meet the needs of employers as the most recent strategy of its plan to focus on the industry sectors that are key to Northern Kentucky’s economic health. At the foundation of this newest piece of the NKWIB strategic plan was the restructuring of WIA and partner staff so that 1) they are tied to the areas sectors of Advanced Manufacturing, Health, Information Technology, Logistics/Distribution, Services and Energy, and 2) resources, programs, and services are tailored to the needs of industry-specific employers by the BST assigned to them. The BST program consists of two primary service delivery methods: **Rapid Response** services are provided when an employer is experiencing a significant layoff or closure, and **Employer Relations** services are provided when an employer is hiring and/or expanding.
2. The NKIP proposed a project designed to meet the long-term goal of creating a sustainable infrastructure that will provide employer-led training and education that ultimately raises earnings for workers and revenues of businesses. Manufacturing was the industry sector focus because of its critical importance to our local economy. Two survey processes will be employed to provide data-driven information into the Industry Partnership Strategic Plan:
  - 1) Manufacturer Current and Future Position Requirements Survey - The industry partnership through a professional survey company will identify the positions by skill requirements and those key

core competencies required for the positions. This will be accomplished using a professional survey company that will use a quantitative process to survey the Northern Kentucky Manufacturing companies and qualitative survey with 20 companies that will provide not only the quantitative answers but also qualitative competencies for each position. This survey process will be modeled after the October, 2007 Skilled Gap Analysis Report commission by the Virginia Manufacturers Association, Virginia Workforce Council, and the Virginia Manufacturing Advisory Council. This report identified the skill trades gap by position currently and in the future. It provides a road map of those training requirements needed to meet the future job demand<sup>1</sup>. Of course, our focus will be the Northern Kentucky Area.

- 2) Manufacturing Pipeline Survey – A professional survey and marketing company will interview a statistical sample in Northern Kentucky’s nine school systems consisting of principals, guidance counselors, teachers, students, and parents to determine the current perception of manufacturing as a career,
3. The Health Profession Opportunity Grant mission is to provide TANF recipients and other low income individuals with education and training that will prepare them to enter and advance in the health care sector. A comprehensive network of support services, tutoring, case management, career counseling, and job development will be offered to individuals.

The HPO project strategic goals are:

Target skills and competencies demanded by the health industry.

Support Career Pathways.

Result in an employer or industry recognized certificate and degree.

Combine supportive services with education and training services to overcome barriers.

Provide training services at times and locations that are easily accessible.

HPOG has the goal to expand the following careers:

1. Nurse Assistant
2. Electronic Health Records
3. Medical Office Trainee Certificate

It also is looking to establish new health careers in:

- Paramedic
  - Pharmacy Tech
  - Cancer Tumor Registry,
  - Phlebotomy (began January 2012), and
  - Registered Health Information Tech (will begin Fall 2012).
4. With a focus on an industry sector strategy, the NKWIB established the policy that WIA Training funds could only be used in those programs

that prepared clients for jobs in key industries critical to the economic well being of the area. Those industries were Advanced Manufacturing, Health, Information Technology, Logistics/Distribution, Services and Energy.

5. EFRWN is a cooperative venture involving the N. Ky. Workforce Investment Board, Indiana Region 9 Workforce Board, Southwest Ohio Region Workforce Investment Board (Cincinnati/Hamilton County), and the Workforce One Investment Board of Southwest Ohio (Butler, Warren and Clermont Counties). These regional leaders have joined forces to better meet employer needs, The mission of EFRWN is to be our regional employers' first and best source for solutions to their workforce challenges today and tomorrow. EFRWN's goals are to:
  - Connect businesses to the region's workforce supply
  - Analyze and provide data on labor market trends and employer needs
  - Align the regions' education and training opportunities with industry needs
  - Inform elected officials about workforce policy issues
  - Develop resources for the region's workforce development efforts.

**Implementation timeframe:**

1. The BST model was implemented April 1, 2011 and is ongoing. The BST Work Plan is included as Attachment F to this plan.
2. Upon receiving the grant, the NKIP began developing the survey RFP in November, 2011. The project will be completed by grant end.
3. HPOG is a five year grant that started in 2010.
4. The initiative was implemented in 2009.
5. EFRWN was formally created in May, 2011 and is now fully operational.

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

1. Partners/players include Workforce Investment Act, N. Ky. Area Development District, Office of Employment and Training, Office for Vocational Rehabilitation, Office of the Blind, Gateway Community and Technical College. Stakeholders include economic development professionals, education institutions, local elected officials, employers. Role of the WIB is to oversee the qualitative improvements to the BST model and to provide guidance and direction for ongoing strategic effort.
2. Partners/players/stakeholders are Tri County Economic Development Corporation (Tri-ED), Gateway Community and Technical College, Vision 2015, Northern Kentucky University, Northern Kentucky Cooperative for Educational Services (NKCE), Northern Kentucky Chamber of Commerce, Area Technology Centers, Adult Education, Northern Kentucky Area Development District (NKADD), One Stop Northern Kentucky, economic development organizations. Role of NKWIB: The NKWIB is serving as the fiscal agent for

grant funds. As it does with other resources from the Workforce Investment Act, the NKWIB will use the services of the NKADD as administrative entity. In the role, the NKADD will carry out the NKWIB's approved contracting procedures, and account for grant finds in compliance with all applicable state and federal laws. Also, on behalf of the NKWIB, the NKADD will regularly report to the NKWIB on grant progress. The NKWIB is also represented on the NKIP.

3. Gateway Community & Technical College, Department of Health and Human Services, Allied Health Resource Center, Work and Ready to Learn, Adult Education, and Health Connections. Role of WIB- Serving on the Project Advisory Board Committee and as an informational and referral source for potential students.
4. Partners/players/stakeholders are the NKWIB, partners of the One Stop Northern Kentucky, all approved training vendors of the area. The NKWIB oversees the approval of training programs and the performance outcomes of WIA clients attending these programs. This is done to ensure resources are being used to support the economic needs of the area.
5. Four WIBs from Northern Kentucky, Southwest Ohio and Southeast Indiana, economic development, education, employers, community-based organizations, One Stop Career Center System from Kentucky, Ohio and Indiana. Role of the WIB: The NKWIB has served as the fiscal agent and lead agency for a DOL Regional Innovation Grant awarded to EFRWN. It serves also as a full partner in strategic planning, programmatic development, resource development and data collection/analysis.

Current status of initiative:

1. BST model was implemented April 1, 2011 and is ongoing.
2. NKIP has issued an RFP for the Manufacturing skill needs survey and the pipeline survey. Proposals were due in January 27, 2012. Estimated start date of the survey work is February 20, 2012.
3. Identifying potential HPOG students
  - Recruitment for the grant is up
  - Reaching out to urban population
  - Reaching under educated students
  - Working on reaching goals set in the grant proposal
4. Initiative is ongoing. It is anticipated that the work of the ETPL steering committee in Frankfort will enhance this effort.
5. Key staff liaison is hired and in place.
  - Regional events focused on employers are being created.
  - Additional funding is being sought out.
  - Provision of regional business services based on hiring needs of specific employers.

