

**Zoom Meeting Session
1:30 – 3:30 pm**

Hybrid meeting – in-person 500 Mero Street (please RSVP Debbie) or Zoom LOG IN INFO:
<https://us06web.zoom.us/j/83714233009?pwd=OTcxUjltT2JJWXPphMzZKVThGb1JDdz09>
Password: Q7m0n5 Telephone: 8888227517 (US Toll Free) / Conference code: 671120

1:30 CALL MEETING TO ORDER

Welcome / Housekeeping.....*Kim Menke, CHAIR, KWIB*
Toyota Manufacturing
Roll Call.....*Debbie Dennison, KWIB Coordinator*

1:45 Cabinet Initiatives

Cabinet for Health and Family Services..... *Carrie Banahan, Cabinet Deputy Secretary*
Education and Labor Cabinet *Jamie Link, Cabinet Secretary*
Cabinet for Economic Development.....*Kristina Slattery, Commissioner, Cabinet for Economic Development*

2:00 STATEMENT FROM THE CHAIR.....*KIM MENKE, CHAIR,*
TOYOTA MANUFACTURING

2:10 INTRODUCTION TO THE OFFICE OF EMPLOYER & APPRENTICESHIP SERVICES.....*MICHELLE DEJOHN, EXECUTIVE DIRECTOR, OEAS*

2:30 KWIB Business and Committee Reports

Director's Report*Stefanie Ebbens Kingsley, Executive Director, KWIB*
• Metrics Committee / Collaborative Updates
• Family Resource Simulator Updates / RFP

2:40 Consent Agenda

- Minutes of May 19, 2022, meeting
- By-Laws
- One-Stop Certifications
- Work Ready Community Recommendations
- CTE Recommendations

2:50 Data / Metrics update*Scott Secamiglio*
Visual Analytics and Strategy Director, KY STATS

3:00 Work Ready Communities.....*Lori Ulrich, Vice Chair KWIB, Committee Chair*
Fleming-Mason Energy

Workforce Participation and Sustainability.....*Amy Luttrell, Committee Chair*
Goodwill Industries of Kentucky, Inc.

Education Attainment and Employer Engagement*Sara Tracy, Talent Pipeline Systems Director*
Kentucky Chamber

Resource Alignment and Funding.....*Kim Menke, Chair KWIB, Committee Chair*
Toyota Manufacturing

3:15 New Business..... *Kim Menke, Chair, KWIB*

Closing Comments..... *Kim Menke, Chair, KWIB*

3:30 ADJOURNMENT

In person option 500 Mero Street OR Join from PC, Mac, Linux, iOS or Android:
<https://us06web.zoom.us/j/81323745976?pwd=SXpWNm1rbVppekltMmVxYXl3b3J4UT09>
 Password: s139eW

1:31 PM CALL TO ORDER

Kim Menke, New KWIB Chair, called the meeting to order and welcomed the board, staff and guests. He went over “housekeeping” items for conducting the board business.

Debbie Dennison, KWIB staff shared in the passing of member, Dr. Julie Whitis, and called for a moment of silence. Roll was called and below were in attendance:

KWIB (Kentucky Workforce Innovation Board) MEMBERS PRESENT:

Kevin Smith	B&I	X	Kim Humphrey	B&I	X
Amy Luttrell	WF	X	Lt. Governor Jacqueline Coleman		
Heidi Margulis	B&I	X	Lynn Parrish	B&I	X
Kim Menke	B&I	X	Mary Pat Regan		
Lori Ulrich	B&I		Mayor Robert Blythe	Local	X
Scott Pierce	WF	X	Michael Buckentin (PROXY Megan Watkins)	B&I	X
Beth Davisson	B&I	X	Representative Bobby McCool	Legislative	
Jimmy Staton	B&I		Keith Sparks	B&I	X
Cora McNabb	CORE	X	Ryan Holmes	B&I	X
Dianne Owen	WF	X	Sadiqa Reynolds (PROXY) – Lisa Thompson	WF	X
Dr. Aaron Thompson (PROXY) – Rick Smith		X	Secretary Jamie Link (Dep Secr Wise)		X
Dr. Jason Glass (PROXY) – David Horseman		X	Secretary Larry Hayes (PROXY Sarah Butler)		X
Governor Andy Beshear			Secretary J. Michael Brown		
Pres Dr. Paul Czarapata		X	Senator Jimmy Higdon	Legislative	X
Dr. John Gregory	CORE	X	Sharon Price (PROXY James Cole)	WF	X
Jonathan Webb (PROXY Amy Samples)	B&I	X	Suhas Kulkarni	B&I	
Judge Exec. Micheal Hale	Local		Bo Matthews (PROXY Justin Browning)		X
Todd Dunn	WF		Tony Georges	B&I	X
Terry Sexton	WF	X	Karen Trial	B&I	X
Kevin Butt	B&I				

QUORUM REACHED – 18 members of 31 voting members attending were B&I / WF representatives (satisfying ROP)

Cabinet and administration Updates:

Deputy Secretary Vickie Wise, and Stefanie Ebbens Kingsley, Executive Director of the KWIB, shared updates provided Secretary Link of the newly merged Education and Labor Cabinet. In the 2022 Regular Session, the Kentucky General Assembly passed SB180, which was subsequently signed by Governor Beshear, merging the Kentucky Labor Cabinet and the Kentucky Education and Workforce Development Cabinet, forming the Kentucky Education and Labor Cabinet effective July 1, 2022. This merged cabinet will provide comprehensive services to Kentucky citizens and employers to address workforce development, participation, and protection. These services will include education, training, and apprenticeship opportunities; skills assessment; job placement; career services; workplace safety and health; workers compensation; and unemployment insurance. She welcomed Kim Menke as new Chair.

Statement from the Chair

Kim Menke, new Chair of the KWIB, thanked Kevin Smith, past-Chair of the KWIB for his help in transition and looks forward to getting more people involved in the workforce in Kentucky.

KWIB Business:

Stefanie Ebbens Kingsley updated the board on the work of the collaborative in state plan modification working groups, as well as preparing to gather and review the funding sources (federal and state) in the coming weeks. Information on the updated comments from the state plan can be viewed on the [website](#) and the edits will be sent to the Local Workforce Development Directors. The next full board meeting is May 23rd and the Metrics working group committee meeting is May 25th. Information on these and other meetings can be found on the KWIB site under [Schedule of Meetings](#).

She walked through the consent agenda and referred to the pre-read packet provided to the board members and touched on each topic briefly before asking for the Chair to adopt.

Consent Agenda items included:

- Minutes of March 17, 2022, Meeting –previous minutes were included in the pre-read materials for the meeting.
- One-Stop Certification Recommendations
- Work Ready Community Recommendations
- CTE Recommendations
- ~~Adopt By Law Changes~~ (originally on the agenda, was moved to August 18th meeting to allow for further discussion and review). Request to remove made by Kim Menke.

Heidi Margulis *motioned to approve the consent agenda as modified*; **Scott Pierce** seconded the motion. **Motion carried** unanimously.

Data/Metrics Update

Scott Secamiglio, Director of Visual and Analytics for KY STATS, updated the group on new reports that have been added to KYSTATS website. State that we are recovering faster than in 2008 after the recession.

Website updates include:

https://kystats.ky.gov/Reports/Tableau/2022_EnergyDash and further explore the KYSTATS reports on education and the workforce here > <https://kystats.ky.gov/Reports/Reports>

Committee work

Work Ready Communities Committee - Stefanie provided updates to include calls to be set up with stakeholders making sure we are measuring successes and identifying eligible workers in area, and will be reaching out to partners to help brainstorm other ways to center, highlight and lift up the Work Ready Community initiatives and tie it to other Cabinet Initiatives. Stefanie welcomed new members and for those interested, please reach out to her (sebbenskingsley@ky.gov) or Lori Ulrich, Chair (lulrich@fme.coop).

Workforce Participation and Sustainability Committee – Amy Luttrell, Committee Chair, shared with the committee that the **Family Resource Simulator (FRS)** video was completed and a plan to roll out to various audiences is being prepared. Additionally, we now have funding for analysis of the benefit cliff, building on information the FRS provides, to generate policy recommendations. This project is for a maximum of \$100,000.00 and expires December 2022. KWIB and Stefanie Ebbens-Kingsley are the leads on this project.

Amy shared that the *Veterans and Transitioning Servicemembers (VATS)* sub-committee had reconvened and are tying together current resources and identifying how the KWIB can assist those in that space. Dr. Gregory, Executive Director of the Office of Adult Education asked to be added to the sub-committee.

She also updated the board of the work the *Opportunity Youth and Young adults* sub-committee to include lifting up best practices for youth in each of the local workforce development areas. Additionally, the sub-committee is collaborating with the *Sector Strategies* sub-committee of the KWIB to review existing work-based learning (WBL) resources and to lift up communication pieces to encourage and educate employers on the pathways and resources available. For more information, please refer to past meeting minutes located on the KWIB site under [Schedule of Meetings](#).

Education attainment and Employer Engagement Committee – Beth Davisson, Committee Chair, shared updates to include the sector / career review that is currently underway through the Sector Strategies sub-committee. Work alongside KYSTATS and other shareholders is being conducted in hopes of sharing a formal process and recommendations at the next KWIB meeting.

Additionally, the Career and Technical Education (CTE) sub-committee continues to review submitted certification request in a more dynamic way. Information on the process and [current technical certifications](#) can be found by visiting the KWIB site.

Resource Alignment and Funding Committee – Kim Menke, KWIB Chair / Committee Chair, referred back to the comments made earlier by Stefanie Ebbens Kingsley about the metrics committee, and reminded the board that the active work being done through the Collaborative has included *State Plan* review required by the Department of Labor; *Metrics* review to identify funding allocations through WIOA, Wagner Peyser and other streams for review and discussion. *Memorandum of Understanding (MOU)* and *Infrastructure Funding Agreement (IFA)* review and statutory recommendations are ongoing.

New Business

Kim Menke, KWIB Chair, announced that Lori Ulrich of Fleming-Mason Energy, and Work Ready Communities Committee Chair has been named as Vice-Chair of the KWIB. Her service as a past local board chair provides

her with a unique understanding of the requirements and challenges in the local space. Kim also confirmed that Kevin Smith will continue to assist through the transition. Finally, the Bylaw discussion will be on-going and include restructuring the Executive Committee (discussion to continue on the number of years one can serve and number of members).

Closing comments

Kim reminded the board that the next board meeting will be on August 18, 2022, at 1:30pm and we will have an in-person option for board members and a virtual option as well for guests. Kim asked for any final comments and otherwise *motioned to adjourn*; **Scott Pierce** *seconded* the motion. **Motion carried.**

2:43PM **ADJOURNMENT**

DRAFT

THE KENTUCKY WORKFORCE INNOVATION BOARD

BY-LAWS

ARTICLE I

NAME AND AUTHORITY

The Kentucky Workforce Innovation Board (“Board”) has been established in accordance with the Workforce Innovation and Opportunity Act and is the State Workforce Development Board for Kentucky. The principal office of the Board shall be located at 500 Mero Street, 4th Floor, Frankfort, Kentucky 40601. The Board serves as the Governor’s advisory board for the Kentucky workforce development system. The Board was reestablished through Executive Order 2020-857, dated October 7, 2020, which is attached and hereby incorporated by reference. The following By-Laws contain the requirements specified in 20 C.F.R. § 679.110(d).

ARTICLE II

GOALS AND PURPOSE

SECTION 1. The primary goals of Kentucky’s workforce development system are to create and retain jobs in the Commonwealth by enabling Kentucky residents to acquire the competencies, skills, supportive services, and education necessary to support themselves and their families, and to provide Kentucky employers with a skilled and educated workforce to remain competitive in a dynamic global economy.

SECTION 2. The Board’s purpose is to assist the Governor in creating an integrated statewide strategic plan for the workforce development system of Kentucky which will link workforce policies, education and training programs, and funding with the economic development needs of the Commonwealth and its areas and regions. Specifically, in accordance with 20 C.F.R. § 679.130, the Board will assist the Governor with:

- (1) Development, implementation, and modification of the 4-year State Plan;
- (2) Review of statewide policies, programs, and recommendations on actions that must be taken by the State to align workforce;
- (3) Development and continuous improvement of the workforce development system which includes:
 - Identification of barriers and methods to remove barriers to better coordinate, align, and avoid duplication among workforce development programs;
 - Development of strategies to build career pathways for

priority of service participants with workforce investment activities, education and supportive services to enter or retain employment;

- Development of strategies to provide effective outreach and improved access for individuals and employers who benefit from the workforce development system;
- Expansion of strategies to meet the needs of employers, workers, and job seekers through industry or sector partnerships related to Kentucky's High Demand Industry Sectors;
- Identification of regions, including planning regions for WIOA Local, Regional & State Plan efforts, and the designation of local areas, in consultation with the Local WDBs and chief elected officials;
- Provide assistance to Local Workforce Development Boards (WDBs), One-Stop Operators, and Providers on continuous improvement of the one-stop delivery system in the local areas, including assistance with planning and delivering services, training and supportive services to support an effective delivery of services to workers, job seekers and employers;
- Development of strategies to support staff training and awareness across the workforce development system and its programs.
- Develop and update comprehensive State performance and accountability measures to assess core program effectiveness under WIOA sec. 116(b);

(4) Identification and dissemination of information on best practices, including best practices for:

- Effective operation of one-stop centers relating to the use of business outreach, partnerships, and service delivery strategies for serving individuals with barriers to employment;
- Effective training programs that respond in real-time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual's prior knowledge, skills, competencies, and experiences for adaptability, to support placement into employment or career pathways
- Development of effective Local WDBs, which may include information on factors that contribute to enabling Local WDBs to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measure of effectiveness;

(5) Development and review of statewide policies affecting the coordinated provision of services through the State's One-Stop

delivery system described in WIOA sec. 121(e);

- (6) Development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system described in WIOA [sec. 121\(e\)](#), including the development of:
 - Objective criteria and procedures for use by Local WDBs in assessing the effectiveness, physical and programmatic accessibility and continuous improvement of the one-stop centers. Where a Local WDB serves as the One-Stop operator, the State WDB must use criteria to assess and certify the one-stop center;
 - Guidance for the allocation of one-stop center infrastructure funds under WIOA [sec. 121\(h\)](#); and
 - Policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocation in the system;
- (7) Development of strategies for technological improvements to facilitate access to, and improve the quality of services and activities provided through the One-Stop delivery system;
- (8) Development of strategies for aligning technology and data systems across One-Stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures;
- (9) Development of allocation formulas for the distribution of funds for employment and training activities for adults and youth workforce investment activities, to local areas as permitted under WIOA secs. 128(b)(3) and 133(b)(3);
- (10) In conjunction with the Department of Workforce Development, preparation of the annual reports described in paragraphs (1) and (2) of WIOA sec. 116(d);
- (11) Development of the statewide workforce and labor market information system described in sec. 15(e) of the Wagner–Peyser Act; and
- (12) Development of other policies as may promote statewide objectives for and enhance the performance of the workforce development system in the State.

SECTION 3. The Board shall develop and issue policies, guidance, and manuals in coordination

with the Governor and the Department of Workforce Development.

The Office of the Kentucky Workforce Innovation Board (OKWIB), which provides administrative support and policy guidance to the Board, is located within the Education and Labor Cabinet's Department of Workforce Development (DWD). Under this structure, the OKWIB and the DWD staff shall assist the Board with the following required functions:

- 1) The One-Stop Certification process for all Kentucky Career Centers (KCC) shall be reviewed by appropriate DWD staff after completion by the Local Workforce Development Boards, and the Board shall vote to re-certify all Comprehensive, Affiliate, and Access Point sites after the DWD has determined the submitted certification applications contain all required information;
- 2) The Partnership Memorandum of Agreements and Infrastructure Funding Agreements (IFA) shall be negotiated by all partners in the respective KCCs for each local area and approved, as to form and legality, by the Education and Labor Cabinet's Workforce Development Legal Division. DWD and the Office of Administrative Services for the Education and Labor Cabinet will review and approve the IFAs submitted by the Local WDBs. All policy and guidance related to IFA formulas and identification of shared non-personnel costs to be included within the IFA shall be jointly issued by the Board and the DWD.

The DWD and the Board shall jointly issue policy/guidance at a regular interval regarding negotiated levels of performance. The negotiation of local area performance measures with the Local WDBs shall be conducted by Division of Technical Assistance in DWD. Any additional measurements for high performing Local WDBs will be issued jointly by the Board and the DWD and disseminated to the Local WDBs.

- 3) The Board and the DWD shall jointly issue the allocation formulas for the distribution of funds for employment and training activities for adults and youth workforce investment activities as permitted under WIOA sections 128(b)(3) and 133(b)(3).
- 4) The Board, relying on the technical expertise of the Kentucky Center for Statistics and their longitudinal data system, and Labor Market Information system, will jointly develop statewide workforce data collection tools and LMI systems described in sec 15(e) of the Wagner-Peyser Act.

ARTICLE III GENERAL MEMBERSHIP

SECTION 1. The composition of the Board and length of members' staggered terms is specified in Executive Order 2020-857 and aligns with the requirements of the Workforce Innovation and Opportunity Act. Members of the Board were initially appointed by the Governor to serve staggered terms and thereafter shall serve terms of three

(3) years. Board members representing the business and workforce categories shall not serve more than two (2) full, consecutive three-year terms. Any vacancy shall be filled for the balance of the unexpired term in the same manner as the original appointment. Members of the Board may continue to serve beyond the expiration of their terms until their successors are appointed. Should a member retire, or leave the industry in which they represent, the Governor's Office of Boards and Commissions will assess whether the member still meets the business and industry requirements for membership.

SECTION 2. The membership of the Board shall include thirty-one (31) voting members and nine (9) non-voting members appointed by the Governor. The Board membership shall reflect statewide geographic and diverse population representation. Members of the Board, and non-members serving on committees or workgroups, shall serve without compensation, but may be reimbursed for all actual and necessary expenses incurred in connection with their duties in accordance with state travel expenses and reimbursement administrative regulation.

SECTION 3. Board Member nominations shall be directed to the Governor's Office of Boards and Commissions, who shall bring forth eligible candidates for consideration by the Governor. The Governor shall appoint the Chairperson of the Board ("Board Chair") from the business representative membership to serve at the pleasure of the Governor. The Board Chair shall appoint a Vice-Chair and an Executive Committee. Executive Committee members shall serve a term of two (2) years, and no member shall remain on the Executive Committee for more than two (2) consecutive terms. The Executive Committee shall have at least seven (7) members and may have up to nine (9) members at the discretion of the Board Chair.

SECTION 4. As a general condition of Board membership, each appointed member or any authorized designee must have optimum policy-making authority as defined in 20 C.F.R. § 679.120. A member cannot represent an entity in more than one (1) of the following three (3) categories: business representatives, workforce representatives, or government representatives. Except where a single government agency is responsible for multiple required programs, a member shall not represent more than one (1) entity within a category.

SECTION 5. A Board member may resign at any time by filing a written resignation with the Board Chair, the Executive Director of the Office of the Kentucky Workforce Innovation Board ("Executive Director"), and the Governor's Office of Boards and Commissions. All vacancies shall be immediately reported, in writing, to the Executive Director, who shall notify the Commissioner of the Department of Workforce Development, the Secretary of the Kentucky Education and Labor Cabinet, and the Governor's Office of Boards and Commissions within five (5) business days of receiving notice of the vacancy.

