



EDUCATION AND LABOR CABINET

Andy Beshear
Governor

Department of
Workforce Development

Jamie Link
Secretary

March 5, 2024

Trish Niles, Chair
Midpark Inc., HR Manager
P.O. Box 326
Leitchfield, KY 42755

Beth Roberts, Workforce Director
Lincoln Trail Area Development District
750 S. Provident Way
Elizabethtown, KY 42701

Dear Ms. Niles and Ms. Roberts:

Enclosed is the Department of Workforce Development (DWD) report of the monitoring review that was conducted on December 14, 2023, by the DWD monitoring team. The monitoring review covered the Workforce Innovation and Opportunity Act (WIOA) federally funded program of the Lincoln Trail Local Workforce Development Board (LWDB) for PY22. Wagner-Peyser monitoring was also conducted on February 6, 2024, for PY22 to assess the extent to which the various Wagner-Peyser activities were carried out in the Career Center.

The monitoring review was conducted to determine if WIOA formula funds were utilized consistent with federal requirements and grant agreements, as well as to familiarize and collect effective grant management practices. A comprehensive financial review was also conducted in respect to the WIOA program.

In summary, the report contains no WIOA Program Findings and no Program Observations as well as no Financial Findings and no Observations for the PY22 year. Although, no response is required for this report, the Cabinet reserves the right to review files of this cohort, as well as all participant files for ongoing compliance purposes.

If you have any questions, please contact Jim Beyea via email at jim.beyea@ky.gov or oetmonitoringteam@ky.gov.

Sincerely,

A handwritten signature in black ink that reads "Jim Beyea - DWD".

Jim Beyea
Assistant Director

Attachment: Lincoln Trail Final PY22 WIOA Comprehensive Monitoring Report



WIOA Comprehensive Monitoring Review

Lincoln Trail LWDB

December 14, 2023

Monitoring of the LINCOLN TRAIL Local Workforce Development Area

The LINCOLN TRAIL Local Workforce Development Area was monitored by the monitoring team staff on December 14, 2023. A Wagner-Peyser visit was conducted on February 6, 2024 at the Elizabethtown Career Center. The Department of Workforce Development (DWD) monitoring staff included Amanda Cummins and Donna Burke. The team reviewed Workforce Innovation and Opportunity Act (WIOA) Title 1B programs, specifically Adult, Dislocated Worker (DW), and Youth relating to Program Year 2022. Also, a comprehensive financial review was conducted of all referenced programs.

A closing conference was held on February 15, 2024. A brief review of monitoring was given by Jim Beyea, Amanda Cummins, and Donna Burke.

The purpose of the monitoring review was to analyze information regarding the above-noted formula programs and grants operated by Lincoln Trails' LWDB in order to:

- determine if the programs are meeting their goals and objectives;
- assess whether the programs are operating in accordance with federal, state, and local requirements, and
- identify promising practices.

For purposes of this monitoring review, a finding could denote noncompliance with the following:

- applicable laws and regulations;
- relevant Office of Management and Budget (OMB) circulars;
- uniform administrative requirements;
- state policies and directives; and/or
- local policies and procedures.

The monitoring team appreciates the time and information provided by LINCOLN TRAILS' LWDB staff. This report is critical to the continuous improvement of the workforce system leading to better services and outcomes for jobseeker and employer customers.

Title 1B Executive Summary

The following is a description of findings and observations found when monitoring WIOA Title 1B Programs:

The Program monitor(s) identified no findings and no observations, and the financial monitor identified no findings and no observations during the PY22 Comprehensive Monitoring Review. The findings identified within this report are indicative of operational or quality issues worthy of attention and/or follow-up.

A finding requires immediate attention and corrective action, up to and including a corrective action plan. An observation may be a concern that, if left unaddressed, may result in future finding(s). An observation may also be a concern in which a written clarification from the LWDB could alleviate the concern. The operational challenges identified in the observations are related to those activities for which the Commonwealth has a strategy or an initiative, but for various reasons, the action is incomplete or insufficient.