**II. Education Alignment**

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

**Education Alignment Initiative (1)**

<b>Title:</b>	<b>1. Accelerating Opportunities</b> <b>2. High School Outreach</b>
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**Initiative is a local innovation**     **Part of a statewide initiative**

Initiative's mission and strategic goals:

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| <ol style="list-style-type: none"><li>1. Accelerating Opportunity seeks to change the way education is delivered to adult learners by putting adult students on track to earn a postsecondary credential so they can seize the opportunity to earn family sustaining wages and break the intergenerational cycle of poverty. The AO program and its partners are focused on integrating an increase in basic skills with professional technical certification to accelerate learning and move low skilled clients into higher wage positions more quickly by increasing communication, increasing awareness, introducing life-long learning and contextualizing curriculum.</li><li>2. The NKWIB High School Outreach efforts seek to educate students and educators from local high schools, middle schools, area technology centers, post secondary educational institutions and other community members who work with youth about the many services and options available to the students/drop outs through the NKWIA Youth Program and Career Centers upon graduation from high school.</li></ol> |
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Implementation timeframe:

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| <ol style="list-style-type: none"><li>1. Implementation of the AO program began in January 2012 with an Auto Tech. program. A nursing assistant + phlebotomy program will roll out in the summer of 2012 and a manufacturing program will roll out in the fall of 2012. In an effort to close the gap between unskilled workers and the skilled labor force that is in demand, WIA's youth program is working closely with Gateway's AO program to assist students to enter an internship or obtain employment upon completion of their program. WIA eligible youth may receive financial assistance, career assessment and case management while attending school and after.</li><li>2. The High School Outreach program was implemented area wide approximately 3 years ago and expands each year to reach more youth. The program attempts to reach each high school, many middle schools, all area technology centers and other community organizations that work with youth in the eight county area. NKWIA staff visit locations, provide brochures and present to students and staff on varied topics from job search information to choosing the correct career path.</li></ol> |
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Partners/players/stakeholders and role of WIB:

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| <ol style="list-style-type: none"><li>1. KCTCS, KYAE, OET, NK Education Council and the NKWIB are partnering</li></ol> |
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to ensure AO succeeds in assisting low skilled students to gain the skills necessary to obtain family sustaining wages. The NKWIB's dedicated on site staff person at Gateway Community and Technical College is assisting staff to ensure seamless WIA/Career Center services are available to clients attending Gateway.

2. NKWIB, High School staff, ATC staff, middle school staff, post secondary educational institution staff and Career Centers are the partners in the Outreach Program. One of the goals of the NKWIB is to "Ensure youth are prepared for the world of work". By educating youth and community members that interact with youth, the NKWIB hopes to reach all students of 'working age' and those soon to be of 'working age'.

Current status of initiative:

1. The AO initiative began 'Brakes and Steering' classes in January of 2012. Gateway Community and Technical College and NKWIA staff will begin recruiting for the summer nursing session soon. NKWIA staff will attempt to enroll eligible students into WIA. On-going informational meetings and staff training will be available throughout the year for youth, adult and DW staff.
2. NKWIA staff have visited in excess of 25 local educational institutions in the past year and will continue to visit these institutions in 2012 while distributing additional information to libraries, Community Action offices, Dept of Community Based Services offices and Dept of Juvenile Justice offices.

### **III. Economic Development Alignment**

Related statewide initiatives: Entrepreneurship, Work Ready Communities, Rapid Response Redesign (aka Business Services Redesign)

#### **Economic Development Initiative (1)**

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| <b>Title:</b> | <b>1. Work Ready Communities</b><br><b>2. Business Services Redesign</b> |
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Initiative is a local innovation     Part of a statewide initiative

Initiative's mission and strategic goals:

1. Our first Work Ready Communities meeting will be held on February 7, 2012. Community leaders from education, economic development, community based services, local elected officials and workforce development have been invited. The NKWIB is dedicated to increasing the quality of our labor force and committed to continuous improvement of the workforce. The NKWIA understands the value of county certification in terms of making our communities attractive for current and future employers.
2. The NKWIB dedicates staff time and funds toward redesigning the way we serve our business customers. The NKWIB is committed to building relationships with new employers and increasing relations with current partners to establish collaborative opportunities benefitting the entire

economic community and promoting improvement in performance. The Business Services Team (BST) leads this effort. The NKWIB began by indentifying high demand sectors and training only in those areas. Now the BST is dedicated to assisting those businesses in meeting their workforce needs by assigning a specialized BST member to assist the business with all their workforce needs through Career Center services.

Implementation timeframe:

1. Work will begin with our first meeting on February 7, 2012 and a timeframe will be developed after the meeting. However, the NKWIB has been working toward improving our workforce for many years by partnering with education, economic development and local business leaders. Although the NKWIB recognizes that continuous improvement is part of any plan, the WIB also recognizes that 5 of our 8 counties exceed the state goal for graduation rates, three of our counties rank in the top 10 counties in the state for educational attainment and six of the counties have broadband internet available to 90% + of their residents. Although much work remains, the NKWIB believes the process will move quickly for several of our counties.
2. Work on the Business Services Redesign began about a year ago. The Business Services Team's Leadership group (BST) has worked to develop goals and strategies to move the work forward. Meeting at least monthly, the leadership team has begun implementation with WIA/Career Center Staff. Two full training sessions were held in 2011 and BST staff began serving the business community by specializing in high demand sectors. The BST members work within their area of expertise to assist the business community in finding skilled workers and to offer the personalized assistance that local businesses need. Thomas P Miller and Associates will be offering four training sessions in 2012 to increase staff skills. The training sessions are outlined in a separate section of this document.

Partners/players/stakeholders and role of WIB:

1. Education, economic development, community based services, local elected officials and workforce development have been invited to attend the first Work Ready Communities meeting. The NKWIB will move this effort forward by connecting counties with the tools needed to increase performance in the areas needed and decrease barriers.
2. All NK Career Center partners, including the NKWIB is dedicating time, staff and effort into the BST. For Northern Kentucky the BST has grown into a total redesign of the way we do business in the area. All partners are committed to our new focus and everyone is dedicated to continuous improvement.

Current status of initiative:

1. As mentioned above, the Work Ready Communities meeting will be held on February 7<sup>th</sup>. The NKWIB intends to move quickly to assist in getting our first counties certified.

2. The sectors are identified and re-evaluated quarterly to continually meet the needs of the community. The Approved Provider’s List is updated on an ongoing basis to adjust to our changing workforce needs. The BST is receiving regular training to better understand the needs of the local business leaders and clients and to assist in making the connections that make our workforce stronger. Staff are communicating with businesses through Industry Partnerships, Board meetings, Economic Development events and the Career Centers.