ARTICLE IV

ETHICS AND CONFLICTS OF INTEREST

- SECTION 1.** Board members and the non-members serving on committees and workgroups of the Board are subject to the provisions of Executive Orders 2008-454 and 2009-882 as well as the gift and conflict of interest rules for Executive Branch public servants set forth in KRS Chapter 11A. Any unresolved conflict of interest issue shall be submitted to the Ethics Officer for the Kentucky Education and Labor Cabinet for review and recommendation.
- SECTION 2.** A member of the Board may not vote on a matter under consideration regarding the provision of services by such member (or by an entity that such member represents) or that would provide direct financial benefit to such member or the immediate family of such member.
- SECTION 3.** If a matter before the Board presents a conflict of interest for a Board member, she or he shall bring the conflict of interest to the attention of the Board Chair and shall recuse himself or herself from participating in discussion and/or voting on the matter by leaving the meeting. The member's recusal shall be reflected in the meeting minutes. The member may return to the meeting once the discussion and voting on the matter has concluded.
- SECTION 4.** It shall not be a conflict of interest for a Board member to serve on a Local Workforce Development Board, as defined by section 107 of Workforce Innovation and Opportunity Act. Members are required to adhere to Article IV, Section 3 of these By-Laws if a matter before the Board presents a conflict of interest with members' membership on a Local Workforce Development Board.

ARTICLE V

BOARD MEETINGS

- SECTION 1.** The Board shall meet at least four times each calendar year at such time and place as designated by the Board Chair in coordination with the Executive Director. In order to promote Board member participation at the meetings, members may attend in-person or through web-based video conferencing software (e.g., Zoom).
- SECTION 2.** The Executive Director shall provide members with a written schedule of all regular meetings for the upcoming year. Special meetings of the Board may be called by the Board Chair as circumstances require.

- SECTION 3.** Meeting information, including the dates, times, locations, video conference links, and agendas, for all Board meetings, Board committees and task forces, shall be posted on the Kentucky Workforce Innovation Board website.
- SECTION 4.** The Board Chair shall approve an agenda for each meeting. Members shall submit a written request for consideration of an agenda item to the Board Chair and Executive Director no less than five business days in advance of the meeting. The agenda item may be placed on the meeting's agenda at the discretion of the Board Chair in consultation with the Executive Director.
- SECTION 5.** If a Board member is unable to attend a meeting, he/she may assign a proxy or designee to attend the meeting on his/her behalf if the designee meets the requirements of 20 C.F.R. § 679.110(d)(4) and 20 C.F.R. § 679.120. If a member assigns a designee to attend a meeting, that member must notify the Board's Chair and Executive Director in writing at least 24 hours prior to the meeting date of the name of the designee and attest that the designee meets the applicable requirements of 20 C.F.R. § 679.110(d)(4) and 20 C.F.R. § 679.120.
- SECTION 6.** The Executive Director shall keep proper records of all meetings in typewritten form and maintain all records in accordance with the General Records Retention Schedule for State Agencies. The written minutes approved by the Board, Committee or Task Force shall be the official record. A copy of the official minutes shall be posted on the Kentucky Workforce Innovation Board website.
- SECTION 7.** In addition to attending Board meetings, Board members are invited and encouraged to participate in all workforce activities across the Commonwealth and in their respective areas, such as employer-focused meetings, hiring functions, and employer round table meetings. These activities aim to engage members in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities.

ARTICLE VI QUORUM AND ATTENDANCE

At all Board meetings, a quorum shall be a majority of the members appointed to the Board. Attendance is required at all meetings. Board members who miss more than two regularly scheduled Quarterly Business Meetings of the Board in a 12-month period may be subject to replacement at the discretion of the Governor upon the advice of the Board Chair and Executive Director as appropriate.

ARTICLE VII VOTING & NEW BUSINESS/MOTIONS

- SECTION 1.** New business orders or motions must be filed in writing with the Executive Director and Board Chair at least five business days before a regularly scheduled meeting of

the Board in order to be included on the agenda for that meeting. Orders or motions so filed with the Executive Director and Board Chair will be placed on the agenda and copies will be supplied to Board members in advance of the meeting. Requests for new business orders or motions filed later than five business days before the regularly scheduled meeting shall be placed on the agenda at the discretion of the Board Chair in consultation with the Executive Director.

SECTION 2. Votes of the Board shall be taken by voice vote.

SECTION 3. Any member may request immediate consideration of any matter on the agenda. If any member objects, objects to immediate consideration, the matter must be referred to the Chair for action at the next meeting, unless two-thirds of the members present approve immediate consideration.

ARTICLE VIII OPEN MEETINGS

SECTION 1. The Board shall adhere to Open Meeting requirements as specified in the Kentucky Open Meetings Act, KRS 61.800 *et seq.*

SECTION 2. All meetings of the Board shall be open to the general public. Those members of the public in attendance at any meeting of the Board may address the Board only with the prior approval or at the request of the Board Chair.

ARTICLE IX COMMITTEES AND TASK FORCES

SECTION 1. The Board shall establish an Executive Committee. The Executive Committee shall be made up of the Board Chair (who shall also be chair of the Executive Committee), the Vice Chair and include private industry and workforce representatives appointed by the Board Chair to ensure representation of the major groups identified in the Workforce Innovation and Opportunity Act. The Executive Committee is empowered to meet on an interim basis between regular full Board meetings and make emergency or time-sensitive decisions when necessary. The Executive Committee shall monitor the work of other Board committees, task forces, and the Board staff and make policy recommendations to the Board. Specifically, the Executive Committee may provide guidance and recommendations to the Board in the areas of strategic planning, legislation, operations, and other areas. The Executive Committee may also assist in the development of board meeting agendas.

SECTION 2. Issues that are of importance to the Board may be referred to a committee or task force. The Board Chair may appoint, authorize, or abolish committees, task forces

or other bodies to serve the Board. The Board may invite non-members, to be approved by the Board Chair, to serve on committees and task forces created by the Board.

SECTION 3. The Board Chair will appoint chairs to Board committees and task forces. Each committee or task force will have a specific mandate with clear timelines for addressing the questions put to them by the membership or the appointing authority. Board staff shall provide a resource person for each committee upon consultation with the committee chairperson. The committees may be staffed and attended by other workforce partners, education partners, or interested non-profit partners who express an interest in the subject matter but are not full members of the Board.

SECTION 4. Meetings of committees may be called by the committee chairperson. Committees may hold meetings concurrently with other committees. All committee members shall be notified in writing as to the date and time of the committee meeting.

SECTION 5. All recommendations of these committees and task forces will be referred to the full Board membership.

ARTICLE X CONDUCT OF MEMBERS

SECTION 1. When a member speaks, he or she shall address the Board Chair and confine his or her remarks to the question under debate.

SECTION 2. No member shall be interrupted while speaking except by their consent or by a point of order; nor shall there be any conversation among the members while a question is being stated, while a member is speaking, or while there is a presentation before the Board.

SECTION 3. Board members shall strive to make their remarks succinct and productive to the discussion while speaking on any question where debate is unlimited. The Board Chair shall control Board discussions and may limit the amount of time a member may speak on a topic.

ARTICLE XI PARLIAMENTARY PROCEDURE

The Board shall be governed based upon the general premises of Robert's Rules of Order, in all questions of parliamentary procedure not provided for by these By-Laws. Board members may ask questions during meetings as a point of order or point of clarification.

ARTICLE XII
ADOPTION AND AMENDMENT OF BY-LAWS

- SECTION 1.** These By-Laws were discussed and voted on at the August 19, 2022 meeting of the Board and became effective on August 20, 2022. The By-Laws became effective with the approval of a majority of members present and voting.
- SECTION 2.** The membership shall have the power and authority to alter, amend, or repeal these By-Laws at a subsequent regularly scheduled Board meeting by the majority vote of the Board members present. Advance notice of intent to alter, amend or repeal the By-Laws must be given in writing to the members at least twenty (20) business days prior to the scheduled vote.
- SECTION 3.** Advance notice of intent to alter, amend, or repeal any policies, procedures, or guidance shall be provided by the Executive Director to the Commissioner of the Department of Workforce Development, the Secretary for the Education & Labor Cabinet, and the Governor's Office.

Governor Andy Beshear

Stefanie Ebbens-Kingsley
Exec. Director of the Office of the Board

Kim Menke, Board Chair

Program Area/ Program	Career Pathway / Program of Study	CIP Code(s)	2021-2022 Industry Certification Name / Industry Certification Stacked Credentials	Phase-Out	High Demand	Date Received	Recommended addition to Valid Industry Certification List? Yes/No	BEAT Recommendations	Date Presented for Sub- Committee
Construction	Non-applicable	NA	MACC Tech		HD	4/4/2022	YES	The Construction BEAT recommends the addition of the MACC Tech Certification to Industry Certification List. MACC Tech stands for Mining, Asphalt, Concrete & Construction Technology. This certification does not align to a specific CTE pathway in the Program of Studies but is highly supported by Business and Industry and is recommended to be available for schools who choose to offer a local pathway.	6/15/22
Transportation	Non-applicable	NA	Equipment and Engine Training Council Certification			5/2/2022	YES	The Transportation BEAT recommends the addition of the EETC certification to the Valid Industry Certification list based on BEAT committees review. This certification does not align to a specific CTE pathway in the Program of Studies but to a local pathway within a district.	6/15/22



2022 Work Ready Communities (WRC) Review Committee Pre-Read August KWIB Board Meeting

Recommendation

The WRC Review Committee recommends that the KWIB approve the following recertification and extension requests.

County	WRC Status
Daviess (WR)	Work Ready Recertification
Pulaski (WR)	Work Ready Recertification
Christian County (WR)	3-Year Extension

Recommendation

The following Kentucky Career Centers have been reviewed and recertified by their respective local Workforce Investment Boards.

KWIB staff have received and reviewed all necessary documentation required for certification.

LWDA	Center Location	Center Type
EKCEP	Prestonsburg	Comp
EKCEP	Harlan	Affiliate
EKCEP	Manchester	Affiliate
EKCEP	McKee	Affiliate
EKCEP	Pineville	Affiliate
EKCEP	Whitesburg	Affiliate
EKCEP	Barbourville	Affiliate
EKCEP	Jackson	Access Point
EKCEP	Louisa	Access Point
EKCEP	West Liberty	Access Point
NKY	Florence	Affiliate
NKY	Covington	Comprehensive
Bluegrass	Georgetown	Comprehensive
Bluegrass	Danville	Affiliate
TENCO	Ashland	Comprehensive



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	Kentucky Career Center JobSight, Whitesburg - 417 Hwy 2034, Whitesburg, KY 41858
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	The Business/Employer Solutions Functional Team (BESFT) leader, Lisa Bentley, provides both leadership and coordination of business/employer services with members of the Business/Employer Solutions Functional Team. The KCCJ, Whitesburg BESFT provides services to employers in Letcher County through outreach, site visits, on site at the center and by direct linkage through technology. Refer to Standard Operating Procedures (SOP)	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	The KCCJ, Whitesburg Business and Employer Services Functional Team has resources available to connect with employers in a timely, extensive, comprehensive and/or customized manner if needed. BESFT assists employers with candidate screening, recruitment, and events. The KCCJ,Whitesburg BESFT is provided or has access to a business telephone, laptop, smartphone, and/or other technology required to meet the needs of jobs seekers and employers. The BESFT leader and members share important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area business/employer meetings. Business/employers surveys are conducted quarterly and results are shared with the BESFT, Center Management Functional Team and the BEST that represents the Southeast Community and Technical College service area. When a business/employer has a workforce need, such as a job fair or on-the-job training, a BEST/BESFT team member immediately pulls together key team members to develop a plan of action based on the timeframe set forth by the business/employer. BEST/BESFT members have appropriate technology to interact with any business/employer in need of services.	

B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.		
	YES or NO:	YES	
	Please Describe Below:		
	BEST members regularly communicate with the BESFT members. The KCCJ, Whitesburg BESFT communicates employer driven information such as job fairs and other recruiting events, as well as pertinent information to front line staff via e-mail, telephone, social media, and in person. Business/employer surveys are conducted quarterly and distributed at multi-employer job fairs to obtain immediate feedback from those employers. Survey results are shared with BESFT, CMFT and BEST. BEST members regularly meet with BESFT members. The BEST/BESFT shares important information with center staff regarding job fairs and other recruiting events, as well as other business/employer driven information. This communication may occur through email, functional team meetings, and quarterly KCCJ, Whitesburg Partner Meetings.		
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.		
	YES or NO:	YES	
	Please Describe Below:		
	The KCCJ, Whitesburg reception staff is aware and knowledgeable of the BEST and processes needed to link employers with the team for maximum efficiency and effectiveness. Reception staff refers a business/employer to the sector leader and/or BESFT member who specializes in the appropriate sector for the business/employer.		
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.		
	YES or NO:	YES	
	Please Describe Below:		
	BEST/BESFT members record all appropriate business/employer related activities into Salesforce as soon as allowable. Reports are generated by the BEST leader and shared with BESFT leader. BESFT leader then shares reports with the Center Management Functional Team to ensure consistency and to improve upon business/employer engagement.		

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.		
	YES or NO:	YES	
	Please Describe Below:		
	BEST/BESFT members receive an orientation and overview of business/employer services on a case-by-case basis within the first four months of employment. Staff members evaluate their skills and develop their own Individual Staff Development Plan (ISDP), which is reviewed by the supervisor and the BESFT team leader to ensure that team skills and knowledge are developed uniformly for the team.		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		

	Please Describe Below:
	Job seekers who utilize the KCCJ, Whitesburg are offered multiple avenues to access one-stop partner services through the local workforce system. Job seekers may visit the KCCJ, Whitesburg Affiliate Career Center in person to receive services at 417 Highway 2034, Whitesburg, KY. Job seekers may also call the office at 606-633-3154. Referrals may me made to partners that are both on and off site. When the partner is off site, access is available by telephones provided on site or through direct linkage via available technology. Job seekers have direct linkage access through technology to schedule online appointments and Job Club attendance through the use of Skype, Zoom and other video conferencing technology. Job seekers may also use the following websites for information about the workforce system online: 1) EKCEP LWDA website address at www.jobsight.org, 2) Kentucky Career Center website address at www.kcc.ky.gov, and 3) Citizen Connect website at www.citizenconnect.ky.gov. A referral may be made for the job seeker to visit the KCCJ, Hazard Comprehensive Center that is also located within the EKCEP LWDA. Customers may also find available services online at www.jobsight.org or www.kcc.ky.gov.

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart	
		<input checked="" type="checkbox"/>	2. Standard operating procedures	
		<input type="checkbox"/>	3. Other (please list below):	
		Click or tap here to enter text.		
YES or NO:		YES		
Please Describe Below:				
The KCCJ, Whitesburg offers a seamless communications process in place for job seeker services. KCCJ, Whitesburg staff follow the job seeker/customer flow chart to ensure all customers are routed through the proper channels for services needed. The flow chart is in place to allow the development of basic structure for customer relations management and improves customer services. The SOP also creates a clear understanding of center operations, partnerships, and services to acieve efficiency, quality output, outcomes, and uniformity of performance while reducing miscommunication and non-compliance.				
B.	A seamless customer flow process is integrated across all partners through activities including:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation	
		<input checked="" type="checkbox"/>	2. Management of the resource room	
		<input checked="" type="checkbox"/>	3. Workshops	
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)	
		<input checked="" type="checkbox"/>	5. Assessments	
		<input checked="" type="checkbox"/>	6. Customer follow-up	
		<input checked="" type="checkbox"/>	7. Referrals	
		<input type="checkbox"/>	8. Other (please list below):	
	Click or tap here to enter text.			
	YES or NO:		YES	
	Please Describe Below:			
The KCCJ, Whitesburg offers a seamless customer flow process that is integrated across all partners. KCCJ, Whitesburg staff welcomes all new or returning customers entering the building and begins the intake process including an informal assessment/orientation. Once a job seekers needs are determined, a referral to the Resource Room may be made for self or staff-assisted basic career services. Resource Room computers provide access to job search on Focus Career and registration in Citizen Connect. Initial resumes may be created in Focus Career or Career Coach for job matching and referral. Job seekers may attend a variety of informational workshops such as Labor Market Information (LMI) or work preparation workshops such as Job Clubs, Interview Preparation, and Ethics SENSE. Job Seeker Solutions Functional Team members work together to provide basic career services and, if needed, may refer the job seeker to other team members that specialize in individualized career services, training services and follow-up services. The job seeker may receive an Individual Employment Plan (IEP), comprehensive assessments, and one-on-one Career Counseling and planning for more intensive services, including a targeted resume and cover letter. If appropriate, internships, registered apprenticeships, or work experience placements may also be considered. Job Seeker Solutions Functional Team members can also				

	<p>assist job seekers who are interested in developing additional skills to increase their competitiveness to get a better job through training services such as short-term or long-term occupational skills training or on-the-job training. They may also assist job seekers who will be attending Pell-eligible training with financial aid applications, if requested. Job Seeker Solutions Functional Team members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up services are provided for up to one year after the first day of employment, and may include career counseling and referrals to partners for any supports that may be needed for job retention.</p>		
C.	All customers are provided/offered alternative activities or options during wait times:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>The Kentucky Career Center JobSight, Whitesburg has a TV in the lobby/waiting area that serves as an informational screen that highlight services. Customers are able to view a screen that includes available services, a calendar of events, general announcements, and “Hot Jobs” listings for the area. The lobby/waiting area also includes a job seeker events board, job fair flyers, newspapers, and brochures about the services offered at the center. Job seekers may also utilize computers in the Resource Room for job search and/or basic resume development on Focus Career and/or Career Coach while they are waiting to see JSSFT staff for additional services.</p>			
D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers’ needs and goals:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>Reception staff welcomes a new customer and begins intake and initial assessment process. The job seeker is assisted with intake, orientation, and initial assessment. Upon completion of these initial services, the job seeker is referred to the Resource Room to register in Focus Career and begin self-directed basic career services such as job search, basic resume development, and/or labor market information. The job seeker may be referred to a Job Seeker Solutions Functional Team member for staff-assisted basic career services. The KCCJ, Whitesburg utilizes an integrated case management system. New job seekers also register in Citizen Connect and JSSFT members continue to document services provided to them through Staff Connect in the KEE Suite system. If staff is not immediately available when a referral is made, the job seeker may view the TV monitor in the lobby, which provides a calendar of events and announcements about “Hot Jobs” and center services. New or returning job seekers may be referred to other Job Seeker Solutions Functional Team members for additional basic career services, individualized career services, or training services in order of priority, based on determination of services needed during initial assessment. Career counseling and planning is available to job seekers for many of the individualized career services and training services. Customers with disabilities may receive accommodations, if requested, through assistive technology, special materials, and JSSFT members at the KCCJ, Whitesburg.</p>			

E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.
		<input type="checkbox"/>	4. Other (please list below): Click or tap here to enter text.
	YES or NO:	YES	
Please Describe Below:			
The KCCJ, Whitesburg has a rotation of designated and trained staff that meets and assists customers as they enter the center in a timely, friendly, professional, and responsive manner. If there is a wait time, it is clearly communicated to each customer. Each member that is on reception rotation is cross trained and has the ability to inform customers of all partners services, refer customers to appropriate services, and provide initial intake on incoming customers.			