Incorporated in this summary is a list of applicable findings and observations for each program based on the Comprehensive Monitoring Review. Following the summary are the individual program details.

Program Monitoring Summary

Finding(s):

No Findings

Observation(s):

No Observations

Financial Monitoring Summary

Finding(s):

No Findings

Observation(s):

No Observations

BEST PRACTICES

The Department of Workforce Development would like to acknowledge the Best Practices conducted by Lincoln Trail Workforce Development team. They are as follows:

PROGRAM

- Monthly case notes are entered timely with detailed notes. KEE Suite issues or file issues were documented completely.
- Titles of case notes are useful.
- Titles of Documents are useful.
- MSG's are documented completely and accurately.
- Long-term and short-term goals on the IEP are documented.
- Follow-up and all outcomes are documented completely and accurately.

FISCAL

- Very friendly and professional
- Great communication during monitoring
- Submitted documents requested and answered any questions in a timely manner.

WAGNER-PEYSER MONITORING

The Elizabethtown Kentucky Career Center was monitored by the monitoring team member, Jim Beyea and Donna Burke on February 6, 2024. The team met with Jennifer Carman, Workforce Development Manager and Robin Gooden, Career Center Manager. One randomly selected customer was also interviewed.

The purpose of this monitoring was to assess the extent to which the various Wagner-Peyser activities are carried out in the Career Center. This includes the following:

- how activities are contributing to program performance;
- how activities are coordinated with other Career Center function and partners;
- how activities support Kentucky's Unified State Plan and strategic direction; and
- how activities are being provided to business customers.

Staff at the Elizabethtown Career Center, located at 233 Ring Road, Suite 100, Elizabethtown, KY, served 505 customers, in which 496 were for Unemployment Insurance during the month of December 2023. This data is captured utilizing a system entitled, "Envoy."

The staff at the career center consists of Community Action, WIOA, an Office of Unemployment employee, and a Vet Rep who operates under a hybrid schedule. The staff has schedules to work together to run the resource room to help assist the customers. The local partners at this location are Office for the Blind (OFB)/Office of Vocational Rehabilitation (OVR), Job Corp, Senior Employment for 55 years old and older (has 2 volunteers) and the Career Development Office (CDO). Adult Education is not on the premises.

The Career Center is a one-story building with visible signage and standard operation hours are from 8:00 a.m. to 4:30 pm with the busiest times on Mondays. Upon entering the main lobby area, a security guard is immediately to the right and customers can approach the reception desk where Community Action employees will obtain basic identification information and route them to the services requested. Veteran signage of having priority was visible. An elder volunteer assisted individuals with resources available.

Customers can sit in the waiting area which has a television monitor that displays information of interest to career center customers, including work search activities and documents needed for applications phone numbers, career center services, etc. A stand with information regarding resources, services and workshops is also available to customers in the area with tables to sit at. There was also a Veteran section that was very organized. This was a very busy time and the customers wait was less than 3 minutes.

The resource area has 14 operational computers, two wheelchair accessible workstation and one Veteran workstation. This center has three interview rooms which are utilized for Employers. An employer was utilizing one of these room upon our visit to conduct an interview with a customer. This career center does not provide fingerprinting. There has not been requests for a very long time. Elizabethtown, considered the "Hub", hosts a Meet the Employers fair on the third Tuesday of each month. They have information on tables and partners informing the public about this event. They also

have Virtual Job Fairs twice a month on the first and third Tuesday of each month. They go live in the timeframe of 1:00 PM thru 3:30 PM. RESEA has events every Tuesday at this career center. They have upcoming job fairs scheduled at the career centers in Bardstown and in this center.

The Vet Rep is also the Business Service Representative who has a hybrid schedule. For outreach, the Vet Rep conducts outreach by visiting partnering agencies and informs the public about the employers' days at the center.

One randomly selected customer was interviewed. The customer was visiting the Career Center to file for Unemployment Insurance and applying for WIOA. This was his first visit to the Career Center, and he stated the receptionist was great and the employees were very helpful. He had no recommendations to improve services at this Career Center.

END OF REPORT