**IV. System Simplification**

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

**System Simplification Initiative (1)**

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| <b>Title:</b> | 1. Alphabet Soup<br>2. Case Management<br>3. High Impact WIBs |
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Initiative is a local innovation     Part of a statewide initiative

Initiative’s mission and strategic goals:

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| <ol style="list-style-type: none"><li>1. The Northern Kentucky Workforce Investment Board and its Northern Kentucky Career Center Partners are dedicated to speaking and presenting materials in an understandable way that does not alienate the public. The NKWIB will produce materials intended for the public sector and our business partners that are easily understandable without the alphabet soup that is often confusing to those not familiar with government language.</li><li>2. The BST is dedicated to delivering case management services that assist clients with necessary training to enter into self sufficient careers. With the formation of our new Business Services Team, client case management is being delivered in a new way. Clients are matched to a BST team member who specializes in the client’s field of interest. The expertise of the BST staff provides the client with knowledge of the job market and training needed for employment that is not available with a generalized case manager. In addition to the specialized knowledge of the career counselor, the client receives the advantage of working with someone closely connected to the business community. This sector focused way of serving clients will result in client satisfaction, better job matches and more skilled employees being delivered into the workforce.</li><li>3. The NWKIB’s vision is “<i>The Northern Kentucky Workforce Investment Board will be the driving force for innovative workforce development that meets the changing needs of employers and our labor market, resulting in the enhancement of economic development for our region</i>”. Its mission is “<i>The Northern Kentucky Workforce Investment Board drives policy, direction, and funding oversight for the local workforce investment system.</i>”</li></ol> |
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**The NWIB’s values with related goals are as follows;**

- **Customer Focus:** We respond to employer and individual needs through proactive innovation and exceptional customer service Goals: Survey local employers to determine customer satisfaction as well as employers' workforce needs, including skills needed, education required, job growth projections, etc
- **Self-sufficiency:** We promote customer self-sufficiency as critical to achieving a vital and thriving community. Goals: To increase funding and resources to ensure growth and development; Use the career-pathways model to assist customers with their efforts to attain self-sufficiency and employers with their workforce needs; Improve the awareness and marketing of the WIB, One Stop services and any future initiatives; Ensure youth are prepared for the world of work.
- **Creativity:** We step beyond traditional thinking by using creativity to develop policy and direction. Goals: Ensure innovative programs that meet current industry demands and paves the way for future needs; Partner on regional initiatives that bring additional resources and capacity that support our local workforce needs.
- **Continuous Improvement:** We foster a culture of continuous improvement through regular evaluations of programs and activities using measurable goals and targets. Goals: At each WIB meeting, board will review performance data.; Distribute a performance survey to existing One Stop individual customers, partners, employers, and staff and analyze the results in a report; Strengthen employer services offered through the One Stop.
- **Integrity:** We act honestly, ethically, and fairly. Goal: Hold ourselves accountable annually through the review and evaluation of our charters and bylaws based on structure, policy and agreements that are clearly
- **Collaboration:** We value the strengths of our community partners and collaborate to ensure effective and efficient service delivery. Goals: Collaborate to improve resource leadership and provide direction and structure to current and emerging stakeholders; Develop "intentional" collaboration; Collaborate to utilize and leverage resources in our region; Build relationships with new employers and increase relations with current partners to establish collaborative opportunities benefitting the entire economic

Implementation timeframe:

1. Revising and creating public information is an ongoing process for any entity. The NKWIB and its NK Career Center Partners strive daily to produce information that is concise and clear for our clients and business partners.
2. The BST has already begun work with the business community. Industry sectors have been identified, training is taking place within the industry sectors, staff have been identified as specialists within the various sectors, staff have received training in meeting the needs of business. In the future, staff will receive additional training in identifying and meeting businesses needs. It is the intent of the WIB to increase customer service to businesses and clients and as a result increasing the percentage of the community that uses the Career Centers.
3. In place and ongoing. The NKWIB regularly reviews strategic plan

accomplishments through its standing committee structure. Using its Master Schedule, the NKWIB has this review indicated as part of its activity on an ongoing basis.

Partners/players/stakeholders and role of WIB:

1. The NKWIB and all Career Center Partners are working toward creating and altering documents into concise lines of information.
2. The NKWIB and its Career Center Partners have formed a core group (BST) that is leading the way in offering businesses and clients a seamless service delivery system.
3. Education, Labor, Community-Based Organizations, Economic Development, One Stop Partners, Business, Local Elected Officials, Employers

Current status of initiative:

1. Creating and altering informational documents is always an ongoing and every changing mission. The NKWIB consistently strives to supply clients and businesses with the most current and concise information.
2. The BST core team is driving the redesign of the local area. Case management is serving the local businesses with personalized services designed by the business to meet the needs of each specific business and as a result case management is able to serve individual customers by providing insight into the needs of the business community in relation to skills needed and jobs available.
3. In place and going strong. The NKWIB is developing components for which it will request technical assistance from the state.

**V. Customer Service**

Related statewide initiative: Workforce Academy

**Customer Service Initiative (1)**

**Title: The NKWIA has subcontracted with Thomas P Miller & Associates (TPMA) to provide staff development to our Business Services Team to improve customer service to the business customer.**

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

Initiative's mission and strategic goals:

Through this contract, the Northern Kentucky Workforce Investment Board (NKWIB) is making a strong commitment to strengthen its Business Services Team. TPMA is developing a series of customized sessions with NKWIB leaders that are informative, interactive, and results-oriented. TPMA will work closely with individuals and the team in developing the skills of effective and value-adding business services representatives. In current political and budgetary climates, showing the value of the workforce development system and striving to make services business-driven is of the highest importance.



**Implementation timeframe:**

The anticipated location of the training sessions is the NKADD office building located in Florence. There is a large conference room on the ground floor of the building with ample space for 15-30 people. TPMA is committed to providing an afternoon and morning session for each of the four session topics (Trend/Environment Analysis, Art of Collaboration, Customer Focus, and Marketing/Public Relations). This adds up to eight sessions. The anticipated dates are as follows:

**Session #1**

Art of Collaboration - Tuesday, February 21, 2012 – Afternoon session

Art of Collaboration - Wednesday, February 22, 2012 – Morning session

**Session #2**

Trend/Environment Analysis - Tuesday, March 20, 2012 - Afternoon session

Trend/Environment Analysis - Wednesday, March 21, 2012 – Morning session

**Session #3**

Customer Focus - Tuesday, April 17, 2012 - Afternoon session

Customer Focus - Wednesday, April 18, 2012- Morning session

**Session #4**

Marketing/Public Relations - Tuesday, May 22, 2012 - Afternoon session

Marketing/Public Relations - Wednesday, May 23, 2012 - Morning session

The learning process will continue with “**Lunch and Learn**” sessions scheduled a couple weeks after each training session. To enhance these experiences, NKWIB members are invited (and encouraged) to participate in these “round table” conversations so they can add their expertise to the discussions. The **Lunch and Learn** sessions are scheduled from noon to 1:00 as follows:

Art of Collaboration	March 7 - Florence
Trend/Environment Analysis	April 11 - Florence
Customer Service	May 9 - Covington
Marketing/Public Relations	June 13 - Covington

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

The participants in this staff development initiative will be staff from all the Career Center partners who are members of the Business Services Team. They include staff from WIA, OET, Office of Vocational Rehabilitation, Gateway CTC, Brighton Center, and Employment Connections (Kentucky Works). Members of the WIB, especially those who are business people, will also be participating in these training sessions. As the goal of the staff development is to enable staff to serve the business customer in the most effective way, business sector WIB members have a key role in validating the information learned.