F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.		
	YES or NO:	YES	
	Please Describe Below:		
	The KCCJ, Whitesburg rotates staff to assist customers in the resource center. Each member that is on rotation is cross trained and has the ability to inform customers of all partners services, refer customers to appropriate services and provide initial intake on incoming customers. They are also aware of assessments, job search assistance web sites, and tools available through handouts, pamphlets, and computers.		

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below): Click or tap here to enter text.
	YES or NO:	YES	
Please Describe Below:			
Appropriate training, according to specialty areas, is provided to center staff to assist in maintaining the expertise needed to deliver services to job seekers at the KCCJ, Whitesburg. Required training is provided to all center staff, and functional team leaders may request special training for their team members, as needed.			

B.	The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input checked="" type="checkbox"/>	2. Online surveys
		<input checked="" type="checkbox"/>	3. Personal interviews (open-ended)

		<input type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
Customers are given a paper Kentucky Career Center Job Seeker Survey to complete at the end of their visit to rate the services received from the Kentucky Career Center JobSight, Whitesburg. Online surveys can also be offered through some KCCJ partners. At the beginning of each visit, staff discusses the expectations of the visit with the job seeker. At the conclusion, staff asks the job seeker to complete the survey to rate the services and comment on the success of the visit. Wait times are recorded and tracked for each job seeker in the customer sign-in log at the Kentucky Career Center JobSight, Whitesburg. The monthly average wait times and survey responses are compiled and discussed each month at the KCCJ, Whitesburg Partner Meeting.			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/>	5. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			
The Kentucky Career Center JobSight, Whitesburg is open from 8:00am to 4:30 pm Monday through Friday. Staff are available after hours as requested for customers and employer needs. WIOA Adult, Dislocated Worker, & Youth formula programs, Wagner-Peyser, Office of Vocational Rehabilitation (OVR) and Career Development Office (CDO) are full-time partners at the KCCJ, Whitesburg. Office of Adult Education (OAE) is available via referrals.			
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	YES	
	If yes, complete section below with check boxes		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
Click or tap here to enter text.			
If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:			
Click or tap here to enter text.			
C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage

		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line	
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)	
		<input checked="" type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g.,phone, email, internet, and Skype)	
		<input type="checkbox"/>	7. Other (please list below):	
		Click or tap here to enter text.		
YES or NO:		YES		
Please Describe Below:				
KCCJ, Whitesburg provides free parking, including handicapped parking adequate for the average level of customer traffic. There is a total of 110 parking spaces, with 6 handicap accessbile spaces, 5 of which are van accessible. Assistive technology is provided for customers as needed. The Job Seeker Solutions Functional Team maintains language and literacy services for all customers as needed. KCCJ, Whitesburg is located in a convenient and central location in Whitesburg that is easily located and accessible to customers. The KCCJ, Whitesburg is open from 8:00 am - 4:30 pm Monday through Friday. Staff is available after hours, when requested, for employed customers and employer needs. WIOA, OVR and CDO are full-time partners at the KCCJ, Whitesburg. Customers' timely access to staff is ensured via phone, email, social media, KCC state website (www.kcc.ky.gov), EKCEP LWDA KCC JobSight website (www.jobsight.org), and through referrals made by the front desk staff.				
D.	The Affiliate Center has a professional and welcoming appearance including:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings	
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies	
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff	
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms	
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior	
		<input type="checkbox"/>	6. Other (please list below):	
	Click or tap here to enter text.			
	YES or NO:		YES	
	Please Describe Below:			
The Kentucky Career Center Jobsight, Whitesburg has clean and well maintained furnishings. All staff have reviewed and follow a formal written dress code. Staff maintains a neat and professional appearance at all times, and wear KCC name badges to indicate they are an employee of the Center. Janitorial staff is contracted to clean the building, including restrooms, on a daily basis. CMFT Lead and Childers Oil are responsible for maintaining the parking lot and windows. Childers Oil is responsible for the landscaping and upkeep of the building exterior.				
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed	
		<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space	
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing	
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events	
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs	
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services	
		<input checked="" type="checkbox"/>	7. Fully equipped resource room	
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage	
	<input type="checkbox"/>	9. Other (please list below):		
Click or tap here to enter text.				
YES or NO:		YES		
Please Describe Below:				

	The Kentucky Career Center Jobsight, Whitesburg offers adequate office and classroom/training space. When a greater level of privacy and confidentiality is needed and/or requested, private office space is available. There is a large conference room that hosts meetings, trainings, and employer events. The resource room is equipped with telephones, computers and resources available for customers when training and testing is required. KCCJ, Whitesburg also has the capability to provide vdeo conferencing through Skype and other technologies when needed for training or other services. The Center has sufficient modular/multi-purpose space that is adaptable to meet changing needs. The KCCJ, Whitesburg has a well designed layout for clear navigation and smooth customer flow with appropriate interior signage.		
F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
		<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
		<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
		<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
		<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	Choose an item.		
Please Describe Below:			
The Kentucky Career Center JobSight, Whitesburg has a written emergency response plan located at the front desk and in the conference room for convenience. A copy of the emergency response plan is also located in the Master File. The plan has been reviewed with all center staff, and they have signed the plan noting their understanding. The KCCJ, Whitesburg facility is designed with easy exits for evacuation should an emergency occur. The center conducts fire and safety drills annually, and fire extinguishers are regularly maintained. Confidential information, both paper and electronic, is kept secure and locked if unattended. All new center staff receive safety and security training the first week of employment with the Center. Training is coordinated by the CMFT lead.			

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
		<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/>	3. Single calendar of events
		<input checked="" type="checkbox"/>	4. Shared infrastructure items
		<input checked="" type="checkbox"/>	5. Common break room for partner staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			
The Kentucky Career Center JobSight, Whitesburg staff rotates reception duties, and all staff are on-site partners as outlined in the EKCEP LWDA MO/IFA. All KCCJ, Whitesburg staff act in a professional manner at all times and they are cross-trained to quickly and efficiently connect customers with the services and staff they need. Integration of services involves all center staff working together to deliver services by functional team specialty rather than by partner agency. The Resource Room is staffed by KCCJ, Whitesburg partners that are available to assist customers as needed according to the Resource Room Partner Schedule. The schedule is organized by JSSFT lead, who works with the CMFT lead to ensure that staff coverage is sufficient for customer traffic throughout each day. Resource Room supplies are included as a shared cost to all partners as outlined in the MOU/IFA, and are provided by WIOA Adult, Dislocated Worker, and Youth as a non-cash contribution. The CMFT maintains a calendar of events on a shared calendar, which may be viewed by all KCCJ, Whitesburg staff.			

	Individual staff schedules are not included on the calendar. The cost of infrastructure items are shared by fulltime partners. A common break room is available for all staff which includes a refrigerator, microwave, and a sink, along with basic kitchen items.		
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
	YES or NO:	YES	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
	1.	Center Management Functional Team - Abby Little	
	2.	Job Seeker Solutions Functional Team - Keith Banks	
	3.	Business / Employer Solutions Functional Team - Lisa Bentley	
	Please Describe Below:		
	The KCCJ, Whitesburg has established three functional teams. The Business/Employer Solutions Functional Team (BESFT), which is composed of BEST members who work on-site at the center to meet the needs of businesses/employers. The Job Seeker Solutions Functional Team (JSSFT) serves job seekers by providing basic career services, individualized career services, training services, and follow-up services. Center Management at the KCCJ, Whitesburg is maintained through the Center Management Functional Team (CMFT). The CMFT provides leadership and coordination of the day-to-day operations as well as for the integration of services for all partner staff at the KCCJ, Whitesburg.		
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Maintenance and janitorial services
		<input checked="" type="checkbox"/>	2. Safety and emergency procedures
		<input checked="" type="checkbox"/>	3. Security
		<input checked="" type="checkbox"/>	4. Equipment, including computers
		<input checked="" type="checkbox"/>	5. Parking
		<input checked="" type="checkbox"/>	6. Keys
		<input checked="" type="checkbox"/>	7. Facility renovation, as needed
		<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams
		<input checked="" type="checkbox"/>	9. Oversight of customer flow
		<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities
		<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff
		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules
		<input type="checkbox"/>	13. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			

	<p>The KCCJ, Whitesburg CMFT Lead has been approved by the LWDB and ensures efficient and successful day-to-day operations of the facility. The CMFT Lead coordinates and/or initiates maintenance and repair requests of the center and its equipment to the appropriate person. The team lead also ensures staff have reviewed the Center safety and emergency procedures and is aware of building security through discussion during team meetings. If parking lot or facility renovations are required, the CMFT Lead will ensure requests are made to the facility owner, Childers Oil, in an appropriate and timely manner. Keys to the facility are given to KCCJ, Whitesburg staff upon hire. If a key is lost or stolen, it is reported to the CMFT Lead who ensures a replacement is made and given to the employee. The CMFT Lead above all else, provides leadership, coordination, and communication for all functional teams by participating in team meetings and partner meetings. Customer flow is outlined in the Job Seeker Customer Flow Chart and is reviewed by the CMFT Lead to ensure processes flow seamlessly and to ensure the flow is followed by all Center staff. The Partner Schedule and monthly calendar is also reviewed and coordinated by the CMFT Lead.</p>		
I.	<p>Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	<p>KCCJ, Whitesburg CMFT Lead maintains the Center Organizational chart, along with the functional team organizational chart. CMFT members communicate regularly with center staff through internal communications, monthly partner meetings, new hire orientations, and other meetings as necessary. All new KCCJ, Whitesburg staff receive employee orientation which covers the management structure and individuals responsible for all activities.</p>		

Continuous Improvement

A.	<p>The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:</p>		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input checked="" type="checkbox"/>	4. Other (please list below): Google Meet and Zoom
Please Describe Below and Include Minutes of at Least One Meeting:			
<p>The BEST holds quarterly meetings via Zoom, and meetings are recorded. The members share information regarding employer needs and challenges, and solutions to these needs and challenges.</p>			
B.	<p>Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	<p>The EKCEP LWDA and/or its One Stop Operators coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points centers to define goals and needs. The outcomes are then reviewed and shared at the EKCEP Kentucky Career Center JobSight Annual Meeting.</p>		
C.	<p>The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	<p>The EKCEP LWDA and/or its One Stop Operators coordinate and communicate with staff and management at all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Point centers. KCCJ, Whitesburg Center staff communicate suggestions and concerns through partner supervisors and/or functional team leaders. The functional team leaders direct the suggestions and/or concerns to the Center Management Functional Team. Refer to SOP, KCCJ, Whitesburg Functional Team Organizational Chart</p>		
D.	<p>The Affiliate Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.</p>		
	YES or NO:	YES	

	Please Describe Below:
	Each partner agency within the KCCJ, Whitesburg requires staff development and training appropriate staff's function. Additional training is identified by functional team leaders and the CMFT to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or functional team leaders is outlined in the KCCJ, Whitesburg Staff Development Plan for each fiscal year.
E.	The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.
	YES or NO: YES
	Please Describe Below:
	Functional Team Leaders request and develop additional training in specific areas of expertise and that are beneficial for the team members. Each staff at the KCCJ, Whitesburg is required to complete and maintain an Individual Staff Development Plan (ISDP) related to their specific position at the center.
F.	The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.
	YES or NO: YES
	Please Describe Below:
	All KCCJ, Whitesburg staff possess the needed credentials relevant to their area of expertise at the center. Staff receive ongoing professional development and continuing education. They update their certifications and place recent certificates in the (ISDF) in the Master File located in the offices of the One Stop Operator.
G.	The Affiliate Center arranges for team building training for all partner staff, if applicable.
	YES or NO: YES
	Please Describe Below:
	The KCCJ, Whitesburg Center Management Functional Team works together to determine trainings that would be beneficial to the center as a whole.
H.	The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.
	YES or NO: YES
	Please Describe Below:
	The KCCJ, Whitesburg tracks customer feedback by providing a Job Seeker Survey that collects job seeker feedback and activity while receiving services in the center. The KCCJ, Whitesburg JSSFT Lead calculates wait times and customer volume from information recorded on the job seeker sign-in sheet located at the reception desk.
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.
	YES or NO: YES
	Please Describe Below:
	Upon sign-in, customers must complete the referral form, which includes customer demographic information. This information is then logged into KEE Suite and/or Case Management System (CMS). All on-site partners use either KEE Suite or CMS to track and report data including demographics such as veteran status, individuals with disabilities, education, and age.
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.
	YES or NO: YES
	Please Describe Below:
	All business/employer information and activities are entered into Salesforce-KIBES.
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.
	YES or NO: YES
	Please Describe Below:
	Business/employer sector is a required field when entering information into Salesforce-KIBES.
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.

	YES or NO:	YES
	Please Describe Below:	
	The Kentucky Career Center Jobsight, Whitesburg collects job seeker surveys and employer, either by paper or electronic. The surveys are used to guage customer satisfaction, and are reviewed at the monthly KCCJ, Whitesburg Partner Meeting.	
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.	
	YES or NO:	YES
	Please Describe Below (include Outreach specifics):	
	The CMFT leader ensures the team communicates on a regular basis. The leader and team discuss recruitment and outreach activities with external partners regularly via email, and during quarterly partner meetings. Information is also shared with stakeholders, LWDB and/or other entities as needed.	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach
	<input type="checkbox"/>	3. Other Outreach (please list):
		Click or tap here to enter text.

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Strategic Planning/Innovation

Strategic Goals

Goal	Expected Metrics/Outcomes	Steps to meet Metrics/Outcomes	How Outcomes are Tracked
1. Increase referrals/ seamless handoffs to support services	Provide one (1) referral to 25% of clients	Reach out to support services with jobseeker present, or facilitate a warm handoff to services by sharing the client's needs with support services.	Utilization of referral form
2. Increase workshop participation	Increase by 10%	Increase advertising via social media platforms	Sign-in sheets/ Spreadsheets
3. Increase partner participation	Maintain consistent partner representation	Partner outreach and follow-up	Sign-in sheets/ Spreadsheets
4. Improve jobseeker survey and increase client completion of surveys	Transition to virtual survey and increased completion rate of 10%	Revise survey to ensure questions are relevant and helpful for continuous service improvement. Ensure clients are given link to survey.	Survey responses
5. Increase community outreach	Increased foot traffic and/or incoming referrals/ new clients by 5%	Participate in community events on a monthly basis. Increase social media footprint.	KEESUITE will track new clients

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:
KCCJ, Whitesburg keeps their focus on the clients they serve. Staff at the center make every effort to ensure clients have a good first impression since it can make or break relationships and trust between the center, clients, and future clients via word-of-mouth. Staff understands that being transparent with clients is important to maintain those relationships, and they work hard to meet and exceed clients' expectations.

2020 Application/Review Form

Access Point Standards



An Access Point is a physical location where job seekers and employers can receive information on how to access programs, services and activities of the required one-stop partners' programs. One-stop partner staff may also utilize an Access Point to meet with customers, as needed.

In order to supplement and ensure physical and programmatic accessibility, effectiveness and continuous improvement of our workforce services network, below are the minimum standards for the identified Access Points.

Location:	KCC JobSight, West Liberty: 151 University Drive, West Liberty, KY 41472
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A.	This Access Point will have one designated point of contact. This Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate Career Centers.	
	YES or NO:	YES
	Please Describe Below:	
	Workforce Services Director, Wendy Crain-Lawson will be the point of contact for this location. 606-743-3133.	
B.	This Access Point will provide current information (e.g. posters, flyers, pamphlets, binders, etc.) on the six core programs (and may include other required one-stop partners' programs) to job seekers and employers. Materials will be reviewed quarterly to ensure that information is current.	
	YES or NO:	YES
	Please Describe Below:	
	Materials are provided for partners' programs and job seeker information along with an 8 computer resource room.	
C.	The point of contact at this Access Point will be required to participate (in-person or via conference call) in regular partner staff meetings to maintain current knowledge for appropriate information and referrals for job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	
	The point of contact will be available to participate as needed.	
D.	To ensure continuous improvement, the point of contact and/or other qualified individuals will participate in training or educational opportunities offered through the workforce system.	
	YES or NO:	YES
	Please Describe Below:	
	The point of contact will participate as needed.	
E.	At a minimum, this Access Point has computer and internet access available to customers.	
	YES or NO:	YES

	Please Describe Below:	
	We have a resource room with 8 resource computers for clients to use. Internet is available.	
F.	Is this Access Point location ADA Compliant?	
	YES or NO:	YES
	If No, Please Describe Below issues preventing ADA Certification:	
	Click or tap here to enter text.	
If Yes, What is the date of the ADA Certification (attach ADA Certification letter/documentation to application):		
April 2022		



WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement and;

Evaluations of physical and programmatic accessibility must include how well the Kentucky Career Center (KCC) ensures equal opportunity for individuals with disabilities to benefit from KCC services

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures

Strategic Planning/Innovation must outline the Centers’ goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	Kentucky Career Center Jobsight - Prestonsburg Comprehensive 686 N. Lake Drive Prestonsburg, KY 41653
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A.	The Local Workforce Development Board (LWDB) has established a Business/Employer Services Team (BEST), whose members are one-stop partners that administer programs, services and activities through the Workforce Innovation and Opportunity Act (WIOA), which include but are not limited to:			
	YES or NO:		YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth Formula programs	
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)	
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program– Career Development Office (CDO)	
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)	
		<input type="checkbox"/>	5. Other (please list below):	
	Click or tap here to enter text.			
	Please Include the Membership Roster:			
	The EKCEP Local Workforce Development Area (LWDA) and East Kentucky Workforce Innovation Board (EKWIB) have established a comprehensive Business/Employer Services Team (BEST) inclusive of multiple workforce and economic development agencies, including but not limited to: WIOA Title I – Adult, Dislocated Worker and Youth Formula programs; WIOA Title II – Adult Education and Literacy programs; WIOA Title III – Wagner-Peyser Act Employment Services; WIOA Title IV – Rehabilitation Services; Title I – Job Corps; Carl D. Perkins Career & Technical Education Post-Secondary Programs; multiple Chambers of Commerce; One East Kentucky; Kentucky Highlands Investment Corporation; Kentucky River Area Development District; and Hazard-Perry County Economic Development Alliance.			
Refer to the Standard Operating Procedures (SOP)				
B.	The BEST consists of dedicated staff of the center and/or partners in the Local Workforce Development Area (LWDA) to include a local team leader, appointed by the LWDB after consultation with local partner agency managers.			
	YES or NO:		YES	
	Please Describe Below:			
	The BEST consists of dedicated staff that are located on-site, as well as off-site partners in the LWDA, and includes a local team leader appointed by the LWIB. The Business/Employer Solutions Functional Team (BESFT)			

	only includes staff located at the center.	
	Refer to KCCJ, Prestonsburg Business/Employer Services Functional Organizational Chart	
C.	The BEST provides services to employers through outreach, on site at a Kentucky Career Center (KCC) location, and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below (Include Definition of Outreach):	
	BEST/BESFT provides business/employer services on-site, in-person or through technology, such as email and phone calls.	
	Refer to SOP, and EKCEP LWDA MOU/IFA	

Effectiveness

A.	In order to initiate, establish and grow relationships with industries and employers, the local team leader is the single point of contact of the BEST. The team leader establishes goals and coordinates the assignment of members to target industry sectors. Each industry sector has an expert identified that is available to assist the team with sector related resources.	
	YES or NO:	YES
	Please Describe Below:	
	The BESFT leader may serve as the single point of contact for businesses/employers, or may assign another team member that specializes in the corresponding sector to be the single point of contact. Refer to SOP; KCCJ, Prestonsburg Business/Employer Services Functional Organizational Chart; Business/Employer Services Binder located in the Master File.	
B.	The BEST has the capacity to connect employers to timely, extensive, comprehensive and customized solutions. These include, but are not limited to, candidate screening, referral to job openings, recruitment activities, and events. The BEST has appropriate technology for interacting with employers (e.g. business phone, laptop, Smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	When a business/employer has a workforce need, such as a job fair or on-the-job training, a BEST/BESFT team member immediately pulls together key team members to develop a plan of action based on the timeframe set forth by the business/employer. BEST/BESFT members have appropriate technology to interact with any business/employer in need of services.	
C.	The BEST communicates employer-driven information to front line staff in the Kentucky Career Center(s) to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	
	BEST members regularly meet with BESFT members. The BEST/BESFT shares important information with center staff regarding job fairs and other recruiting events, as well as other business/employer driven information. This communication may occur through email, functional team meetings, and monthly KCCJ, Prestonsburg Partner Meetings.	
D.	Reception staff are aware of the BEST and refer employer customers to BEST members appropriately and efficiently.	
	YES or NO:	YES
	Please Describe Below:	
	Reception staff at the KCCJ, Prestonsburg refers a business/employer to the sector leader and/or BESFT member who specializes in the appropriate sector for the business/employer.	
	Refer to KCCJ, Prestonsburg Industry Sector Flow Chart; Business/Employer Services Binder located in the Master File.	
E.	The BEST shows evidence of business partner relationships.	
	YES or NO:	YES
	<input checked="" type="checkbox"/>	1. Attends Chamber of Commerce meetings.

	<input checked="" type="checkbox"/>	2. Establishes partnerships with local Economic Development entities.
	<input checked="" type="checkbox"/>	3. Attends human resources meetings.
	<input checked="" type="checkbox"/>	4. Publishes articles about the BEST in newsletters or local newspapers.
	<input checked="" type="checkbox"/>	5. Utilizes local cable stations for outreach.
	<input checked="" type="checkbox"/>	6. Posts relevant information on social media and local websites.
	<input checked="" type="checkbox"/>	7. Holds community-based events.
	<input type="checkbox"/>	8. Other (please list):
		Click or tap here to enter text.
Please Describe Below:		
<p>The BESFT leader designates a team member(s) to attend meetings in order to ensure good business/employer partner relationships. Meetings may include Chamber of Commerce, Economic Development, and Human Resources Association meetings. The team member(s) relays important information to KCCJ staff and/or job seekers through Hot Jobs on the www.jobsight.org website, job postings on Focus Career, Job Fairs, and other events. BESFT leader reports to the BEST at bi-monthly meetings, as well as to staff at monthly KCCJ, Prestonsburg Partner Meetings. Important opportunities are also shared through the BESFT communication to Job Seeker Solutions and Skill Development Functional Team members. Emails may also be sent to KCCJ staff in the interim. PSA's, Success stories and upcoming events are published in local newspapers.</p> <p>Refer to Prestonsburg BEST bi-monthly minutes; Business/Employer Services Binder located in the Master File</p> <p>The BEST strives to carry out the vision established by the EKCEP Strategic Plan. In doing so, the BEST has established a wide array of business partners, as evidenced by each goal met. To maintain these business/employer relationships, BEST/BESFT members regularly communicate and/or may attend meetings that include Chamber of Commerce, Economic Development entities, and Human Resources. Outreach and job postings are shared through social media, Hot Jobs on the www.jobsight.org website, Focus Career, and community events</p>		
F.	The BEST consults with businesses and employers to determine their needs in order to assess, inform, guide, and measure critical elements such as delivery processes, staff responsiveness, customer service, and quality of services. The BEST analyzes feedback and improves, changes, and diversifies employer services, resources and processes.	
	YES or NO:	YES
	<input checked="" type="checkbox"/>	1. Utilizes surveys and other assessment tools.
	<input checked="" type="checkbox"/>	2. Creates focus groups.
	<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.
Please Describe Below:		
<p>BEST/BESFT single point of contact meets with a business/employer who is interested in business/employer services, in order to gather pertinent information. The BEST/BESFT member then contacts other team members who have the expertise to deliver the services needed by the business/employer. The BEST/BESFT members outline customized solutions to be presented to the business/employer. The BEST/BESFT conducts a business/employer survey in order to gain information to use as guidance for the BEST/BESFT for service delivery.</p> <p>Refer to KCCJ, Prestonsburg Business/Employer Survey; Business/Employer Services Binder located in the Master File.</p>		
G.	All members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.	
	YES or NO:	YES
Please Describe Below:		
	<p>BEST/BESFT members record all appropriate business/employer related activities into Salesforce-KIBES as soon as allowable. Reports are pulled by the BEST leader and shared with BESFT leader. BESFT leader then shares reports with the Center Management Functional Team monthly and with the BEST bi-monthly, to ensure consistency and to improve upon business/employer engagement.</p> <p>Refer to SOP; KCCJ, Prestonsburg Business/Employer Services Work Flow Chart; Business/Employer Services Binder located in the Master File.</p>	

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input type="checkbox"/>	4. Other (please list below):
	Click or tap here to enter text.		
Please Describe Below and Include Minutes of at Least One Meeting:			
The BEST holds quarterly meetings that are recorded and able to be viewed at a later date, in lieu of traditional meeting minutes.			
B.	The BEST participates in training/continuing educational opportunities at least once a year, to improve team and team-member skills, and to gain knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.		
	YES or NO:	YES	
	Please Describe Below:		
	BEST/BESFT members receive an orientation and overview of business/employer services on a case-by-case basis within the first four months of employment. Staff members evaluate their skills and develop their own Individual Staff Development Plan (ISDP), which is reviewed by the supervisor and the functional team leader to ensure that team skills and knowledge are developed uniformly for the team.		
Refer to KCCJ, Prestonsburg Staff Development Plan; Individual Staff Development Plans; Center Management Binder located in the Master File.			

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at the Comprehensive Career Center
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Affiliate Career Centers or Access Points
		<input type="checkbox"/>	Other (please list below):
Click or tap here to enter text.			
Please Describe Below:			
Job seekers have multiple avenues to access services, including in person at the Kentucky Career Center JobSight, Prestonsburg, 686 North Lake Drive or by phone at 606-889-1772. In addition, job seekers may access services at a second Comprehensive Career Center, Affiliate Career Centers, or Access Points in the EKCEP LWDA. Job seekers have direct linkage access to off-site partners through the use of Skype, Zoom, and other video conferencing technology. Job Seekers can utilize Citizen Connect to schedule appointments with career advisors and/or register for workshops. Job seekers can link to services through our websites, www.jobsight.org, www.focuscareer.ky.gov, www.kcc.ky.gov, and www.citizenconnect.ky.gov from home or from the Resource Room at the KCC JobSight, Prestonsburg. Job seeker services are provided through two job seeker functional teams, Job Seekers Solutions Functional Team (JSSFT) and Skill Development Functional Team (SDFT). These teams provide basic career services, individualized career services, training services, and follow-up services.			
Refer to EKCEP LWDA MOU/IFA; SOP			

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seeker services.	
	YES or NO:	YES

	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	Please Describe Below and Provide Examples:		
<p>The KCCJ, Prestonsburg Job Seeker Customer Flow Chart allows the development of the basic structure for customer relations management and helps improve customer service. Job seeker services at the KCCJ, Prestonsburg is organized into two functional teams. The JSSFT and the SDFT provide services to job seekers depending on the level of services required by the job seeker. The two teams are in close proximity within the center, which facilitates the communications process and ensures that all referrals and issues may be taken care of in a seamless manner. Emails may also confirm details about a customer/client when needed. For example, customers/clients are discussed during the monthly functional team meetings to ensure that all services are being coordinated by the two job seeker functional teams. The teams discuss all businesses/employers that are currently hiring, and match job seekers with employment opportunities that are available. The Standard Operating Procedure (SOP) outlines the seamless communication process in place for job seeker services in greater detail.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Customer Flow Chart</p>			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
		<input checked="" type="checkbox"/>	2. Management of the resource room
		<input checked="" type="checkbox"/>	3. Workshops
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
		<input checked="" type="checkbox"/>	5. Assessments
		<input checked="" type="checkbox"/>	6. Customer follow-up
		<input checked="" type="checkbox"/>	7. Referrals
		<input type="checkbox"/>	8. Other (please list below):
Click or tap here to enter text.			
Please Describe Below:			
<p>The KCCJ, Prestonsburg offers an integrated, seamless job seeker customer flow process as represented on the KCCJ, Prestonsburg Job Seeker Customer Flow Chart. The JSSFT includes reception staff members who are trained to welcome all new and returning job seekers, quickly and efficiently connect customers to the services and partner staff they need. New job seekers are directed to appropriate staff to complete initial orientation to determine customer needs: thus leading to referrals for services in order of priority. Returning job seeker customers’ needs are determined by receptionist, referrals to center staff are made in order of priority. As the job seeker’s needs are determined, a referral to the Resource Room may be made for self-directed or staff-assisted basic career services. Resource Room computers provide access to job search on Focus Career and registration in Citizen Connect. Initial resumes may be created in Focus Career or Career Coach for job matching and referral to employers. Job seekers may attend a variety of informational workshops, such as Labor Market Information (LMI), or work preparation workshops such as Job Clubs, Interview Preparation, and Ethics SENSE. JSSFT members work together to provide basic career services and, if appropriate, may refer the job seeker to SDFT members that specialize in individualized career services, training services, and follow-up services. The job seeker may receive an Individual Employment Plan (IEP), comprehensive assessments, and one-on-one career counseling and planning, which may include a targeted resume and cover letter. If the job seeker is eligible, internships, registered apprenticeships, or work experience placements may be considered. SDFT members can also assist job seekers who are interested in developing additional skills to increase their competitiveness to get a better job through training services, such as short-term or long-term occupational skills training or on-the-job training. They may also assist job seekers who are interested in Pell-eligible training with financial aid applications, if requested. JSSFT and SDFT members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up services are provided, which may include career counseling and referrals to partners for any support that may be needed for job retention.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Customer Flow Chart</p>			
C.	All customers are provided/offered alternative activities or options during wait times.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Kentucky Career Center orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
<input checked="" type="checkbox"/>		4. Update resume in the resource room.	

		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input type="checkbox"/>	7. Other (please list):
			Click or tap here to enter text.
	Please Describe Below:		
<p>KCCJ, Prestonsburg has a TV monitor that serves as an informational screen in the lobby/waiting area. The TV monitor includes a video highlighting available services and a number of job seeker success stories about customers/clients from the KCCJ, Prestonsburg. The lobby/waiting area is supplied with flyers and brochures about all services offered at the center, along with community brochures for services outside the center. The Resource Room is also available for job seekers to utilize while waiting to see center staff. This may include using computers to do job search and/or to update their basic resume in Focus Career. Brightly colored posters are displayed in the lobby that share the Mission Statement and Core Values identified in early team meetings during the original KCC Certification process for the KCCJ, Prestonsburg.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Customer Flow Chart</p>			
D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach for case management services
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
Please Describe Below:			
<p>Job Seeker Solutions Functional Team members are designated to provide Orientation as a part of their responsibilities in the KCCJ, Prestonsburg. However, all of the professional staff are cross-trained and may provide customers with a comprehensive Orientation to center services and resources if needed. After the job seeker's needs are determined, the front desk staff makes appropriate referrals to the Resource Room or to JSSFT and/or SDFT members for eligible services, including basic career services, individualized career services, training services, and follow-up services. Although the Workforce Innovation & Opportunity Act (WIOA) distinguishes levels of service, this distinction is not intended to imply that there is a sequence of services. These services can be provided in any order.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Customer Flow Chart</p>			
E.	The Center has a greeter/receptionist (dedicated or rotating) who is cross-educated to be aware of the services and resources available through partner agencies.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY		1. Customers are welcomed in a timely, friendly, and professional manner.
			2. Receptionist communicates clearly with customers about wait times.
			3. Receptionist has the ability to provide initial assessment for needed services.
			4. Other (please list):
		Click or tap here to enter text.	
	Please Describe Below:		
	<p>The KCCJ, Prestonsburg has dedicated reception staff members who welcome all new and returning job seekers in a timely, friendly, and professional manner. Front desk reception staff are educated as how to quickly and efficiently connect customers with the services and staff they need. New job seekers are directed to meet with staff for Orientation and determination of customer needs, leading to referrals for services in order of priority of center staff. Returning job seeker customers' needs are determined by reception staff and referrals for needed services are made in order of priority to center staff. Reception staff members communicate clearly with customers regarding wait times.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Customer Flow Chart</p>		
	F.	The Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available through partner agencies.	
YES or NO:		YES	

	Please Describe Below:		
	JSSFT members are available at all times to assist job seekers in the Resource Room, as needed. A schedule for staffing the Resource Room is maintained by the JSSFT leader and is distributed to all staff at the KCCJ, Prestonsburg.		
	Refer to SOP; KCCJ, Prestonsburg Resource Room Schedule		

Continuous Improvement

A.	Center staff are trained to provide seamless customer service and to match job seeker needs with employer demands.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on career center partners' programs, services and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky labor market information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list):
	Click or tap here to enter text.		
	Please Describe Below:		
	All center staff are trained to provide seamless career and training services and to match job seeker needs with employer demands. Annual staff training may include updates on services that are offered, available resources, customer service, and technology-based platforms utilized within the center. Appropriate training, according to specialty areas, is provided to center staff to maintain the expertise needed to deliver services to job seekers at the KCCJ, Prestonsburg. Required training is provided to all center staff. Functional team leaders may request special training for their team members, as needed.		
	Refer to SOP; KCCJ, Prestonsburg Staff Development Plan		
B.	The Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input checked="" type="checkbox"/>	2. Online surveys
		<input type="checkbox"/>	3. Personal interviews (open-ended)
		<input type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box
		<input type="checkbox"/>	6. Other (please list):
	Click or tap here to enter text.		
	Please Describe Below:		
	Center staff members utilize the KCCJ, Prestonsburg Job Seeker Survey and survey/suggestion box to obtain feedback from a job seeker about services received at the center during each visit. Reception staff gives each customer a job seeker survey prior to referring to center staff. Reception staff asks the job seeker to complete the survey at the end of the visit and to place it in the survey/suggestion box at the front desk as they leave. Appropriate staff are notified immediately regarding complaints. Reception staff may also offer to provide assistance in completing the job seeker survey, if needed.		
	Refer to SOP; KCCJ, Prestonsburg Job Seeker Survey		

Center Management

Physical and Programmatic Accessibility

A.	The following one-stop partners administer the six core programs under the Workforce Innovation and Opportunity Act (WIOA), and maintain a primary office and schedule within the Comprehensive Career Center. Other required one-stop partners outlined in the law must provide access to programs, services, and activities at the Center in one of three ways: 1) through physical co-location on site, 2) through cross training of another partner program staff member to provide services, or 3) through direct linkage.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
		Please Describe Below:	
		Action Program, Inc. services are available full-time through physical co-location on-site at the KCCJ, Prestonsburg.	
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Family Literacy Act programs-KY Skills U (OAE)
		How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
		Please Describe Below:	
		Office of Adult Education (OAE) /– Big Sandy Community & Technical College Program services are available part-time through physical co-location on-site at the KCCJ, Prestonsburg for direct referral.	
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service Program – Career Development Office (CDO)
		How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
		Please Describe Below:	
		Wagner-Peyser Act Employment Service Program – Career Development Office (CDO), formerly Office of Employment & Training (OET), services are available full-time through physical co-location on-site at the KCCJ, Prestonsburg.	
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act program- Office of Vocational Rehabilitation Program (OVR)
		How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
		Please Describe Below:	
		Rehabilitation Act - Office of Vocational Rehabilitation Program (OVR) services are available full-time through physical co-location on-site at the KCCJ, Prestonsburg.	
		Other Required WIOA Partners	
		How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
		<input checked="" type="checkbox"/>	Unemployment Insurance Program
		Please Describe Below:	
		Unemployment Insurance Program services are accessed through direct linkage at the KCCJ, Prestonsburg. Wagner-Peyser Act Employment Service Program - CDO and/or WIOA Adult, Dislocated Worker, and Youth Formula Program – Big Sandy Community Action Program, Inc. staff are cross trained and may provide information and assistance to job seekers in the Resource Room at the KCCJ, Prestonsburg, if needed.	
		<input checked="" type="checkbox"/>	Jobs for Veterans State Grants (JVSG) Program
		Please Describe Below:	
		JVSG services are available part-time through physical co-location on-site and by direct linkage technology, telephone, and e-mail at all other times. Reception staff members are instructed on how to collect information and link veterans to the representative when they are not at the KCCJ, Prestonsburg location.	
		<input checked="" type="checkbox"/>	Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance
		Please Describe Below:	
Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance services are available full-time through physical co-location on-site at the KCCJ, Prestonsburg from WIOA Adult, Dislocated Worker, and Youth Formula Program – Big			

		Sandy Community Action Program, Inc. and Wagner-Peyser Act Employment Service Program - CDO
<input checked="" type="checkbox"/>		Community Services Block Grant (CSBG) Program, Employment & Training Activities
Please Describe Below:		
Community Services Block Grant (CSBG) Program, Employment & Training Activities – Big Sandy Community Action Program, Inc. provides access to services full-time through physical co-location on-site at the KCCJ, Prestonsburg.		
<input checked="" type="checkbox"/>		Senior Community Services Employment Program (SCSEP)
Please Describe Below:		
Senior Community Services Employment Program (SCSEP) services are available at the KCCJ, Prestonsburg through direct linkage to SCSEP staff administered by Big Sandy Community Action Program and Kentucky River Area Development District (KRADD). BASCAP has a part-time SCSEP work experience participants at the front desk reception area (and the Resource Room) to provide services through physical co-location on-site at the KCCJ, Prestonsburg. KCCJ, Prestonsburg staff are cross trained and refer job seekers to BSACAP and/or KRADD for SCSEP services		
<input checked="" type="checkbox"/>		Temporary Assistance for Needy Families (TANF) Program
Please Describe Below:		
Temporary Assistance for Needy Families (TANF) Program services are available at the KCCJ, Prestonsburg through direct linkage to staff at the Department for Community Based Services (DCBS). KCCJ, Prestonsburg staff are cross trained and refer job seekers to DCBS for TANF Program services		
<input checked="" type="checkbox"/>		Job Corps Program
Please Describe Below:		
Job Corps Program services are available through direct linkage to staff at the Carl D. Perkins Job Corps Center in Prestonsburg. KCCJ, Prestonsburg staff are cross trained and refer job seekers to Kentucky Outreach & Admissions/Career Transition Services for Job Corps services.		
<input checked="" type="checkbox"/>		Carl D. Perkins Career & Technical Education Act Postsecondary Programs
Please Describe Below:		
Carl D. Perkins Career & Technical Education Act Postsecondary Program – Big Sandy Community & Technical College services are available part-time through physical co-location on-site at the KCCJ, Prestonsburg and through direct linkage at all other times. KCCJ, Prestonsburg staff are cross trained and refer job seekers to Big Sandy Community & Technical College for postsecondary education services.		
<input checked="" type="checkbox"/>		National Farmworker Jobs Program (NFJP) & Migrant & Seasonal Farmworker Program
Please Describe Below:		
National Farmworker Jobs Program (NFJP) services are available at the KCCJ, Prestonsburg through direct linkage. KCCJ, Prestonsburg staff are cross trained and refer job seekers to the NFJP for services.		
<input checked="" type="checkbox"/>		Indian & Native American (INA) Employment & Training Program
Please Describe Below:		
Indian & Native American (INA) Employment & Training Program services are available at the KCCJ, Prestonsburg through direct linkage. KCCJ, Prestonsburg staff are cross trained and refer job seekers to the INA Program for services.		
<input type="checkbox"/>		Second Chance Act Program
Please Describe Below:		
Click or tap here to enter text.		
<input type="checkbox"/>		Housing & Urban Development (HUD) Program Employment & Training Activities
Please Describe Below:		
Click or tap here to enter text.		
<input type="checkbox"/>		YouthBuild Program
Please Describe Below:		