Current status of initiative:

As indicated by the timeline above, the initiative is in progress. Local staff have met with TPMA to plan the training sessions. In addition to participating, NKADD staff and WIB members will be monitoring the sessions and meeting with training staff to ensure the information is in line with expectations.

**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](#).

The NKWIB has established the following matrix to assign responsibilities for moving the local system toward the Commonwealth’s vision and achieve the goals identified in the [WorkSmart Kentucky Strategic Plan](#).

One Stop Certification:

- Business Services Committee of the WIB will set priorities
- The Management Team of the Career Center will allocate assignments
- The One Stop Customer Service Committee, One Stop Business Services Team Leads/Data Matrix Committee and the Management Team will implement relevant assignments

Sector Strategies:

- This will require an ongoing data analysis process to be in place.
- The Business Services Committee of the WIB and , One Stop Business Services Team Leads/Data Matrix Committee will have chief responsibility for overseeing and carrying out the tasks involved.

Business Services Redesign:

- This will require continued implantation of the Business Services Team model, with the ultimate goal of creating industry partnerships for each of the indentified sectors.
- The Business Services Committee of the WIB, Business Services Team Leads/Data Matrix Committee, Management Team of the Career Center and the One Stop Outreach and Marketing Committee will have chief responsibility for overseeing and carrying out the tasks involved.

Eligible Training Provides List:

- The Program/Youth Committee of the WIB will set priorities.
- NKADD staff will carry out the necessary tasks.

Branding/Identity:

- Activities will include finding resources for promotion of services, raising awareness locally and regionally of the Career Center system and connecting to the WIB Marketing Plan.
- The Marketing Committee of the WIB, Management Team of the Career Center , and the One Stop Outreach and Marketing Committee will have chief responsibility for overseeing and carrying out the tasks involved.

NCRC:

- Activities will include promotion of this through the One Stop and school

contacts

- The Management Team of the Career Center will have chief responsibility for overseeing and carrying out the tasks involved.

Accelerating Opportunities:

- Activities will include aligning with WIA Youth services where applicable and promotion through the One Stop.
- WIA Youth Career Counselors and the Management Team of the Career Center will have chief responsibility for overseeing and carrying out the tasks involved.

Work Ready Communities:

- Activities will include convening community leadership from Economic Development, Education, Workforce Development, Leading Elected Officials and other stakeholders.
- The Northern Kentucky Chamber of Commerce, Northern Kentucky Education Council and the WIB will have chief responsibility.

High Performing WIB:

- Activities will include updating the strategic plan bashing document to monitor progress, mapping resources to develop non-WIA resources, developing a tool kit for recruiting WIB members, and promotion/PR of the WIB's work.
- The WIB, Membership and Board Operating Committee of the WIB, Marketing Committee of the WIB will have chief responsibility for overseeing and carrying out the tasks involved.

Workforce Academy:

- Activities will include maintaining ongoing, regular schedule of professional development experiences and providing orientation to new staff.
- The One Stop Staff Development Committee will have chief responsibility for overseeing and carrying out the tasks involved.

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## **Section B: Program Operations**

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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**

Through its strategic planning process, the NKWIB has taken many steps toward ensuring that the One Stop System meets the needs of regional business. The NKWIB has a standing Business Services Committee. The charge of this committee is

- To oversee performance of the One Stop system in terms of business services and regional initiatives.
- To build partnerships with community organizations, such as Vision 2015, Tri-ED, and the Northern Kentucky Chamber.
- Gather data and report back to the WIB and its relevant standing committees on One Stop performance data.
- Periodically, oversee and administer labor market survey processes to determine customer satisfaction.

In addition, the NKWIB bylaws require that both the WIB as a whole must have a majority of private sector members present in order to have a quorum. This will help ensure that all business conducted on behalf of the NKWIB will have the approval of private sector members.

Through its strategic plan, the NKWIB identified the employer as the primary customer of our Career Center system. In an effort to realize this goal in the everyday services of the One Stop, they established a Business Services Program to meet the needs of employers.

The Business Services Team program consists of two primary service delivery methods.

**Rapid Response** services are provided when an employer is experiencing a significant layoff or closure.

**Employer Relations** services are provided when an employer is hiring and/or expanding. In delivering these services, the BST is responsible for the following activities:

- A. Research and identify sector and employer trends and needs to prepare the workforce for career opportunities
- B. Communicate services to employers, employees and community organizations

- C. Collaborate with One Stop partners and external resources to develop programs and services that meet employer's needs.
- D. Assure compliance with all governing bodies and adherence to sound fiscal and human resources practices.

An available skilled workforce has been identified as the key to the NKWIA's economic development. If the economic situation is good, the NKWIA will be able to attract new business, support expansions, and increase entrepreneurial ventures. Every citizen benefits in a healthy growing economy

**b) Job seekers**

Meeting the workforce investment needs of job seekers in the NKWIA is an ongoing challenge in this economy. The Career Center strives to provide 1) information to make informed decisions, and 2) access to skills through quality training/education as needed.

Job seekers need to be able to easily access information to make an informed decision about his/her employment options. The information must include a valid assessment of the job seekers' skills and interests, and the local demand, characteristics and requirements for specific jobs that match the job seeker's present skills and interests. Since many job seekers need additional skills and education, the job seeker must have information about occupations that have a high local demand, so they can make informed decisions about investing their time and dollars into acquiring that training. Job seekers should have access to all the information needed to make an informed decision that leads to a high demand career with growth potential.

While many of the job seeker customers need additional training, funds are not always available to provide that. For that reason, many job seekers need services to help them market themselves with their current skills. For that reason, counseling and resume assistance are crucial to assist these clients. The job seeker must be able to access information about current available job openings. The workforce investment needs of job seekers vary tremendously and customer choice should drive the level of service that is accessed.

If training is an option for the job seeker, s/he must be able to conveniently access information about training providers that is comparable, accurate and current. The job seeker should be able to access this information easily in one place without a search through multiple sources S/he should also be able to compare programs with a valid measurement system that includes the employment rates after completion of the training or education.

**c) Workers**

The workforce investment needs of workers are 1) information about the current local labor market and 2) easy access to life-long learning and 3) support for their skill upgrade endeavors from their present employers, community educators and workforce professionals. Incumbent workers need to easily access training and employment information in order to make career decisions that will ensure they can stay competitive, advance in their field, and/or protect themselves from long-term unemployment in the case of a downsizing. Their needs for assistance and counseling in acquiring information are the same as for job seekers (See above.)

Workers also need to accept that learning is a lifelong process that is essential to them, their companies, and their community. Rapid technological changes, global competition, and a stock market that heavily rewards the bottom line combine to force companies to respond quickly to opportunities and challenges. Companies cannot respond to change without a workforce able to absorb, refocus and apply new and higher skills quickly and effectively. Workers will not stay employed and companies will not be profitable unless workers are constantly learning.

Workers need support from their employers, workforce development professionals and the training/education system to be able to engage in a life-long learning process. Workers must be offered opportunities to learn on the job and in company classrooms. But workers must also be able to access quality programs offered by local training providers that address their workforce development needs. A workforce investment must be made to support the use of varied learning modes by employers and workers to ensure that acquiring skills is made as easy and inexpensive as possible for workers and employers.

These ideas were collected over a long period of time during which local WIA staff participated in various meetings and discussions. Groups involved included the One Stop Management Team, the One Stop Business Advisory Committee, the WIB Marketing Committee, the WIB strategic planning process, the Education Partners, and Employers First. Other entities and individuals consulted were Gateway Community and Technical College, the Northern Kentucky Business Service Team, and the Vision 2015.

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

The Northern Kentucky Workforce Investment Board (NKWIB) adopted an industry sector strategy several years ago. They identified Industry Sectors that are crucial to the economy of our region. The goal is that WIA efforts are to be focused on those occupations within industry clusters that:

- Are growth occupations or
- Occupations that provide a living wage for residents of the area.

Following are the NKWIA Industry Sectors that are deemed to have current and projected employment in our region.

**INFORMATION TECHNOLOGY CLUSTER**

Includes the following:

- Computer programming services including computer software design and analysis, modification of custom software and training in the use of custom software.
- Design, development and production of prepackaged computer software including utility and applications programs.
- Maintenance and repair of computers and computer peripheral equipment.
- Data Base development and maintenance
- Web site development and maintenance
- Network administration – local and area wide.

**LOGISTIC/DISTRIBUTION/TRANSPORTATION CLUSTER**

Includes the following:

- Furnishing domestic and foreign transportation by air and also those operating airports and flying fields and furnishing terminal services (excluding airline pilot).
- Furnishing local or long-distance trucking or transfer services.

**HEALTH CLUSTER**

The intent of this cluster is to meet the needs of local healthcare employers by providing potential employees with the skills and training to enter medical, surgical, and other health services at various skill levels.

Examples are:

- Medical or Dental Assisting
- Dental Hygienist
- Nursing
- Radiological Tech
- Respiratory Care
- Massage Therapy
- Medical Billing and Coding
- Medical Transcription
- Medical Office Tech
- Phlebotomy
- Certified Nurse Assistant
- Home Health Aide
- Pharmacy Tech

**ADVANCED MANUFACTURING CLUSTER**

Advanced manufacturing involves new manufacturing and machines combined with information technology, microelectronics, and organizational practices in the manufacturing process.

Lean manufacturing reduces costs and improves quality in order to respond to the customer. It strives to compress time from receipt of an order all the way through the receipt of payment.

Examples are:

- Draftsman CAD
- Machinist
- ARC/MIG/TIG Welder
- Skilled Assembler
- Material Handler
- Forklift Driver
- Semi-skilled Operator

#### **SERVICES CLUSTER**

The Services Cluster includes occupations that do not produce a tangible product. This is not intended to be an open ended cluster. Demonstration of hiring need is required to add occupations under this cluster. Examples are:

- Automobile repair
- Non-depository credit institutions
- Depository banking institutions
- Paralegal
- Criminal Justice
- Business Management
- Cosmetology
- Elementary and Secondary Education
- Tele-servicing

#### **ENERGY CLUSTER**

Occupations involved with the production and/or distribution of energy or green technology and/or the infrastructure within these areas. Examples are:

- Energy Systems Technology
- Power Plant Operator
- Energy Distributor
- Electrical Power Line Installers/Repairers
- Electrical & Electronic Engineering Tech
- Surveying & Mapping Tech
- Pipelayers
- Construction occupations supporting green technology
- Research and development supporting green technology

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

One of the key goals that came out of that effort was to survey local employers to determine customer satisfaction as well as employer's workforce needs, including skills needed and education required. The vision is to make sure that we invest WIA training dollars only in education and skills that employers agree are needed for a current and future skilled local workforce. A survey has been developed and is in the process of being administered to local employers. Once the results have been obtained the NKWIB will review those against the Approved Provider List and make adjustments as needed. In cases where there is a training need, appropriate training providers will be sought.

As stated above, identification of these industry clusters came about initially as part of the strategic planning process. Analysis of these industry clusters is ongoing to ensure that these are still the areas of greatest need. In the current economy the NKWIB is well aware that demand for particular occupations and industries changes very quickly and they are dedicated to meeting current and future local labor market needs and spend WIA dollars in the most efficient way to meet the needs of all of our customers.

In addition, the NKWIB is committed to the concept of Career Pathways as a framework for ensuring resources spent on training are in fact establishing a life-long pathway for employees to follow so they can progressively continue in their efforts to be self-sufficient. As such, information about the Career Pathways developed by Gateway Community and Technical College are available through the One Stop Northern Kentucky career center system. Everyone who comes into a One Stop site is provided this pathway information as they are formulating their future plans.

The NKWIB is currently developing plans for inclusion of the Covington One Stop into Covington's Education Corridor. The Education Corridor will be located in this urban center, and will include a number of education and training providers structured as an educational-continuum. Clients will have access to integrated adult education and GED preparation all the way to post-secondary training. The One Stop will be an "anchor" to strengthen the already-clear strategies developed to support the ongoing Education Corridor concept.

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

The NKWIB identified Continuous Improvement as a value under its Strategic Plan. The goals under this value are:

- At each WIB meeting, board will review performance data. The WIB reviews Key Performance Indicators (KPI) at each meeting. These KPI cover financial operations, key metrics and strategic planning. The goal is to review progress toward goals and to recommend strategies for improvement where goals are not being met.

In addition, the NKWIB reviews training vendor performance by industry sector. Included in this vendor performance are percentage of trainees who receive the

intended credential, percentage who obtain employment, percentage who obtain training related employment and average wage at placement. This data is reviewed at the training provider level as well as for the industry sector as a whole. The purpose is to ensure that we continue to train in high demand and high wage industries and that the training providers are providing high quality training.

- Distribute a performance survey to existing One Stop individual customers, partners, employers, and staff and analyze the results in a report. A performance survey has been developed for both job seeker and employer customers. Data from these surveys will be reviewed by the WIB at least quarterly.
- Strengthen employer services offered through the One Stop. As has been mentioned elsewhere in this plan, the NKWIB implement a Business Services Team to better meet employer needs. The BST has measureable goals that are reported periodically. Baselines will be established against which the BST will strive to continually improve.

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

- The BST Core Leadership Group formed to lead the area in a total service redesign focusing on the needs of the business community. The BST Leads designed two training sessions for the full BST. The training introduced the team to the Business Service concept and relayed information, guidance and tips on serving our business partners. The BST redesign began in July and services and business partners increase monthly.
- Employers First
- Industry Partnership
- The NKWIA Director, Barb Stewart, also participated on the following KWIB Initiative committees:
  - ETPL
  - Work Ready Committee
  - Business Services Redesign
  - High Performance WIB's
  - Workforce Academy
  - Partner for Success
- The Northern Kentucky Career Center Individual Client satisfaction surveys were created and distributed beginning in September. The data was analyzed and is presented to the NKWIB quarterly.
- Employer satisfaction surveys were created using Survey Monkey, distribution should begin in February.
- The Advanced Manufacturing Industry Partnership formed in an effort to identify and share with the community the skills needed and the skill gaps present so that NK Career Center Partners can begin work on closing the gaps.
- The NKWIB partnered with Gateway Community and Technical College to

supply a full time dedicated staff person that serves WIA eligible clients on site at Gateway through the Health Programs Opportunity Grant. The program focuses on training students in health careers that lead to self sufficiency.