		Click or tap here to enter text.	
	<input checked="" type="checkbox"/>	Additional Partner (please list)	
		Commonwealth Educational Opportunity Act (CEOC), Goodwill, and SNAP Employment & Training Program	
Please Describe Below Any Other Partners:			
Services for the additional partners listed above are outlined in more detail in the MOU, Appendix A.			
Refer to KCCJ, Prestonsburg Partner Schedule; EKCEP LWDA MOU/IFA			
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	YES If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input checked="" type="checkbox"/>	3. Other (please list):
			Click or tap here to enter text.
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
Click or tap here to enter text.			
C.	The Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross education for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and KCC exterior signage
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 37.5 or more hours per week
		<input checked="" type="checkbox"/>	6. Timely customer access to staff and services via in-person or direct linkage through technology (phone, email, internet, and Skype)
<input type="checkbox"/>		7. Other (please list):	
	Click or tap here to enter text.		
Please Describe Below:			
<p>KCCJ, Prestonsburg provides free parking, including handicap parking. KCCJ, Prestonsburg provides assistive technology for job seekers to utilize in the Resource Room. Center staff is cross trained in the use of the assistive technology. KCCJ, Prestonsburg is in a central location that is easily accessible to customers in Floyd County. The KCCJ, Prestonsburg is clearly marked with exterior signage for both the Kentucky Career Center JobSight (KCCJ) and American Job Center (AJC) branding. The JSSFT and/or SDFT provide these accommodations for customers that have language and/or literacy barriers. The Resource Room is accessible and available to all customers. The KCCJ, Prestonsburg is open from 8:00 am to 4:30 pm Monday through Friday for a total of 42.5 hours per week. With supervisor approval, center staff is available after hours by appointment to meet the needs of employed job seekers and businesses/employers. KCCJ, Prestonsburg ensures that customers have timely access to staff and services via in-person at the center or via direct linkage through technology including telephone, e-mail, social media, Zoom, Skype, KCC state website (www.kcc.ky.gov), KCC JobSight website (www.jobsight.org), Citizen Connect and through partner referrals.</p> <p>Refer to SOP; EKCEP LWDA MOU/IFA</p>			
D.	The Center has a professional and welcoming appearance including:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies
		<input checked="" type="checkbox"/>	3. American Job Center/Kentucky Career Center name badges for staff
<input checked="" type="checkbox"/>		4. Clean and well-maintained restrooms	

		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior
		<input type="checkbox"/>	6. Other (please list):
		Click or tap here to enter text.	
	Please Describe Below:		
<p>The KCCJ, Prestonsburg has furnishings that are well-maintained and in clean, serviceable condition. Center staff members maintain a professional and appropriate appearance as designated by the KCCJ, Prestonsburg Professional Dress Code. Staff are issued Kentucky Career Center name badges that are utilized while on site and at community events. Facility maintenance and janitorial staff maintain a full-time presence at the center and ensure that the interior, exterior, and restrooms are well-maintained and presentable to the public.</p> <p>Refer to SOP; KCCJ, Prestonsburg Dress Code</p>			
E.	The Center design includes space and capacity appropriate for customer needs, traffic and functions including:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate office space for privacy and confidentiality, when needed
		<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video conferencing and other services
		<input checked="" type="checkbox"/>	7. Fully equipped resource room
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow with appropriate interior signage
		<input type="checkbox"/>	9. Other (please list):
	Click or tap here to enter text.		
	Please Describe Below:		
	<p>The KCCJ, Prestonsburg design includes space and capacity appropriate for customer needs, traffic, and functions listed above. The center has adequate office space for additional privacy and confidentiality, when needed. Adequate classroom and/or training space is available. Adequate computers are available in the Resource Room, assessment area, and Computer Training Center that can be used for job search and other basic career services, initial and comprehensive assessment, workshops, and customer/staff training. Adequate conference room space is available for workshops, Job Clubs, meetings, job fairs, and other business/employer events. Sufficient modular/multipurpose space is adaptable to meet changing needs of customers and staff at the center. The center has current and adequate technology for training, video conferencing, and direct linkage for partners to connect with customers. The center has a fully equipped Resource Room for job seekers to utilize. The KCCJ, Prestonsburg has a well-designed layout for clear navigation and smooth customer flow with appropriate interior signage.</p> <p>Refer to On-Site Review Checklist - Facility; KCCJ, Prestonsburg Floor Plan; Center Management Binder located in the Master File</p>		
F.	The Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
		<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
		<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
		<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
		<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
		<input type="checkbox"/>	6. Other (please list):
	Click or tap here to enter text.		
	Please Describe Below and Provide Examples:		
<p>The center has implemented policies and procedures that create a safe and secure environment for customers and staff. The KCCJ, Prestonsburg has a clear and written emergency response plan outlining the evacuation procedures that have been distributed to center staff. The Fire Escape Plan and Tornado Emergency Procedure</p>			

	<p>and posted in every room. The Facilities Director schedules and performs safety and emergency drills.</p> <p>Fire and Safety conducts drills and checks fire extinguishers. The center has an effective security design, appropriate to facility and location. There are guidelines in place for handling sensitive and confidential information pertaining to both paper and electronic information. All paper documents and sensitive information are secured in locked locations. Orientation training on safety and security policies are in place and explained to all new staff within their first week of employment. Training is coordinated by the Facilities Director and JSSFT leader.</p> <p>Refer to SOP; On-Site Review Checklist; Emergency Response Plan; Center Management Binder located in the Master File</p>
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Effectiveness

A.	The following functions are integrated by all on-site partners:	
	YES or NO:	Choose an item.
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/> 1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff are required and must be trained.
		<input checked="" type="checkbox"/> 2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/> 3. Single calendar of events
		<input checked="" type="checkbox"/> 4. Shared infrastructure items
		<input checked="" type="checkbox"/> 5. Common break room for partner staff
		<input type="checkbox"/> Other (please list below):
	Click or tap here to enter text.	
	Please Describe Below:	
<p>The center has implemented policies and procedures that create a safe and secure environment for customers and staff. The KCCJ, Prestonsburg has a clear and written emergency response plan outlining the evacuation procedures that have been distributed to center staff. The Fire Escape Plan and Tornado Emergency Procedure and posted in every room. The Facilities Director schedules and performs safety and emergency drills.</p> <p>Fire and Safety conducts drills and checks fire extinguishers. The center has an effective security design, appropriate to facility and location. There are guidelines in place for handling sensitive and confidential information pertaining to both paper and electronic information. All paper documents and sensitive information are secured in locked locations. Orientation training on safety and security policies are in place and explained to all new staff within their first week of employment. Training is coordinated by the Facilities Director and JSSFT leader.</p> <p>Refer to SOP; On-Site Review Checklist; Emergency Response Plan; Center Management Binder located in the Master File</p>		
B.	The Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management.	
	YES or NO:	YES
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise.	
	YES or NO:	YES
D.	Local partner supervisors/managers are members of the career center management team.	
	YES or NO:	YES
E.	Each functional team leader is a member of the career center management team.	
	YES or NO:	YES
F.	The One-Stop Operator (OSO) is a member of the career center management team.	
	YES or NO:	YES
G.	Functional teams have been created for the Center; each has a team leader. Please list them below:	
	YES or NO:	YES

	1.	Job Seeker Solutions Functional Team Leader – Misty Moore		
	2.	Skill Development Functional Team Leader – Danita Kidd		
	3.	Business/Employer Solutions Functional Team Leader – Abraham Mollett		
	4.	Center Management Functional Team Co-Leaders – Trina Allen, Robin Haynes		
	5.	Click or tap here to enter text.		
	6.	Click or tap here to enter text.		
	Please Describe Below:			
	Four functional teams have been created for KCCJ, Prestonsburg. Each has a designated team leader, and are listed above. Refer to SOP			

H.	The career center management team leader is designated/approved by the LWDB and is responsible for:			
	YES or NO:		YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	Maintenance and janitorial services	
		<input checked="" type="checkbox"/>	Safety and emergency procedures	
		<input checked="" type="checkbox"/>	Security	
		<input checked="" type="checkbox"/>	Equipment, including computers	
		<input checked="" type="checkbox"/>	Parking	
		<input checked="" type="checkbox"/>	Keys	
		<input checked="" type="checkbox"/>	Facility renovation, as needed	
		<input checked="" type="checkbox"/>	Leadership for the center management team and other functional teams	
		<input checked="" type="checkbox"/>	Oversight of customer flow	
		<input checked="" type="checkbox"/>	Oversight of the monthly calendar of job seeker and employer activities	
		<input checked="" type="checkbox"/>	Oversight of an integrated schedule for on-site partner staff	
		<input checked="" type="checkbox"/>	Communication with partner staff about meeting schedules	
		<input type="checkbox"/>	Other (please list):	
		Click or tap here to enter text.		
Please Describe Below:				
The KCCJ, Prestonsburg CMFT leader coordinates with facilities to address issues and with other KCCJ, Prestonsburg partners and staff to ensure that all of the above-mentioned items are completed and are in compliance with Kentucky Career Center Certification standards. Refer to SOP; EKCEP LWDA MOU/IFA				

I.	Information regarding the Center's management structure and the individuals responsible for all activities are communicated regularly to all partner staff. New hires receive this information.		
	YES or NO:		YES
	Please Describe Below:		
	The CMFT leader provides regular updates and training as needed to all partners and center staff at the KCCJ, Prestonsburg. All new hires receive an orientation that includes information about the center management structure, functional teams and leadership, as well as team member responsibilities within the first week on the job. Refer to SOP		

Continuous Improvement

A.	The Center has instituted a formal communication plan. Please list the frequency of meetings below:		
	YES or NO:		YES
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	Regular functional team meetings
		<input checked="" type="checkbox"/>	Regular partner staff meetings
		<input checked="" type="checkbox"/>	Regular career center management team meetings
	Other (please list below):		

		<input type="checkbox"/>	Click or tap here to enter text.
Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.			
B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.		
	YES or NO:	YES	
	Please Describe Below:		
	The EKCEP LWIB and/or its One Stop Operators coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Point locations to define goals and needs. The outcomes are then reviewed and shared against goals at the EKCEP Kentucky Career Center JobSight Annual Meeting. Refer to SOP		
C.	The Center has a well-designed process for staff to communicate suggestions and concerns to management.		
	YES or NO:	YES	
	Please Describe Below:		
	Staff suggestions and concerns are communicated during monthly functional team meetings and/or the monthly KCCJ, Prestonsburg Partner Meetings. Suggestions and concerns may also be conveyed to center management through one-on-one communication, either in person or by telephone, and/or through email. Refer to SOP		
D.	The Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.		
	YES or NO:	YES	
	Please Describe Below:		
	Each partner agency with the KCCJ, Prestonsburg requires training for their staff. Additional training is identified by functional team leaders in order to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or by functional team leaders is outlined in the KCCJ, Prestonsburg Staff Development Plan that is updated for each fiscal year. Each center staff completes the Individual Staff Development Plan to show training that is planned and completed for each fiscal year. Refer to KCCJ, Prestonsburg Staff Development Plan; Individual Staff Development Plans (ISDP) in Center Management Binder located in the Master File		
E.	The Center has comprehensive, integrated staff development plans that are created with input from staff.		
	YES or NO:	YES	
	Please Describe Below:		
	Functional team leaders request additional training in specific areas of expertise that is beneficial for their team members. Each staff at the KCCJ, Prestonsburg is required to complete and maintain an Individual Staff Development Plan (ISDP) related to their specific position at the center. The ISDP is maintained in the Individual Professional Development Folder (IPDF). Refer to SOP; Individual Staff Development Plan (ISDP) and Individual Professional Development Folder (IPDF) located in the Center Management Binder in the Master File		
F.	The Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.		
	YES or NO:	YES	
	Please Describe Below:		
	All KCCJ, Prestonsburg staff possess the necessary credentials relevant to their area of expertise at the center. Staff receive ongoing professional development and continuing education each year, as outlined in the KCCJ, Prestonsburg Staff Development Plan. Center staff members update their certifications and place recent certificates in the IPDF. Refer to SOP; KCCJ, Prestonsburg Staff Development Plan; Individual Staff Development Plan (ISDP); Individual Professional Development Folder (IPDF) located in the Master File in the One Stop Operator's office		
G.	The Center arranges for team building training for all partner staff.		
	YES or NO:	YES	
	Please Describe Below:		
	The KCCJ, Prestonsburg Center Management Functional Team members work together to determine training that is beneficial in team building and developing rapport. This training is included in the KCCJ, Prestonsburg Staff Development Plan and is provided to all center staff. Refer to SOP; KCCJ, Prestonsburg Staff Development Plan		

H.	The Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services.	
	YES or NO:	YES
	Please Describe Below:	
	<p>The KCCJ, Prestonsburg tracks customer feedback by providing a KCCJ, Job Seeker Survey that collects evaluations and comments about services at the end of the job seeker's visit at the center. The KCCJ, Prestonsburg also utilizes a customer wait time tracking report in conjunction with the KCCJ, Prestonsburg Job Seeker Sign-in Sheet.</p> <p>Refer to SOP; KCCJ, Prestonsburg Job Seeker Survey; Wait Time Report; KCCJ, Prestonsburg Job Seeker Sign-In Sheet; Center Management Binder located in the Master File.</p>	
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age.	
	YES or NO:	YES
	Please Describe Below:	
	<p>The KCCJ, Prestonsburg WIOA/CDO partners utilize the KEE-Suite system to track and report job seeker data. OVR uses the CMS system to track and report data regarding veterans, individuals with disabilities, education and age. OAE- utilizes the Kentucky Adult Education Reporting System (KAERS) to track and report job seeker data.</p> <p>Refer to SOP; KCCJ, Prestonsburg Referral Form</p>	
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment.	
	YES or NO:	YES
	Please Describe Below:	
	<p>All business/employer information and activities are entered into the Salesforce/KIBES system.</p> <p>Refer to SOP</p>	
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size.	
	YES or NO:	YES
	Please Describe Below:	
	<p>Sector information is a required field when entering business/employer activities into the Salesforce/KIBES system.</p> <p>Refer to SOP</p>	
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience.	
	YES or NO:	YES
	Please Describe Below:	
	<p>The KCCJ, Prestonsburg collects job seeker surveys and business/employer surveys via paper and online. Survey results are shared at monthly KCCJ, Prestonsburg Partner Meetings.</p> <p>Refer to KCCJ, Prestonsburg Job Seeker Survey; KCCJ, Prestonsburg Business/Employer Survey; Center Management Binder located in the Master File</p>	
M.	The One-Stop Operator (OSO) and/or the career center management team leader provides regular reports to the LWDB on the data/information collected in order to improve the quality of services and utilize resources most effectively.	
	YES or NO:	YES
	Please Describe Below and Provide Examples:	
	<p>The One Stop Operator provides regular reports and updates to partners and center staff each month at the KCCJ, Prestonsburg Partner Meeting and to the East Kentucky Workforce Innovation Board (EKWIB) at quarterly meetings, as requested by the Executive Director.</p> <p>Refer to SOP</p>	
N.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.	
	YES or NO:	YES
	Please Describe Below (include Outreach specifics):	

	The BEST leader meets with the BESFT members and the KCCJ, Prestonsburg One Stop Operator once a month to review business/employer services on-site and in the filed to ensure business/employer needs are being met. Refer to SOP; KCCJ, Prestonsburg Business/Employer Services Functional Organizational Chart; Business/Employer Services Binder located in the Master File		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input type="checkbox"/>	3. Other Outreach (please list):	
		Click or tap here to enter text.	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Strategic Planning and Innovation

Strategic Goals

Please identify 1.0 the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) steps taken to meet the expected metrics, outcomes, and 4.) method of how those outcomes are tracked for each goal.

Goal: Improve accessibility for those with impairments

- Metric/Outcome
 - Increased number of people with enhanced accessibility needs using the center
- Steps
 - Provide headphones for those who are hard of hearing
 - Enable ease of access features on Resource Room computers.
 - Inform customers during their center orientation of the full range of services available to them through the Resource Room
 - Train staff in best practices for increasing accessibility for clients
 - Increase the number of staff in the resource room
- Tracking
 - Tracking item use in resource room
 - Tracking number of people with enhanced accessibility needs using the center
 - Track via exit customer satisfaction survey

Goal: Increase outreach to the community

- Metrics:
 - Center staff will provide one large outreach initiative per quarter and two smaller outreach initiatives per quarter and record attendance.
- Steps
 -
 - WIOA staff will host workshops, job fairs, and enrollment drives made available to jobseekers and employers
 - Center staff will provide a grand re-opening/ open house post COVID-19 restrictions
 - Center Management Staff will work to develop a plan to market the center as a whole, rather than as individual programs.
- Tracking
 - Attendance at events/workshops/classes/speaking engagements will be tracked via sign-in sheets. Center Management Staff will document outreach initiatives and report on attendance quarterly.

Goal: Improve overall customer experience

- Metrics:
 - 51% of customers complete the customer satisfaction survey
 - 80% of customers rank their satisfaction on the Customer Satisfaction Survey as Very Good or Excellent
 - 20% rate of returning customers
- Steps:
 - Create center orientation materials to be provided by Ready to Work participant to customers upon intake (video, one-sheet, brochure, QR codes/links to websites, etc.)
 - Who is in the center, what they can offer, what contacts are available, what their expectations can be
 - Improve intake process
 - Ask customers what their needs are
 - Include services provided by all partners/community resource providers
 - Improve customer satisfaction survey
 - Offer digital survey as primary means of collection, paper only as a backup
 - Ask customers how many partners they visited or were referred to
 - Ask customers if their needs were met or will be met
 - Ask if they are a returning customer
 - Ask if they were provided information about upcoming events
 - Ask if they were provided with an overview of what the center can do for them
- Tracking:
 - Jobseeker Services Team Lead will report on the results of the Customer Satisfaction Survey once per quarter to the Center Management Team

Goal: Improve interactions with clients

- Metrics
 - 51% of clients complete an entrance survey
 - 51% of returning customers state their experience was improved on exit survey
- Steps
 - Spend more one-on-one time with clients to find the best fit, not a quick fit
 - Create an entrance survey
 - Ask what needs are
 - Ask what goals are for a meeting
 - Ask what questions people have
 - Ask if they are seeking a particular service
 - Use entrance survey to improve intake process and cross-training needs
- Tracking
 - Number of jobs gained after services

Goal 5: Increase Number of Referrals Provided

- Metrics
 - Center staff will provide at least one referral to 25% of customers
- Steps
 - Staff will be cross-trained as part of the staff development plan
 - Staff will be made aware of community resources as part of the staff development plan
 - Outreach materials provided to all staff who travel so that they may make recommendations and referrals.
 - Questions about referrals will be added to the Customer Satisfaction/exit survey.
- Tracking
 - Customers will be asked about referrals received on the Customer Satisfaction Survey. Jobseeker Services Team Lead will report on the results once per quarter to the Center Management Team.