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

- Professional Development – Business Services (see schedule under Initiatives Item V above)
- Employers First – Manufacturing from Today to Tomorrow – 2/28/2012
- Industry Partnerships Grant
  - Quantitative survey will be conducted to Northern Kentucky Manufacturers to determine their current skilled employee requirements and future needs in the next two, five, and ten years. Key competencies will be identified for each skilled position. The results of the survey will provide the total number of skilled positions currently needed and in the future.
  - A second quantitative pipeline survey will be conducted to determine how to fill the skilled job openings. This survey will focus on secondary high schools including area technology centers, to determine the perception of manufacturing as a career.
  - The information gathered from these two surveys will allow the Manufacturing Industry Partnership to align with the local stakeholders to develop a comprehensive strategic plan on how to develop an effective pipeline to meet the skill job needs by the Northern Kentucky Industry Partnership.
- The NKWIA Director, Barb Stewart, is also participating on the following KWIB Initiative committees:
  - ETPL
  - Work Ready Committee
  - Business Services Redesign
  - High Performance WIB's
  - Workforce Academy
  - Partner for Success
- Northern Kentucky Career Center Employer and Individual Client satisfaction surveys distributed monthly.
- Staff Development Committee of Career Center staff recommend topics that will enable them to continuously improve.

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

The Business Services Team is a new initiative that began on July 1, 2011. Starting with a Core Leadership Group that was intended to move the group forward, the BST is now 40 staff strong and divided into high demand industry cluster groups. Staff have been trained to serve the business community and will receive additional training in aspects of collaboration, trend/environment analysis, customer service and marketing/public

relations. Through the Business Services Team, the NKWIB has created and distributed customer satisfaction surveys for job seekers and created customer satisfaction surveys for employers, distribution will be implemented soon for the latter. This will supply data for NKWIB analysis on a quarterly basis so the NKWIB can react quickly to the changing needs of the community.

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

See Attachment A

**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?**

100% of participants who are put into training by the NKWIA are training in programs that fit under our approved industry sectors. The purpose is to prepare these participants for employment in high-growth, high demand and high wage industries.

**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?**

The NKWIA experienced huge increases in people placed in training during the last two fiscal years. However, WIA formula dollars available for training have decreased, so our ability to place people in training has similarly decreased. While we have NEG training funds, they are only available to individuals who were laid off from specific companies identified under the NEG. Hence, our ability to increase participants in training under those funds is limited. Similarly, we have Trade training funds, but only individuals laid off from Trade certified companies are eligible to use those funds. If additional resources become available the NKWIB will consider using those dollars to increase the numbers in training.

**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)?**

The Local Area Rapid Response Coordinator (LARRC) or Assistant LARRC will send an e-mail notification to all LARR team, partners, State Rapid Response staff, and management personnel announcing the layoff or potential layoff and any other company information available (i.e. address, demographics on affected employees, etc).

**12. How does the LWIA cooperate with the State Rapid Response staff in securing information when there is a possibility of a mass layoff?**

The State Rapid Response (RR) team notifies LARR team and Local Workforce Investment Area (LWIA) Director (Barbara Stewart) with a copy of the Worker Adjustment and Retraining Notification (WARN) letter.

The State RR team is the primary contact for all WARN notices (if a WARN notice is received by the LARR team, the original notice is to be forwarded to the State RR team immediately).

**13. How does the LWIA inform the State Trade Act staff of companies that are potentially TAA certifiable?**

The Northern Kentucky LARR Team will notify the local OET Trade Facilitator (Canis Wirth) within 24 hours to inform her of any potential Trade activity or upcoming certification(s). After that point, the Trade Facilitator and LARR Coordinator collaborate on scheduling and facilitating the Rapid Response events. Refer to #14 for additional information.

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

At the **Employer Meeting**, the OET Trade Facilitator will discuss the TRADE impacted Worker Spreadsheet and/or the completion of TRADE enrollment documents (if applicable).

At the **Employee Meeting**, **IF** the employees have been determined to be TRADE impacted, The OET Trade Facilitator will explain TRADE information and/or benefits to the affected employees. Affected employees will be asked to complete the TRADE enrollment packet at the conclusion (but NOT during) the Rapid Response Employee meeting.

OET will mail letters to the affected TRADE employees notifying them of an **Orientation Meeting** (separate from the Rapid Response Employee Meeting).

During **Orientation Meeting**, the designated OET/LARR team member and LARRC\* will discuss TRADE benefits and enrollment packet in detail; Affected Workers will complete the 855, 855A and waiver forms along with the HCTC packet (if applicable). Completed documents will be mailed to Central office/Frankfort.

Certified TRADE Representative will inform affected employees of TRA procedure and benefits, including the 'Payorder card'.

Collaboration between the LARR Coordinator and OET Trade Facilitator, along with WIA and OET staff will take place through the duration of service delivery to the Trade-affected employer(s) and employee(s)

**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\*](#))**

WIA staff provides Career Connections Orientations and Job Search Success orientations

to all interested Career Center customers on a Core level. If individual customers are chronically unemployed, they are eligible to attend (or re-attend if they did so previously) to learn the skills offered during these sessions. Topics covered are as follows.

*Career Connections Orientation (CCO):* Individuals interested in WIA services will first attend a Career Connections Orientation, an information session detailing the program. The Orientation agenda items include:

- Introductions of attendees, including current or previous career/industry
- Overview of One Stop partner services, locations, and contact information
- Detailed explanation of WIA eligibility requirements and service offerings for Informational Core, Intensive, Training, and Follow-Up Services
- Information on available career assessments and resources
- Promotion of the National Career Readiness Certificate (NCRC)
- Assignment of an individual Workforce Development Specialist based on industry/career pathway interest(s)
- In addition, all WIA program requirements are explained and basic-skills levels are assessed for thoughtful career exploration. Workforce Development Specialists are knowledgeable of career training opportunities within each industry, as well as potential area employers to assist individual occupational goals. The assigned Workforce Development Specialist becomes the point-of-contact throughout the WIA process, partnering with each job seeker to ensure attainment of established training and/or career goals.

*“Job Search Success”* workshop- Individuals interested in WIA Training and/or One Stop partners (i.e. Voc Rehab customers) attend this interactive workshop. The purpose is to educate individuals on effective job-search techniques for the current competitive job market. The workshop is informative for all individuals regardless of current or prior work experience. Brighton Center was instrumental in developing the materials, content, multi-media presentation, and facilitation efforts of the ‘Job Search Success’ workshop. ‘Job Search Success’ workshop topics include:

- Career Exploration and Occupational Goal Setting
- Professional Branding
- Developing a Successful Cover Letter
- Employment Applications
- Professional References
- Creating an Effective Resume
- Maximizing Your Job Search
- Professional Networking
- Acing Your Interview

The chronically unemployed customer is also eligible for all other Core services offered through the Career Center including initial assessment of skill levels/aptitudes/abilities and resume assistance.

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**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.**

Kentucky's REA program will take an intense role in selecting REA participants. Selected individuals will receive activities by Office of Employment and Training (OET) staff. Assessment and referral to re-employment services will be orchestrated by engaging multiple partners within our One Stop Career Centers. Collaborative and integrated approaches will further assist individuals in becoming re-engaged in the employment process and increase their outcomes of securing sustainable wages. Partners will consist of but not limited to: Office of Employment and Training, Office of Vocational Rehabilitation, Workforce Investment Act (WIA), Kentucky Adult Education, Veteran's staff and Community based organizations.

As a way of leveraging resources, Office of Employment and Training staff will incorporate workforce partners in the orientation activity provided to participants. Individuals that attend the orientation will be exposed to the vast services that are offered within the workforce system. Having partners as part of that process will give participants the opportunity to not only learn of the services offered, but give them the chance to interact with the various partners. Information pertaining to activities and results of selected REA participants will be communicated within OET and among partner agencies through the following mechanisms: Our Burning Glass Initiative will link Kentucky Electronic Workplace for Employment Services (KEWES) which is our automated Unemployment Insurance operating system with our Employ Kentucky Operating System (EKOS) which is our automated employment services operating system. WIA staff currently have access to EKOS where they document case management services and will be able to track common customers served through this REA Initiative. In addition, as part of the Kentucky Workforce Investment Board's Strategic Plan, our case management initiative includes developing "common" referral and triaging forms that will be developed and utilized among partners.

Orientations will include information and an introduction to the following: 1) Wagner-Peyser (employment skills), 2) WIA (resume workshops, job search success workshops, interviewing skills, and if funding is available upgrading of skills and training activities), 3) Vocational Rehabilitation (services for those with disabilities, 4) Adult Education (GED and soft skill development), 5) National Career Readiness Certificate (NCRC) (awareness of credential and other workforce partners. Orientation provides information about the Career Center's services with a particular emphasis on accessing labor market and career information and ensuring participants are fully registered in Focus Career. Individuals will be provided documentation to begin developing their Individual Re-Employment Plan (IRP). The orientation content shall be consistent from career center to career center, but be specific to their area.

An eligibility review shall be completed during orientation for each REA participant. The Eligibility Review Form (ERI) will be printed and provided to participant during orientation session. The participant completes the ERI from reporting all eligibility issues and documents of work search contacts. Staff shall review the completed ERI and document eligibility and make recommendations regarding work search activities.

Participants will be scheduled to return to their local Workforce Career Center to complete their Individual Re-Employment Plan (IRP). At this meeting individualized services will be offered to REA participants, relating to Labor Market and any additional information that will assist the individual in making an informed decision related to employment opportunities. Individual employment barriers will be assessed and when appropriate a referral will be made to partner agencies for additional services. The plan will be reviewed by staff and each individual participant and documented for tracking outcomes. The IRP document will be provided to the REA participant during orientation. The one-on-one session for plan development shall include: 1) Review of the customer's IRP, 2) Review of the customer's barriers/skills/education, 3) Individual employment barriers will be assessed, 4) Referrals will be made to partner agencies for services, 5) Provide (LMI) (Labor Market Information), 6) Career plans are discussed and 7) Referrals to re-employment services.

**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?**

When customers come into the Career Center, the WIA Point People assist them in the Focus Career self-registration process. In addition, career counselors are trained in the Focus Career system and help their clients with this process.

**18. Describe how youth activities are provided and assessed in the LWIA?**

1. Regular Youth Services - The NKWIB has chosen, due to limited funds, to serve youth 18 and over. The focus is to assist youth that have a GED or high school diploma to find better career paths or move to the next level on their current career path so that a self sufficient wage can be attained. Career Counselors assess, test and guide youth through the process of choosing a career path, investigating the skills and education necessary to succeed and then assisting the youth in the application process or entry into post secondary education. Once the youth has entered a job or post secondary school, the career counselor contacts the client regularly to ensure the client is staying on the path and encountering success. The youth program may fund the client's educational expenses, transportation and school related miscellaneous items, depending upon need. Clients are assessed using the TABE, post secondary grades and case notes entered monthly into EKOS. Clients are expected to meet the performance measures of raising the lit/num score one level, attaining a degree or certificate and entering employment or post secondary education.
2. Internship Program – The Internship Program is designed to allow clients with little or no work experience to gain skills by entering a work site. Clients start out by attaining a short term skills certificate in an area that may interest them as a career goal. Once the certificate is complete, clients enter a work site for 12 weeks to gain skills and knowledge about the job. Clients from the regular youth program can enter into the Internship program after completion of their training to gain the experience necessary to enter into self sufficient employment. It is the

intent of the program for the client to gain skills and be employable or realize that further education is needed and enter into post secondary education. Client success is based on completion of the program and the area performance measures.

3. Jobs for America's Graduates – JAG focuses on assisting dropouts to attain a GED and enter into post secondary education or self sufficient employment. The program focuses on job skill attainment while working with adult education to assist with tutoring and GED preparation. JAG students are expected to work while in the program and are mentored by the JAG instructor. JAG students also participate in community service projects and form a Professional Association which focuses on community awareness. JAG is about building better citizens as well as better employees. JAG is assessed using local performance measures.

All youth programs either offer or refer clients to services that provide the 10 youth components listed in the law; tutoring, alternative secondary school, summer employment linked to academic and occupational learning, paid work experience, occupational skills training, leadership development, supportive services, adult mentoring, follow up services and guidance and counseling.

**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 NKWIA does not subcontract youth services except under Jobs for America's Grads, which is sole source.

**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.**

The NKWIA prepares and extended executive summary of the Plan which is mailed out to interested parties, including local elected officials, representatives of business, representatives of public agencies, representatives of labor, and representatives of education. These notices, plus a legal announcement in the local newspaper of record are mailed and published to allow at least a 30 day comment period prior to the due date of the plan. The complete proposed local plan is available for review on the NKADD web site. Any comments received will be included with the local plan forwarded to the Office of Employment and Training.

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

The Workforce Investment Board has adopted procurement policies that give preference to full and open competition over non-competitive procurement. These procurement policies comply with 29 CRF 97.36 (common rule). The same procedure will be used to procure grants and contracts.

The NKWIB staff maintains a continually updated mailing list for the purpose of announcing Requests for Proposals (RFP's). A memo announcing the availability and approximate level of funding, programming/service priorities, the procedure for obtaining an application packet, and the date the application is due is mailed to all parties

on this list. In addition, this information is published in a legal notice in the newspaper of record for the NKSDA.

Both the memo and the legal notice will include notice of a meeting to be held soon after the announcement of the RFP. The purpose of the meeting will be to discuss the application process in detail and to provide technical assistance. Meetings will be open to all interested providers.

Between the time the applications are available and the point at which they are returned in triplicate, any party may request technical assistance from NKWIB staff in responding to the RFP. It will be made clear to all potential applicants that technical assistance will be provided to help applicants meet the guidelines of WIA. The NKWIB staff will provide technical assistance consistently to all applicants responding to the RFP to ensure that all applicants receive the exact same information. Assistance is not provided to help write proposals. Once officially completed and signed applications are submitted to the NK WIB staff, no further discussions may occur on the application until the NKWIB/NKADD Board of Directors review process is completed. To the extent possible, any staff member who provided technical assistance during the preparation of an application is ineligible to prepare the staff review of the application.