Innovation

1.) Please describe any areas of unique innovation that have been developed at this site:

The ability to book appointments online without having to call ahead or make a trip to the center proved a welcome addition to center services. Using a simple online form, customers were able to request an appointment with a particular person and/or at a particular time, request information about their most pressing issue, as well as complete their intake form all before the initial meeting. Initial customer contact became more effective because less time was spent questioning the customer and more time was spent getting them on the path they needed.

2.) What best practices created at this location would you like to share?

Adapting to the requirements placed on the center during the COVID-19 pandemic offered partners the opportunity to emphasize the ease of contact and flexibility that virtual services can provide to customers. By offering multiple means of contact through dedicated phone lines, general email addresses (meaning not tied to one particular person), and online appointment booking, customers and staff were able to reach one another in the most timely and convenient way for the customer, allowing people to feel comfortable reaching out without having to have any kind of knowledge of who in particular to contact or try to reach someone who may not have been available when their need arose. Customers were met with a knowledgeable staff member quickly, on their timeline, and through the easiest means for them.



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	Kentucky Career Center Jobsight, Pineville
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	The Business/Employer Solutions Functional Team (BESFT) leader provides both leadership and coordination of business/employer servcies with members of the Business/Employer Solutions Functional Team. These servcies are provided on-site and in-person at business locations or through technology via email and phone calls. Refer to Standard Operating Procedures (SOP)	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	When a business/employer calls with a workforce need, such as a job fair or on-the-job training, the BESFT leader immediately organizes key staff to develop a plan of action within the same day of the request based on the time frame set forth by the employer. The BESFT leader and members share important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area business/employer meetings. Business/employer surveys are conducted quarterly and results are shared with the BESFT, Center Management Functional Team and the Business/Employer Services Team (BEST) that represents the Eastern Kentucky Concentrated Employment Program (EKCEP) Local Workforce Development Area (LWDA) service area. Refer to SOP, Business/Employer Servcies Work Flow Chart B.	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	
	BEST members regularly meet with BESFT members. The Business/Employer Solutions Functional Team (BESFT) Shares important information to center staff regarding job fairs and other recruiting events, as well as pertinet information shared in local area employer meetings. Business/employer surveys are conducted quarterly. In addition, surveys are distributed at multi-employer job fairs in order to obtain immediate feedback	

	from business/employers. Results are shared with Business/Employer Solutions Functional Team, Center Management Functional Team and Business/Employer Solutions Functional Team. Refer to Business/Employer Services Work Flow Chart, Business/Employer Services Functional Organizational Chart.		
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.		
	YES or NO:	YES	
	Please Describe Below:		
	Reception staff includes both the Business/Employer Services Functional Team (BESFT) as well as the Business/Employer Services Team (BEST), as appropriate, in routing business/employer customers. Refer to KCCJ Pineville Functional Organizational Chart		
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.		
	YES or NO:	YES	
	Please Describe Below:		
	Members of the BESFT and BEST record all appropriate business/employer related activities into Salesforce-KIBES as soon as allowable. Reports are pulled by the BESFT leader and shared with the Center Management Functional Team monthly and bi-monthly with the BEST to ensure consistency and to improve upon business/employer engagement. Refer to SOP, Business/Employer Services Work Flow Chart		

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.		
	YES or NO:	YES	
	Please Describe Below:		
	Staff members that are a part of the BESFT and the BEST receive an orientaton and overview of business/employer services on a case-by-case basis within the first four months of employment. Staff members evaluate their skills personally and develop their own Individual Staff Development Plan (ISDP), which will be reviewed by the supervisor and the functional team leader to ensure that team skills and knowledge are developed uniformly for the team. Refer to the KCCJ, Pineville Individual Staff Development Plans (ISDP)		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
	Job sekers have multiple avenues to access one-stop partner services through the local workforce system. Job seekers may come into the Kentucky Career Center JobSight, Pineville Affiliate location in person at 129 Pine Street, Pineville, KY 40977 or may call the center to speak with staff at (606) 337-3044. In addition, job seekers may access services at either of the two comprehensive career centers that are located within the ECKEP LWDA. This includes the Kentucky Career Center Jobsight, Hazard and the Kentucky Career Center JobSight, Prestonsburg. Additional nearby Affiliate Centers are the Ketnucky Career Center JobSight, Harlan, and the Kentucky Career Center JobSight, Manchester. Job Seekers have a direct linkage access through technology to schedule appointments. There is also the use of Skype, Zoom and other video conferencing technology. Job Seekers may also use the following websites for information about the workforce system online: 1) EKCEP LWDA website address at www.jobsight.org, 2) Kentucky Career Center website address at www.kcc.ky.gov, and		

	3)Citizens Connect website at www.citizenconnect.ky.gov. Refer to EKCEP LWDA MOU/IFA, KCCJ, Pineville Job Seeker Customer Flow Chart
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Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
	The job seeker customer flow chart in place at the Kentucky Career Center Jobsight, Pineville allows the development of the basic structure for customer relations management and helps improve customer service. The standard operating procedure (SOP) developed for the KCCJ, Pineville creates a clear understanding of the center operations, partnerships, and services in order to achieve efficiency, quality output, outcomes, and uniformity of performance, while reducing miscommunication and non-compliance with policies/regulations.		
	Refer to SOP and KCCJ, Pineville Job Seeker Customer Flow Chart B.		
	B.	A seamless customer flow process is integrated across all partners through activities including:	
CHECK ALL THAT APPLY		<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
		<input checked="" type="checkbox"/>	2. Management of the resource room
		<input checked="" type="checkbox"/>	3. Workshops
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
		<input checked="" type="checkbox"/>	5. Assessments
		<input checked="" type="checkbox"/>	6. Customer follow-up
		<input checked="" type="checkbox"/>	7. Referrals
		<input type="checkbox"/>	8. Other (please list below):
Click or tap here to enter text.			
YES or NO:	YES		
Please Describe Below:			
The KCCJ, Pineville offers an integrated, seamless customer flow process. A Job Seeker Solutions Functional Team member welcomes the new or returning job seeker at the front desk and begins intake and informal assessment. As the job seeker’s needs are determined, a referral to the Resource Room may be made for self-directed or staff-assisted basic career services. Resource Room computers provide access to job search on Focus Career and registration in Citizen Connect. Initial resumes may be created in Focus Career or Career Coach for job matching and referral. Job seekers may attend a variety of informational workshops such as Labor Market Information (LMI) or work preparation workshops such as Interview Preparation and Ethics SENSE. Job Seeker Solutions Functional Team members work together to provide basic career services and, if needed, may refer the job seeker to other team members that specialize in individualized career services, training services and follow-up services. The job seeker may receive an Individual Employment Plan (IEP), comprehensive assessments, and one-on-one Career Counseling and planning for more intensive services, including a targeted resume and cover letter. If appropriate, internships, registered apprenticeships, or work experience placements may also be considered. Job Seeker Solutions Functional Team members can also assist job seekers who are interested developing additional skills to increase their competitiveness to get a better job through training services such as short-term or long-term occupational skills training or on-the-job training. They may also assist job seekers who will be attending Pell-eligible training with financial aid applications, if requested. Job Seeker Solutions Functional Team members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up services are provided for up to one year after the first day of employment, and may include career counseling and referrals to partners for any supports that may be needed for job retention.			
Refer to KCCJ, Pineville Job Seeker Customer Flow Chart			
C.	All customers are provided/offered alternative activities or options during wait times:		

	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
YES or NO:		YES	
Please Describe Below:			
The lobby/waiting area includes a job seeker events board, job fair flyers, newspapers, and brochures about the services offered at the center. Job seekers may also utilize computers in the Resource Room for job search and/or basic resume development on Focus Career and/or Career Coach while they are waiting to see JSSFT staff for additional services. Brightly colored posters are displayed in the lobby that share the Mission, Statement, and Core Values.			
Refer to On-Site Review Checklist; KCCJ, Pineville Job Seeker Customer Flow Chart.			
D.	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
YES or NO:		YES	
Please Describe Below:			
Reception staff welcomes a new customer and begins intake and the initial assessment process. The job seeker is assisted with intake, orientation, and initial assessment. Upon completion of these initial services, the job seeker is referred to the Resource Room to register in Focus Career and begin self-directed basic career services such as job search, basic resume development, and/or labor market information. The job seeker may be referred to a Job Seeker Solutions Functional Team member for staff-assisted basic career services. The KCCJ, Pineville utilizes an integrated case management system. New job seekers also register in Citizen Connect and JSSFT members continue to document services provided to them through Staff Connect in the KEE Suite system. If staff is not immediately available when a referral is made, the job seeker may view the job seeker events board in the lobby, which provides a calendar of events and announcements about jobs and center services. New or returning job seekers may be referred to other Job Seeker Solutions Functional Team members for additional basic career services, individualized career services, or training services in order of priority, based on determination of services needed during initial assessment. Career counseling and planning is available to job seekers for many of the individualized career services and training services. Customers with disabilities may receive accommodations, if requested, through assistive technology, special materials, and JSSFT members at the KCCJ, Pineville.			
Refer to On-Site Checklist; KCCJ, Pineville Job Seeker Customer Flow Chart; EKCEP LWDA MOU/IFA E.			
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.

		<input type="checkbox"/>	4. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
Please Describe Below:			
	<p>The KCCJ, Pineville has a designated reception staff that is located at the front desk and welcomes customers in a timely, friendly, professional, responsive, and helpful way. The reception staff is a member of the Job Seeker Solutions Functional Team and clearly communicates wait times to customers, as needed. Reception staff begins the initial assessment to determine needed services and next steps for the job seeker.</p> <p>Refer to On-Site Review Checklist; KCCJ, Pineville Job Seeker Customer Flow; EKCEP LWDA MOU/ IFA</p>		
F.	<p>The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	<p>Job Seeker Solutions Functional Team members are available at all times to assist job seekers as needed in the Resource Room. A Resource Room Partner Schedule for staffing the Resource Room is developed by the Job Seeker Solutions Functional Team leader, and is distributed to all team members.</p> <p>Refer to On-Site Review Checklist; SOP; Resource Room Partner Schedule</p>		

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			
<p>Appropriate training, according to specialty areas, is provided to center staff to assist in maintaining the expertise needed to deliver services to job seekers at the KCCJ, Pineville. Required training is provided to all center staff, and functional team leaders may request special training for their team members, as needed.</p> <p>Refer to KCCJ, Pineville Staff Development Plan; Individual Staff Development Plans in the Individual Professional Development Folders, in the Master File</p>			
B.	<p>The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:</p>		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input checked="" type="checkbox"/>	2. Online surveys
		<input checked="" type="checkbox"/>	3. Personal interviews (open-ended)
		<input type="checkbox"/>	4. Focus groups
		<input type="checkbox"/>	5. Suggestion box

		<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
	Please Describe Below:		
Customers are given a paper Kentucky Career Center Job Seeker Survey to complete at the end of their visit to rate the services received from the Kentucky Career Center JobSight, Pineville. Online surveys can also be offered through some KCCJ partners. At the beginning of each visit, staff discusses the expectations of the visit with the job seeker. At the conclusion, staff asks the job seeker to complete the survey to rate the services and comment on the success of the visit. Wait times are recorded and tracked for each job seeker in the customer sign-in log at the Kentucky Career Center Jobsight, Pineville. The monthly average wait times and survey responses are compiled and discussed each quarter at the KCCJ, Pineville Partner Meeting.			
Refer to SOP; Kentucky Career Center JobSight, Pineville Job Seeker Survey; KCCJ, Pineville Partner Meeting Minutes			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input checked="" type="checkbox"/>	5. Other (please list below):
	CSBG E & T and SCSEP		
YES or NO:	YES		
Please Describe Below:			
The Kentucky Career Center JobSight, Pineville is open from 8:00 am-4:30 pm Monday through Friday. Staff are available after hours as requested for employed customers and employer needs. WIOA Adult, Dislocated Worker, & Youth formula programs and CSBG Employment & Training programs are full-time partners at the KCCJ, Pineville. Wagner-Peyser, and Office of Adult Education (OAE) - Skills U are part-time and maintain a schedule to provide services at the Center. Office of Vocational Rehabilitation (OVR) and SCSEP are partners who make their services available at the KCCJ, Pineville by appointment.			
Refer to Kentucky Career Center JobSight, Pineville Partner Schedule			

B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	Choose an item. If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
	Click or tap here to enter text.		
If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:			
The Kentucky Career Center JobSight, Pineville was reveiwed for ADA compliance on May 8, 2018. An ADA Compliance Plan was created by facility management the recommendations within the plan have been completed or are in the transition plan to be completed. The Kentucky Career Center JobSight Pineville received its certification letter from Larry Perkins, Safety & ADA Coordinator on May 28, 2019.			
Refer to EKCEP LWDA MOU/IFA; SOP; and KCCJ, Pineville Partner Schedule			

C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)
		<input type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g., phone, email, internet, and Skype)
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>Kentucky Career Center JobSight, Pineville provides free parking, including handicapped parking that is adequate for the average level of customer traffic. Assistive technology is provided for customers as requested. The Job Seeker Solutions Functional Team includes language and literacy services for all customers, as needed. KCCJ, Pineville is located in a convenient and central location in downtown Pineville that is easily accessible to customers. The KCCJ, Pineville is open from 8:00 am - 4:30 pm Monday through Friday for a total of 40 hours per week. Staff are available after hours, as requested, for employed customers and employer needs. WIOA and CSBG are full-time partners at the KCCJ, Pineville. OAE - Skills U are part-time and maintain a schedule to provide services at the center. OVR and SCSEP utilize the KCCJ, Pineville to provide services to customers by appointment. Customers' timely access to staff is ensured via phone, email, social media, KCC state website (www.kcc.ky.gov), EKCEP LWDA KCC JobSight website (www.jobsight.org), and through referrals made by the front desk staff.</p> <p>Refer to Accessibility Checklist in Master File; ADA Compliance Letter; On-Site Review Checklist; KCC JobSight, Pineville Partner Staff Schedules; EKCEP LWDA MOU/IFA; KCC JobSight, Pineville Job Seeker Customer Flow Chart</p>			
D.	The Affiliate Center has a professional and welcoming appearance including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>Kentucky Career Center JobSight, Pineville has furnishings that are well maintained and in clean, serviceable condition. Janitorial staff are employed by the host agency and clean the building and restrooms on a daily basis.</p> <p>Center staff maintain a professional and appropriate appearance. Center staff wear Kentucky Career Center name badges. Center Management Functional Team leaders at the Kentucky Career Center JobSight, Pineville are responsible for maintaining the parking lot and windows. The host agency, Bell-Whitley Community Action Agency is responsible for the upkeep of the building exterior. BWCAA is also responsible for the landscaping.</p> <p>Refer to On-Site Review Checklist; EKCEP LWDA MOU/IFA; KCC JobSight, Pineville Dress Code</p>			
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):		
		<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed

CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space
	<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing
	<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events
	<input type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs
	<input type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services
	<input checked="" type="checkbox"/>	7. Fully equipped resource room
	<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage
	<input type="checkbox"/>	9. Other (please list below):
		Click or tap here to enter text.
	YES or NO:	YES
Please Describe Below:		
<p>The Kentucky Career Center JobSight, Pineville has adequate office and classroom/training space. Private office space is available upon request for meetings with customers that require a greater level of confidentiality. KCCJ, Pineville has the capability to provide video conferencing through Skype and other technologies. This is available as needed for training and other services. The center has adequate computer lab space for training and testing purposes within the building. There is also adequate training room space for meetings and employer events. When necessary the training space can be utilized as a multi-purpose space and can be adapted to meet specific needs. The KCCJ, Pineville has current and adequate technology for use by all partners.</p> <p>Refer to EKCEP LWDA MOU/IFA; KCCJ, Pineville Floor Plan; SOP</p>		

F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/> 1. Clearly communicated, written emergency response plan outlining evacuation procedures	
		<input checked="" type="checkbox"/> 2. Documentation of regularly scheduled safety/emergency drills	
		<input checked="" type="checkbox"/> 3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff	
		<input checked="" type="checkbox"/> 4. Staff guidelines for handling sensitive, confidential information (paper and electronic)	
		<input checked="" type="checkbox"/> 5. Orientation training on safety and security policies and procedures for all new staff	
		<input type="checkbox"/> 6. Other (please list below):	
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>The Kentucky Career Center JobSight, Pineville has a written emergency response plan located at the front desk. An emergency response plan is also located in the Master File. The plan has been reviewed with all center staff. Safety/emergency drills are held annually. The center conducts fire and safety drills and the fire extinguishers are regularly maintained. Confidential information is kept secure in locked locations when unattended. All new center staff receive safety and security training the first week of employment at the center. Training is coordinated by the Center Management Functional Team leaders.</p> <p>Refer to On-Site Review Checklist; Emergency Response Plan; SOP; and Master File</p>			

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/> 1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
		<input checked="" type="checkbox"/> 2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/> 3. Single calendar of events

		<input checked="" type="checkbox"/>	4. Shared infrastructure items
		<input checked="" type="checkbox"/>	5. Common break room for partner staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>The Kentucky Career Center JobSight, Pineville has a full-time receptionist that is included as a shared cost to all partners in the MOU/IFA, and is a non-cash contribution by WIOA Adult, Dislocated Worker and Youth. Front desk reception staff is cross-trained to quickly and efficiently connect customers with the services and staff they need. Integration of services involves all center staff working together to deliver services by staff specialty on functional teams rather than by partner agency. The Resource Room is staffed by KCCJ partners. Staff assists customers in the Resource Room as needed, according to the Resource Room Partner Schedule that is organized by JSSFT leader. The CMFT leader works with the JSSFT leader to ensure that staff coverage is sufficient for customer traffic throughout each day. Resource Room supplies are included as a shared cost to all partners in the MOU/IFA, and are provided by WIOA Adult, Dislocated Worker, and Youth as a non-cash contribution. The Center Management Functional Team maintains a calendar of events on a shared Office 365 calendar, which may be viewed by all KCCJ, Pineville staff. Partner schedules are maintained at the front desk reception area. The cost of infrastructure items are shared by full-time partners. A common break room is available for all staff.</p> <p>Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, Pineville Floor Plan</p>			
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
YES or NO:		YES	
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
YES or NO:		YES	
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
YES or NO:		YES	
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
YES or NO:		YES	
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
YES or NO:		YES	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
	1.	Business/Employer Solutions Functional Team--Alex Barnett	
	2.	Job Seeker Solutions Functional Team--Rudelle Greene	
	3.	Center Management Functional Team--Sandy Hoskins	
	Please Describe Below:		
<p>The KCCJ, Pineville has established three functional teams. The Business/Employer Solutions Functional Team, which is composed of BEST members who work on-site at the center to meet the needs of businesses/employers. The KCCJ, Pineville has established one functional team to serve job seekers. The Job Seeker Solutions Functional Team (JSSFT) provides basic career services, individualized career services, training services, and follow-up services to job seekers. Center Management at the KCCJ, Pineville is maintained through the Center Management Functional Team (CMFT). The CMFT leaders provide leadership and coordination of the day-to-day operations as well as for the integration of services for all partner staff at the KCCJ, Pineville.</p> <p>Refer to SOP</p>			
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
CHECK ALL THAT APPLY		<input checked="" type="checkbox"/>	1. Maintenance and janitorial services
		<input checked="" type="checkbox"/>	2. Safety and emergency procedures

		<input type="checkbox"/>	3. Security	
		<input checked="" type="checkbox"/>	4. Equipment, including computers	
		<input checked="" type="checkbox"/>	5. Parking	
		<input checked="" type="checkbox"/>	6. Keys	
		<input checked="" type="checkbox"/>	7. Facility renovation, as needed	
		<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams	
		<input checked="" type="checkbox"/>	9. Oversight of customer flow	
		<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities	
		<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff	
		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules	
		<input type="checkbox"/>	13. Other (please list below):	
		Click or tap here to enter text.		
		YES or NO:	YES	
	Please Describe Below:			
The Center Management Functional Team leader ensures the efficient and successful day-to-day operation of the facility. The CMFT leader coordinates/initiates maintenance and repairs of the center and its equipment. The CMFT leader ensures that staff and customers have a safe and secure location, as well as access to all services they need.				
Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, Pineville Job Seeker Customer Flow Chart				

I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.		
	YES or NO:	YES	
	Please Describe Below:		
	The CMFT leader communicates regularly with center staff through internal communications, quarterly partner meetings, new hire orientations, and other meetings as necessary.		
Refer to SOP			

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input type="checkbox"/>	4. Other (please list below):
	Click or tap here to enter text.		
Please Describe Below and Include Minutes of at Least One Meeting:			
Regular functional team meetings are held weekly via in-person or virtually. Partner staff meetings and career center management team meetings are held quarterly via in-person or virtually. Business/Employer Services Team (BEST) meet quarterly.			