The NKWIB review process is conducted based on objective criteria. All WIB members are subject to very strict conflict of interest rules that are included in their bylaws. Any WIB member can participate in discussion prior to the stating of a motion. After a motion is stated, a WIB member shall not participate in any further discussion nor cast a vote on, any decision pertaining to provision of services by such member (or any organization which that member directly represents), nor on any matter, which would provide any direct financial benefit to that member. In addition, the chair of a standing committee and the WIB as a whole call for identification of members with fiduciary interest on the agenda. Members who have funding matters before the committee, may not vote or participate in discussion on these agenda items. The Chairperson of the committee (or full WIB) shall make the determination as to who may not participate. If a standing committee member with a financial interest before the committee fails to abide by these guidelines, they will be subject to Item F. Removal for Cause, b. voting on a matter, which would constitute a clear conflict of interest.

#### Small Purchase Procedures

As the Northern Kentucky Area Development District is the administrative entity for WIA in the NKWIA, the policies for procurement of small purchases of the NKADD shall apply to purchases by the NK Workforce Investment Area or NK Workforce Investment Board. These policies meet the requirements of the Department for Local Government, Commonwealth of Kentucky, which is the NKADD's cognizant agency. The policies are as follows:

All purchases up to \$1000 may be obtained by the discretion of the purchaser

Purchases of at least \$1,000 and not more than \$2,500 must be purchased after obtaining three bids, quotes or prices of any type. These may include written bids, verbal quotes or advertised prices. Aspects other than lowest price may be considered in determining the best bid.

Purchases of at least \$2,500 and less than \$10,000 must obtain three written bids and must be presented to the NKADD Board of Directors Executive Committee for approval. Criteria other than low bid may be established.

All purchases over \$10,000 must be obtained following state bidding requirements. Public advertising of at least one ad in 7 - 21 days prior to the opening of bids must occur. The Executive Committee of the NKADD must approve such purchases.

All purchases, regardless of size, must follow the NKADD purchase requisition system. The unit coordinator must submit a purchase requisition to the associate director prior to the purchase. Upon approval, the Executive Director will forward said requisition to the purchasing agent for action. Purchase orders will be prepared upon approval of the requisition for all acquisitions.

Noncompetitive proposals

Noncompetitive negotiated procedures may be used for large purchases when competition is not practicable and it is further determined by the Executive Director that:

An emergency exists which may result in public harm from a delay due to utilization of competitive procedures; and/or

There is a sole source of the product or service; and/or

The service is provided by a licensed professional

After solicitation of a number of sources, competition is determined inadequate.

Operating supplies may be ordered by the NKADD purchasing agent upon approval of the Executive Director. Such supplies are defined as consumable.

Utility services, rental payments and other similar on-going expenses are exempt from the requisition process.

Invoices resulting from signed professional contracts are exempt from the requisition process.

Professional service contracts below \$2,500 may be executed by the Executive Director. Such contracts above \$2,500 shall be approved by the Executive Committee of the NKADD Board of Directors. The Associate Director shall determine the best means of obtaining such contracts.



**Section C: System Operations and Attachments**

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: Florence One Stop Career Center

Contact:	1) Tim Frodge	2) Jennifer Miller
Title:	1) Director	2) Regional Manager
Phone:	1) 859-371-0808	2) 859-371-0808
E-mail:	1) Tim.frodge@ky.gov	2) Jennifer.miller@ky.gov

Location: Covington One Stop Career Center

Contact:	1) Tim Frodge	2) Jennifer Miller
Title:	1) Director	2) Regional Manager
Phone:	1) 859-371-0808	2) 859-371-0808
E-mail:	1) Tim.frodge@ky.gov	2) Jennifer.miller@ky.gov

Location:

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

Location:

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

## WORKSMART KENTUCKY

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

Contact:	1) Jason Ashbrook	2)
Title:	1) Coordinator	2)
Phone:	1) 859-371-0808	2)
E-mail:	1) Jason.ashbrook@ky.gov	2)
Reports to:	Tim Nolan - Brighton Center Inc. and Barbara Stewart, Associate Director, NKADD	

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

Contact:	1) Ryan Henson	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	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

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) Lori Zombek	2)
Title:	1) HR Director - NKADD	2)
Phone:	1) 859-283-1885	2)
E-mail:	1) Lori.zombek@nkadd.org	2)
Reports to:		

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

Contact:	1) Martha Karlage	2)
Title:	1) Director	2)
Phone:	1)	2)
E-mail:	1) Martha.karlage@boone.kyschools.us	2)
Reports to:		

**WORKSMART KENTUCKY**

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6. 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) Tim Frodge	2)
Title:	1) Director	2)
Phone:	1) 859-371-0808	2)
E-mail:	1) Tim.frodge@ky.gov	2)
Reports to:	Barbara Stewart, Associate Director, NKADD	

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

WIA Title IB, OET, OVT, OFB, Gateway, Adult Ed, NKADD, DCBS, CAC
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7. 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: \_\_\_\_\_

8. 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

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

Contact:     N/A      
Title: \_\_\_\_\_  
Phone: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Reports to: \_\_\_\_\_

- 10. 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.
  
- 11. 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.
  
- 12. 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.

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.

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

Point people employed with WIA funds work with clients who come into the Career Centers and help them self-register in EKOS. A part of this is identifying themselves as veterans.

14. 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?

Customers identified as veterans are referred to the OET Veterans staff.

15. 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?

Point persons will refer to local Veterans Employment Representative if the customer is identified as a veteran.

## WORKSMART KENTUCKY

### Signature Page

#### Program Year 2011 - 2012

Workforce Investment Area Name: Northern Kentucky

Workforce Investment Board Name: Northern Kentucky

**Name and Contact Information for the WIB:**

Name and Title: Dave Fleischer, Manager  
 Address: PQA North American Lab Operations QDLO-ER  
 Address: Toyota Motor Engineering & Manufacturing North America, Inc.  
 City, State, Zip: 37 Atlantic Avenue, Erlanger, KY 41018  
 Phone: 859-372-2635  
 Fax: 859-746-4710  
 Email: Dave.fleischer@tema.toyota.com

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

Name and Title: Judge Henry W. Bertram  
 Address: 233 Main Street, Room 4  
 Address: Courthouse Square  
 City, State, Zip: Falmouth, KY 41040  
 Phone: 859-654-4321  
 Fax: 859-654-5047  
 Email: pendjud@fuse.net

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 Workforce Investment Board	For the Local Elected Officials
<b>Name:</b> David Fleischer	<b>Name:</b> Henry W. Bertram
<b>Title:</b> NKWI B Chair	<b>Title:</b> NKADD Board Chair
<b>Signature:</b>	<b>Signature:</b>
<b>Date:</b>	<b>Date:</b>



## **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 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.*

## **WORKSMART KENTUCKY**

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*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.*