B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.		
	YES or NO:	YES	
	Please Describe Below:		
	The EKCEP LWIB and/or its One Stop Operators coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations to define goals and needs. The outcomes are then reviewed and shared against goals at the EKCEP Kentucky Career Center JobSight Annual Meeting.		

	Refer to SOP		
C.	<p>The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The EKCEP LWIB and/or its One Stop Operators coordinate and communicate with staff and management at all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations. KCCJ, Pineville Center staff communicate suggestions and concerns through partner supervisors and/or functional team leaders to the Center Management Functional Team.</p> <p>Refer to SOP</p>	YES or NO:	YES
YES or NO:	YES		
D.	<p>The Affiliate Center provides staff development that is appropriate for each individual’s function as well as for general staff development, as needed.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>Each partner agency with the KCCJ, Pineville requires training for their staff. Additional training is identified by functional team leaders in order to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or by functional team leaders is outlined in the KCCJ, Pineville Staff Development Plan for each fiscal year.</p> <p>Refer to SOP; KCCJ, Pineville Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
E.	<p>The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The Individual Staff Development Plan (ISDP) is completed by each KCCJ, Pineville staff member in order to outline training that is needed to improve their performance during the following fiscal year.</p> <p>Refer to SOP; Individual Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
F.	<p>The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>All KCCJ, Pineville staff possess the needed credentials relevant to their area of expertise at the center. All center staff receive ongoing professional development and continuing education and maintain certificates to document their training.</p> <p>Refer to SOP; Individual Staff Development Plan; Individual Professional Development Folders</p>	YES or NO:	YES
YES or NO:	YES		
G.	<p>The Affiliate Center arranges for team building training for all partner staff, if applicable.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>Center Management Functional Team members determine training that is beneficial in team building and developing rapport.</p> <p>Refer to KCCJ, Pineville Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
H.	<p>The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The Job Seeker Solutions Team leader calculates wait times and customer volume from information recorded on the sign-in sheet at the front reception desk.</p> <p>Refer to SOP</p>	YES or NO:	YES
YES or NO:	YES		

I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Upon sign-in, customers complete the customer referral form, which includes customer demographic information. This information is then logged into KEE Suite and/or Case Management System.		
	Refer to SOP		
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	All business/employer information and activities are entered into Salesforce-KIBES.		
	Refer to SOP		
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Business/employer sectors are required when entering the information into Salesforce-KIBES.		
	Refer to SOP		
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	The Kentucky Career Center JobSight, Pineville collects personally administered surveys and personal interviews from job seekers and employers. Survey results are reviewed at the quarterly KCCJ, Pineville Partner Meeting and shared with appropriate management.		
	Refer to SOP		
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.		
	YES or NO:	YES	
	Please Describe Below (include Outreach specifics):		
	Click or tap here to enter text.		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input type="checkbox"/>	3. Other Outreach (please list):	
		Click or tap here to enter text.	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			

5.			
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Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Strategic Planning/Innovation

Strategic Goals

Goal	Expected Metrics/Outcome	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
Increase referrals	Increase by 5% by 2023	Create referral process/procedure between partners.	Spreadsheet/Database
Increase foot traffic within the center	Increase by 10% by 2023	Increase marketing efforts about the center and the resources it provides	Spreadsheet/Database Surveys
Re-Integrate (pre-covid) partners back into the center	Increase partner presence in the center by 100% by 2023	Create plan/schedule for reintegration as partners policies allows	Spreadsheet Partner Schedule

Innovation

Please describe any areas of unique innovations that have been developed at this site:

In light of the recent COVID 19 pandemic the KCC JobSight Pineville began to look at ways to continue to provide efficient ongoing services to clients as well as maintain safety for all individuals involved during this process, including staff. One way that the Kentucky Career Center JobSight, Pineville has become uniquely innovative is by implementing a virtual intake process which includes determining eligibility through some of its partner programs, including the WIOA program.



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	KCC JobSight Manchester 1535 Shamrock Road Manchester, KY 40962
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	The Business/Employer Solutions Functional Team (BESFT) leader provides both leadership and coordination of business/employer services with members of the Business/Employer Solutions Functional Team. These services are provided on-site and in-person at business locations or through technology via email and phone calls. Refer to Standard Operating Procedures (SOP)	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	When a business/employer calls with a workforce need, such as a job fair or on-the-job training, the BESFT leader immediately organizes key staff to develop a plan of action within the same day of the request based on the timeframe set forth by the employer. The BESFT leader and members share important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area business/employer meetings. Business/employer surveys are conducted quarterly and results are shared with the BESFT, Center Management Functional Team and the Business/Employer Services Team (BEST) that represents the Southeast KY Community and Technical College area.	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	

	The BEST member regularly meet with BEST members. The Business/Employer Solutions Functional Team (BESFT) shares important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area employer meetings. Business/employer surveys are conducted quarterly. In addition, surveys are distributed at multi-employer job fairs in order to obtain immediate feedback from businesses/employers. Results are shared with the Business/Employer Solutions Functional Team, Center Management Functional Team, and Business/Employer Services Team		
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.		
	YES or NO:	YES	
	Please Describe Below:		
	Reception staff includes both the Business/Employer Services Functional Team (BESFT) as well as the Business/Employer Services Team (BEST), as appropriate, in routing business/employer customers. Refer KCCJ Functional Organizational Chart		
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.		
	YES or NO:	YES	
	Please Describe Below:		
	Members of the BESFT and the BEST record all appropriate business/employer related activities into Salesforce-KIBES as soon as allowable. Reports are pulled by the BESFT leader and shared with the Center Management Functional Team monthly and bi-monthly with the BEST to ensure consistency and to improve upon business/employer engagement. Refer to SOP, Business/Employer Services Work Flow Chart		

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.		
	YES or NO:	YES	
	Please Describe Below:		
	Staff members that are a part of the BESFT and the BEST receive an orientation and overview of business/employer services on a case-by-case basis within the first four months of employment. Staff members evaluate their skills personally and develop their own Individual Staff Development Plan (ISDP), which will be reviewed by the supervisor and the functional team leader to ensure that team skills and knowledge are developed uniformly for the team. Refer to KCCJ, Manchester Individual Staff Development Plans (ISDP)		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input checked="" type="checkbox"/>	5. Other (please list below):
		Virtual Services	
YES or NO:	YES		
Please Describe Below:			

	<p>Job seekers have multiple avenues to access one-stop partner services throughout the local workforce system. Job seekers may come into the Kentucky Career Center Jobsight, Manchester Affiliate location in person at 1535 Shamrock Road, Manchester, KY 40962 or may call the center to speak with staff at (606)598-5127. In addition, job seekers may access services at either of the two comprehensive career centers that are located within the EKCEP LWDA. This includes the Kentucky Career Center JobSight, Hazard and the Kentucky Career Center JobSight, Prestonsburg (certification in progress). Job seekers have direct linkage access through technology to schedule online appointments. Job seekers may also use the following websites for information about the workforce system online: 1) EKCEP LWDA website address at www.jobsight.org, 2) Kentucky Career Center website address at www.kcc.ky.gov, 3)Citizen Connect website at www.citizenconnect.ky.gov, 4) Daniel Boone Community Action Agency website at www.danielboonecaa.orgRefer to EKCEP LWDA MOU/IFA, KCCJ, Manchester Job Seeker Customer Flow Chart</p>
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Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input checked="" type="checkbox"/>	3. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>The job seeker customer flow chart in place at the Kentucky Career Center Jobsight, Manchester allowsthe development of the basic structure for customer relations management and helps improve customer service. The standard operating procedure (SOP) developed for the KCCJ, Manchester creates a clearunderstanding of the center operations, partnerships, and services in order to achieve efficiency, quality output, outcomes, and uniformity of performance, while reducing miscommunication and non-compliance with policies/regulations.</p> <p>Refer to SOP and KCCJ, Manchester Job Seeker Customer Flow Chart</p>			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
		<input checked="" type="checkbox"/>	2. Management of the resource room
		<input checked="" type="checkbox"/>	3. Workshops
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
		<input checked="" type="checkbox"/>	5. Assessments
		<input checked="" type="checkbox"/>	6. Customer follow-up
		<input checked="" type="checkbox"/>	7. Referrals
		<input type="checkbox"/>	8. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			
<p>The KCCJ, Manchester offers an integrated, seamless customer flow process. A Job Seeker Solutions Functional Team member welcomes the new or returning job seeker at the front desk and begins intake and informal assessment. As the job seeker’s needs are determined, a referral to the Resource Room may be made for self-directed or staff-assisted basic career services. Resource Room computers provide access to job search on Focus Career and registration in Citizen Connect. Initial resumes may be created in Focus Career or Career Coach for job matching and referral. Job seekers may attend a variety of informational workshops such as Labor Market Information (LMI) or work preparation workshops such as Job Clubs, Interview Preparation, and Ethics SENSE. Job Seeker Solutions Functional Team members work together to provide basic career services and, if needed, may refer the job seeker to other team members that specialize in individualized career services, training services and follow-up services. The job seeker may receive an Individual Employment Plan (IEP), comprehensive assessments, and one-on-one Career Counseling and planning for more intensive services, including a targeted resume and cover letter. If appropriate, internships, registered apprenticeships, or work experience placements may also be considered. Job Seeker Solutions Functional Team members can also assist job seekers who are interested in developing additional skills to increase their competitiveness to get a better job through training services such as short-term or long-term occupational skills training or on-the-job training. They may also assist</p>			

	<p>job seekers who will be attending Pell-eligible training with financial aid applications, if requested. Job Seeker Solutions Functional Team members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up services are provided for up to one year after the first day of employment, and may include career counseling and referrals to partners for any support that may be needed for job retention.</p> <p>Refer to KCCJ, Manchester Job Seeker Customer Flow Chart</p>		
C.	All customers are provided/offered alternative activities or options during wait times:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input checked="" type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>The lobby/waiting area includes job fair flyers, newspapers, and brochures about the services offered at the center. Job seekers may view a job seeker events board, and utilize computers in the ResourceRoom for job search and/or basic resume development on Focus Career and/or Career Coach whilethey are waiting to see JSSFT staff for additional services. Brightly colored posters are displayed in the lobby that share the Mission Statement and Core Values identified in early team meetings.</p> <p>Refer to On-Site Review Checklist; KCCJ, Manchester Job Seeker Customer Flow ChartD</p>			
D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input checked="" type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>Reception staff welcomes a new customer and begins intake and initial assessment process. The job seeker is assisted with intake, orientation, and initial assessment. Upon completion of these initial services, the job seeker is referred to the Resource Room to register in Focus Career and begin self-directed basic career services such as job search, basic resume development, and/or labor market information. The job seeker may be referred to a Job Seeker Solutions Functional Team member for staff-assisted basic career services. The KCCJ, Manchester utilizes an integrated case managementsystem. New job seekers also register in Citizen Connect and JSSFT members continue to document services provided to them through Staff Connect in the KEE Suite system. New or returning job seekers may be referred to other Job Seeker Solutions Functional Team members for additional basic career services, individualized career services, or training services in order of priority, based on determination of services needed during initial assessment. Career counseling and planning is available to job seekers for many of the individualized career services and training services. Customers with disabilities may receive accommodations, if requested, through assistive technology, special materials, and JSSFT members at the KCCJ, Manchester.</p>			

	Refer to ADA Compliance Checklist, On-Site Checklist; KCCJ, Manchester Job Seeker CustomerFlow Chart; EKCEP LWDA MOU/IFA		
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.
		<input type="checkbox"/>	4. Other (please list below):
			Click or tap here to enter text.
YES or NO:	YES		
	Please Describe Below:		
	<p>The KCCJ, Manchester has a designated reception staff that is located at the front desk and welcomes customers in a timely, friendly, professional, responsive, and helpful way. The reception staff is a member of the Job Seeker Solutions Functional Team and clearly communicates wait times to customers, as needed. Reception staff begins the initial assessment to determine needed services and next steps for the job seeker.</p> <p>Refer to On-Site Review Checklist; KCCJ, Manchester Job Seeker Customer Flow; EKCEP LWDAMOUIFA</p>		
F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.		
	YES or NO:	YES	
	Please Describe Below:		
	<p>Job Seeker Solutions Functional Team members are available at all times to assist job seekers as needed in the Resource Room. A Resource Room Partner Schedule for staffing the Resource Room is developed by the Job Seeker Solutions Functional Team leader, and is distributed to all team members.</p> <p>Refer to On-Site Review Checklist; SOP; Resource Room Partner Schedule</p>		

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
	Please Describe Below:		
	<p>Appropriate training, according to specialty areas, is provided to center staff to assist in maintaining the expertise needed to deliver services to job seekers at the KCCJ, Manchester. Required training is provided to all center staff, and functional team leaders may request special training for their team members, as needed.</p> <p>Refer to KCCJ, Manchester Staff Development Plan; Individual Staff Development Plans in the Individual Professional Development Folders, in the Master File</p>		

B.	The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input type="checkbox"/>	2. Online surveys
		<input type="checkbox"/>	3. Personal interviews (open-ended)
		<input type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>Customers are given a paper Kentucky Career Center Job Seeker Survey to complete at the end of their visit to rate the services received from the Kentucky Career Center JobSight, Manchester. Onlinesurveys can also be offered through some KCCJ partners. At the beginning of each visit, staff discusses the expectations of the visit with the job seeker. At the conclusion, staff asks the job seeker to complete the survey to rate the services and comment on the success of the visit. Wait times are recorded and tracked for each job seeker in the customer sign-in log at the Kentucky Career Center Jobsight, Manchester. The monthly average wait times and survey responses are compiled and discussed eachmonth at the KCCJ, Manchester Partner Meeting.</p> <p>Refer to SOP; Kentucky Career Center JobSight, Manchester Job Seeker Survey; KCCJ, ManchesterPartner Meeting Minutes</p>			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
	<p>The Kentucky Career Center JobSight, Manchester is open from 8:00 am-4:30 pm Monday through Friday. Staff are available after hours as requested for employed customers and employer needs. WIOA Adult, Dislocated Worker, & Youth formula programs, Wagner-Peyser/Career Development Office (CDO) and Community Services Block Grant (CSBG) are full-time partners at the KCCJ, Manchester. Office of Vocational Rehabilitation (OVR) is part-time and maintain a schedule to provide services at the Center.</p> <p>Refer to Kentucky Career Center JobSight, Manchester Partner Schedule.</p>		
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	YES	
		If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		3. Other (please list):	

		<input type="checkbox"/>	Click or tap here to enter text.	
If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:				
<p>The Kentucky Career Center JobSight, Manchester was reviewed for ADA compliance and several recommendations were made. The host agency, Daniel Boone Community Action Agency, Inc. is working to update and/or correct the issues as soon as possible. All high priority issues have been addressed and corrected and a transition plan is in place to correct all remaining issues. The review letter is pending and will be available on-site during the Certification Review Team’s visit.</p> <p>Refer to EKCEP LWDA MOU/IFA; SOP; and KCCJ, Manchester Partner Schedule</p>				
C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities	
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff	
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage	
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line	
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)	
		<input checked="" type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g.,phone, email, internet, and Skype)	
		<input type="checkbox"/>	7. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:	YES		
Please Describe Below:				
<p>Kentucky Career Center JobSight, Manchester provides free parking, including accessible parking that is adequate for the average level of customer traffic. Assistive technology is provided for customers as requested. The Job Seeker Solutions Functional Team includes language and literacy services for all customers, as needed. The KCCJ, Manchester is open from 8:00 am - 4:30 pm Monday through Friday for a total of 42.5 hours per week. Staff are available after hours, as requested, for employed customers and employer needs. WIOA, CDO, and CSBG are full-time partners at the KCCJ, Manchester and OVR is part-time and maintain a schedule to provide services at the center. Customers’ timely access to staff is ensured via phone, email, social media, KCC state website (www.kcc.ky.gov), EKCEP LWDA KCC JobSight website (www.jobsight.org), and through referrals made by the front desk staff.</p> <p>Refer to Accessibility Checklist in Master File; ADA Compliance Letter; On-Site Review Checklist; KCC JobSight, Manchester Partner Staff Schedules; EKCEP LWDA MOU/IFA; KCC JobSight, Manchester Job Seeker Customer Flow ChartD</p>				
D.	The Affiliate Center has a professional and welcoming appearance including:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings	
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies	
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff	
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms	
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior	
		<input type="checkbox"/>	6. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:	YES		
	Please Describe Below:			
<p>Kentucky Career Center JobSight, Manchester has furnishings that are well maintained and in clean, service able condition.Custodial staff are contracted to clean the building and restrooms on a daily basis. Center staff maintain a professional and appropriate appearance. Center staff wear Kentucky Career Center name badges. Center Management Functional Team leaders at the Kentucky Career Center JobSight, Manchester and Daniel Boone Community Action Agency, Inc. are responsible for maintaining the parking lot, windows, upkeep of the</p>				

	building exterior as well as landscaping and lawn care.		
	Refer to On-Site Review Checklist; EKCEP LWDA MOU/IFA; KCC JobSight, Manchester Dress Code; See contract for custodial services in the Career Center Management Binder, in the Master File		
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed
		<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services
		<input checked="" type="checkbox"/>	7. Fully equipped resource room
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage
		<input type="checkbox"/>	9. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>The Kentucky Career Center JobSight, Manchester has adequate office and classroom/training space. Private office space is available upon request for meetings with customers that require a greater level of confidentiality. KCCJ, Manchester has the capability to provide video conferencing through Zoom and other technologies. This is available as needed for training and other services. The center has adequate computer lab space for training and testing purposes throughout the building. There is also adequate conference room space for meetings and employer events. The KCCJ, Manchester has sufficient modular/multi-use space that can be adapted to meet changing needs. The center has current and adequate technology for use by all partners.</p> <p>Refer to EKCEP LWDA MOU/IFA; KCCJ, Manchester Floor Plan; SOP</p>			
F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
		<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
		<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
		<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
		<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
	<p>The Kentucky Career Center JobSight, Manchester has a written emergency response plan located at the front desk and in the conference room for convenience. An emergency response plan is also located in the Master File. The plan has been reviewed with all center staff. Safety/emergency drills are held annually. The center conducts fire and safety drills and the fire extinguishers are regularly maintained. Confidential information is kept secure in locked locations when unattended. All new center staff receive safety and security training the first week of employment at the center. Training is coordinated by the Center Management Functional Team leaders.</p> <p>Refer to On-Site Review Checklist; Emergency Response Plan; SOP; and Master File</p>		

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
		<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/>	3. Single calendar of events
		<input checked="" type="checkbox"/>	4. Shared infrastructure items
		<input checked="" type="checkbox"/>	5. Common break room for partner staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>The Kentucky Career Center JobSight, Manchester has a full-time receptionist that is included as a shared cost to all partners in the MOU/IFA, and is a non-cash contribution by WIOA Adult, Dislocated Worker and Youth. Front desk reception staff is cross-trained to quickly and efficiently connect customers with the services and staff they need. Integration of services involves all center staff working together to deliver services by staff specialty on functional teams rather than by partner agency. The Resource Room is staffed by KCCJ partners. Staff assists customers in the Resource Room as needed, according to the Resource Room Partner Schedule that is organized by JSSFT leader. The CMFT leader works with the JSSFT leader to ensure that staff coverage is sufficient for customer traffic throughout each day. Resource Room supplies are included as a shared cost to all partners in the MOU/IFA, and are provided by WIOA Adult, Dislocated Worker, and Youth as a non-cash contribution. The Center Management Functional Team shares a listing of upcoming events via email, the DBCAA website, the DBCAA Facebook page and KeeSuite Opportunities page. This makes the events available to all KCCJ, Manchester staff. Individual staff schedules are not included in these listings. The cost of infrastructure items are shared by full-time partners. A common break room is available for all staff.</p> <p>Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, Manchester Floor Plan</p>			
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
	YES or NO:	YES	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
	1.	Business/Employer Solutions Functional Team -Joann Nolan	
	2.	Job Seeker Solutions Fuctional Team - Mona Whitaker	
	3.	Center managemetn Functional Team - Robin Whitaker	
	Please Describe Below:		
	<p>The KCCJ, Manchester has established three functional teams. The Business/Employer SolutionsFunctional Team, which is composed of BEST members who work on-site at the center to meet the needs of businesses/employers. The KCCJ, Manchester has established one functional team to servejob seekers. The Job</p>		

	Seeker Solutions Functional Team (JSSFT) provides basic career services, individualized career services, training services, and follow-up services to job seekers. Center Management at the KCCJ, Manchester is maintained through the Center Management FunctionalTeam (CMFT). The CMFT leaders provide leadership and coordination of the day-to-day operations as well as for the integration of services for all partner staff at the KCCJ, Manchester.		
	Refer to SOP		
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Maintenance and janitorial services
		<input checked="" type="checkbox"/>	2. Safety and emergency procedures
		<input checked="" type="checkbox"/>	3. Security
		<input checked="" type="checkbox"/>	4. Equipment, including computers
		<input checked="" type="checkbox"/>	5. Parking
		<input checked="" type="checkbox"/>	6. Keys
		<input checked="" type="checkbox"/>	7. Facility renovation, as needed
		<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams
		<input type="checkbox"/>	9. Oversight of customer flow
		<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities
		<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff
		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules
		<input type="checkbox"/>	13. Other (please list below):
			Click or tap here to enter text.
YES or NO:		YES	
Please Describe Below:			
Center Management Functional Team leaders ensure the efficient and successful day-to-day operation of the facility. They coordinate/initiate maintenance and repair of the center and its equipment. The CMFT leaders ensure that staff and customers have a safe and secure location, as well as access to all services they need.			
Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, Manchester Job Seeker Customer Flow Chart			
I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.		
	YES or NO:		YES
	Please Describe Below:		
	CMFT leaders communicate regularly with center staff through internal communications, monthly partner meetings, new hire orientations, and other meetings as necessary. All new KCCJ, Manchesterstaff receive safety and security training when arriving for employment at the center.		
Refer to SOP			

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:		
	YES or NO:		YES
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input checked="" type="checkbox"/>	4. Other (please list below):
	Virtual Meetings		
Please Describe Below and Include Minutes of at Least One Meeting:			

	Click or tap here to enter text.	
B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.	
	YES or NO:	YES
	Please Describe Below:	
	The EKCEP LWIB and/or its One Stop Operators coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations to define goals and needs. The outcomes are then reviewed and shared against goals at the EKCEP Kentucky Career Center JobSight Annual Meeting. Refer to SOP	
C.	The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.	
	YES or NO:	YES
	Please Describe Below:	
	The EKCEP LWIB and/or its One Stop Operators coordinate and communicate with staff and management at all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations. KCCJ, Manchester Center staff communicate suggestions and concerns through partnersupervisors and/or functional team leaders to the Center Management Functional Team. Refer to SOP	
D.	The Affiliate Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.	
	YES or NO:	YES
	Please Describe Below:	
	Each partner agency with the KCCJ, Manchester requires training for their staff. Additional training is identified by functional team leaders in order to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or by functional team leaders is outlined in the KCCJ, Manchester Staff Development Plan for each fiscal year. Refer to SOP; KCCJ, Manchester Staff Development Plan	
E.	The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.	
	YES or NO:	YES
	Please Describe Below:	
	The Individual Staff Development Plan (ISDP) is completed by each KCCJ, Manchester staff member in order to outline training that is needed to improve their performance during the following fiscal year. Refer to SOP; Individual Staff Development Plan	
F.	The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.	
	YES or NO:	YES
	Please Describe Below:	
	All KCCJ, Manchester staff possess the needed credentials relevant to their area of expertise at the center. All center staff receive ongoing professional development and continuing education and maintain certificates to document their training. Refer to SOP; Individual Staff Development Plan; Individual Professional Development Folders	
G.	The Affiliate Center arranges for team building training for all partner staff, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	Center Management Functional Team members determine training that is beneficial in team building and developing rapport. Refer to KCCJ, Manchester Staff Development Plan	

H.	The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	The Job Seeker Solutions Team leader calculates wait times and customer volume from information recorded on the sign-in sheet at the front reception desk.		
	Refer to SOP		
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Upon sign-in, customers complete the customer referral form, which includes customer demographic information. This information is then logged into KEE Suite and/or Case Management System.		
	Refer to SOP		
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	All business/employer information and activities are entered into Salesforce-KIBES.		
	Refer to SOP		
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Business/employer sectors are required when entering the information into Salesforce-KIBES.		
	Refer to SOP		
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	The Kentucky Career Center JobSight, Manchester collects personally administered surveys from jobseekers and employers. Survey results and suggestions submitted through the Suggestion Box are reviewed at the monthly KCCJ, Manchester Partner Meeting and shared with appropriate management.		
	Refer to SOP		
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.		
	YES or NO:	YES	
	Please Describe Below (include Outreach specifics):		
	Click or tap here to enter text.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach
<input checked="" type="checkbox"/>		2. Business/Employer Outreach	
<input type="checkbox"/>		3. Other Outreach (please list):	
		Click or tap here to enter text.	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) The top 5 goals/priorities for this Career Center, 2.) The expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) Method of how those outcomes are tracked for each goal.

Goal 1: Increase employer engagement at the center

- Metrics:
 - o One employer-centered activity per quarter
- Steps:
 - o Workshops/informational sessions for employers
 - o Encourage Employers to use the conference room for their training/planning needs
 - o Offer Sector Spotlight events to allow employers to talk to the public about their field
- Tracking:
 - o BESFT will report on number of employers using the center and their activities to Center Management on a quarterly basis.
 - o BESFT will report on number of jobseekers who attend Employer-Centered events to Center Management on a quarterly basis.

Goal 2: Improve overall customer experience

- Metrics:
 - o 51% of customers complete the customer satisfaction survey
 - o 80% of customers rank their satisfaction on the Customer Satisfaction Survey as Very Good or Excellent
 - o 20% rate of returning customers
- Steps:
 - o Create center orientation materials to be provided by Ready to Work participant to customers upon intake (video, one-sheet, brochure, QR codes/links to websites, etc.)
 - Who is in the center, what they can offer, what contacts are available, what their expectations can be
 - o Improve intake process
 - Ask customers what their needs are
 - Include services provided by all partners/community resource providers
 - o Improve customer satisfaction survey
 - Offer digital survey as primary means of collection, paper only as a backup
 - Ask customers how many partners they visited or were referred to
 - Ask customers if their needs were met or will be met
 - Ask if they are a returning customer
 - Ask if they were provided information about upcoming events
 - Ask if they were provided with an overview of what the center can do for them
- Tracking:
 - o Jobseeker Services Team Lead will report on the results of the Customer Satisfaction Survey once per quarter to the Center Management Team

Goal 3: Increase Number of Referrals Provided

- Metrics
 - o Center staff will provide at least one referral to 30% of customers
- Steps
 - o Staff will be cross-trained as part of the staff development plan
 - o Staff will be made aware of community resources as part of the staff development plan
 - o Outreach materials provided to all staff who travel so that they may make recommendations and referrals.
 - o Questions about referrals will be added to the Customer Satisfaction/exit survey.
- Tracking
 - o Customers will be asked about referrals received on the Customer Satisfaction Survey. Jobseeker Services Team Lead will report on the results once per quarter to the Center Management Team.

Goal 4: Increase outreach to the community

- Metrics:
 - o Center staff will provide community outreach initiatives and record attendance
- Steps
 - o WIOA staff will host workshops, job fairs, and enrollment drives made available to jobseekers and employers
 - o Center Management Staff will work to develop a plan to market the center as a whole, rather than as individual programs.
- Tracking
 - o Attendance at events/workshops/classes/speaking engagements will be tracked via sign-in sheets. Center Management Staff will document outreach initiatives and report on attendance quarterly.

Goal 5: Increased use of the resource room

- Metrics
 - o 25% of customers use the resource room
- Steps
 - o Inform customers during their center orientation of the full range of services available to them through the Resource Room (resumes, Focus Assist, Career Edge, applying for jobs, GED instruction, virtual meetings, GED testing, accessibility options for those with disabilities) Find a way to add audio/visual equipment to the resource room (headphones, microphones, headsets, web cams)
 - o Provide recommended video watching related to jobseeker skills (soft skills, preparing for an interview, etc.)
- Tracking
 - o Number of customers using the resource room will be tracked via a sign-in sheet and reported to the Center Management Team on a quarterly basis by the Job Seeker Services Team Lead.

Innovation

1. Please describe any areas of unique innovations that have been developed at this site:

Providing virtual services to our customers. Using online forms, customers can complete their intake form all before the initial meeting. Initial customer contact became more effective because less time was spent questioning the customer and more time was spent getting them on the path they needed.

2. What Best Practices were created at this location you would like to share:

Adapting to the requirements placed on the center during the COVID-19 pandemic offered partners the opportunity to emphasize the ease of contact and flexibility that virtual services can provide to customers. By offering multiple means of contact the customers and staff were able to reach one another in the most timely and convenient way for the customer.



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	KCC JobSight McKee 5748 KY Hwy 290 McKee, KY 40447
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	The Business/Employer Solutions Functional Team (BESFT) leader provides both leadership and coordination of business/employer services with members of the Business/Employer Solutions Functional Team. These services are provided on-site and in-person at business locations or through technology via email and phone calls. Refer to Standard Operating Procedures (SOP)	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	When a business/employer calls with a workforce need, such as a job fair or on-the-job training, the BESFT leader immediately organizes key staff to develop a plan of action within the same day of the request based on the timeframe set forth by the employer. The BESFT leader and members share important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area business/employer meetings. Business/employer surveys are conducted quarterly and results are shared with the BESFT, Center Management Functional Team and the Business/Employer Services Team (BEST) that represents the Southeast KY Community and Technical College area. Refer to SOP, Business/Employer Services Work Flow Chart	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES

	Please Describe Below:	
	The BEST members regularly meet with BESFT members. The Business/Employer Solutions Functional Team (BESFT) shares important information to center staff regarding job fairs and other recruiting events, as well as pertinent information shared in local area employer meetings. Business/employer surveys are conducted quarterly. In addition, surveys are distributed at multi-employer job fairs in order to obtain immediate feedback from businesses/employers. Results are shared with the Business/Employer Solutions Functional Team, Center Management Functional Team, and Business/Employer Services Team.	
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.	
	YES or NO:	YES
	Please Describe Below:	
	Reception staff includes both the Business/Employer Services Functional Team (BESFT) as well as the Business/Employer Services Team (BEST), as appropriate, in routing business/employer customers. Refer KCCJ Functional Organizational Chart	
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.	
	YES or NO:	YES
	Please Describe Below:	
	Members of the BESFT and the BEST record all appropriate business/employer related activities into Salesforce-KIBES as soon as allowable. Reports are pulled by the BESFT leader and shared with the Center Management Functional Team monthly and bi-monthly with the BEST to ensure consistency and to improve upon business/employer engagement. Refer to SOP, Business/Employer Services Work Flow Chart	

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.	
	YES or NO:	YES
	Please Describe Below:	
	Staff members that are a part of the BESFT and the BEST receive an orientation and overview of business/employer services on a case-by-case basis within the first four months of employment. Staff members evaluate their skills personally and develop their own Individual Staff Development Plan (ISDP), which will be reviewed by the supervisor and the functional team leader to ensure that team skills and knowledge are developed uniformly for the team. Refer to KCCJ, McKee Individual Staff Development Plans (ISDP)	

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input checked="" type="checkbox"/>	5. Other (please list below):
		Virtual Access	
YES or NO:	YES		

	Please Describe Below:
	<p>Job seekers have multiple avenues to access one-stop partner services throughout the local workforce system. Job seekers may come into the Kentucky Career Center Jobsight, McKee Affiliate location inperson at 5748 KY Hwy 290 McKee, KY 40447 or may call the center to speak with staff at (606) 364-4484. In addition, job seekers may access services at either of the two comprehensive career centers that are located within the EKCEP LWDA. This includes the Kentucky Career Center JobSight, Hazard and the Kentucky Career Center JobSight, Prestonsburg (certification in progress). Job seekers have direct linkage access through technology to schedule online appointments. Job seekers may also use the following websites for information about the workforce system online: 1) EKCEP LWDA website address at www.jobsight.org, 2) Kentucky Career Center website address at www.kcc.ky.gov, 3)Citizen Connect website at www.citizenconnect.ky.gov, 4) Daniel Boone Community Action Agency website at www.danielboonecaa.org</p> <p>Refer to EKCEP LWDA MOU/IFA, KCCJ, McKee Job Seeker Customer Flow Chart</p>

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart	
		<input checked="" type="checkbox"/>	2. Standard operating procedures	
		<input type="checkbox"/>	3. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:	YES		
	Please Describe Below:			
	<p>The job seeker customer flow chart in place at the Kentucky Career Center Jobsight, McKee allows thedevelopment of the basic structure for customer relations management and helps improve customer service. The standard operating procedure (SOP) developed for the KCCJ, McKee creates a clear understanding of the center operations, partnerships, and services in order to achieve efficiency, quality output, outcomes, and uniformity of performance, while reducing miscommunication and non-compliance with policies/regulations.</p> <p>Refer to SOP and KCCJ, McKee Job Seeker Customer Flow Chart</p>			
	B.	A seamless customer flow process is integrated across all partners through activities including:		
		CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
<input checked="" type="checkbox"/>			2. Management of the resource room	
<input checked="" type="checkbox"/>			3. Workshops	
<input checked="" type="checkbox"/>			4. Individual Employment Plans (IEP)	
<input checked="" type="checkbox"/>			5. Assessments	
<input checked="" type="checkbox"/>			6. Customer follow-up	
<input checked="" type="checkbox"/>			7. Referrals	
<input type="checkbox"/>			8. Other (please list below):	
Click or tap here to enter text.				
YES or NO:	YES			
Please Describe Below:				
<p>The KCCJ, McKee offers an integrated, seamless customer flow process. A Job Seeker Solutions Functional Team member welcomes the new or returning job seeker at the front desk and begins intake and informal assessment. As the job seeker’s needs are determined, a referral to the Resource Room may be made for self-directed or staff-assisted basic career services. Resource Room computers provide access to job search on Focus Career and registration in Citizen Connect. Initial resumes may be created in Focus Career or Career Coach for job matching and referral. Job seekers may attend a variety of informational workshops such as Labor Market Information (LMI) or work preparation workshops such as Job Clubs, Interview Preparation, and Ethics SENSE. Job Seeker Solutions Functional Team members work together to provide basic career services and, if needed, may refer the job seeker to other team members that specialize in individualized career services, training services and follow-up services. The job seeker may receive an Individual Employment Plan (IEP), comprehensive assessments, and one-on-one Career Counseling and planning for more intensive services, including a targeted resume and cover letter. If appropriate, internships, registered apprenticeships, or work experience placements may also be considered. Job Seeker Solutions Functional Team members can also assist job seekers who are</p>				

	<p>interested in developing additional skills to increase their competitiveness to get a better job through training services such as short-term or long-term occupational skills training or on-the-job training. They may also assist job seekers who will be attending Pell-eligible training with financial aid applications, if requested. Job Seeker Solutions Functional Team members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up services are provided for up to one year after the first day of employment, and may include career counseling and referrals to partners for any supports that may be needed for job retention.</p> <p>Refer to KCCJ, McKee Job Seeker Customer Flow Chart</p>		
C.	All customers are provided/offered alternative activities or options during wait times:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input checked="" type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>The lobby/waiting area includes job fair flyers, newspapers, and brochures about the services offered at the center. Job seekers may also utilize a job seeker events board and computers in the ResourceRoom for job search and/or basic resume development on Focus Career and/or Career Coach whilethey are waiting to see JSSFT staff for additional services. Brightly colored posters are displayed in the lobby that share the Mission Statement and Core Values identified in early team meetings. Refer to On-Site Review Checklist; KCCJ, McKee Job Seeker Customer Flow Chart</p>			
D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>Reception staff welcomes a new customer and begins intake and initial assessment process. The job seeker is assisted with intake, orientation, and initial assessment. Upon completion of these initial services, the job seeker is referred to the Resource Room to register in Focus Career and begin self-directed basic career services such as job search, basic resume development, and/or labor market information. The job seeker may be referred to a Job Seeker Solutions Functional Team member for staff-assisted basic career services. The KCCJ, McKee utilizes an integrated case management system.New job seekers also register in Citizen Connect and JSSFT members continue to document services provided to them through Staff Connect in the KEE Suite system. New or returning job seekers may be referred to other Job Seeker Solutions Functional Team members for additional basic career services, individualized career services, or training services in order of priority, based on determination of services needed during initial assessment. Career counseling and planning is available to job seekers for many of the individualized career services and training services. Customers with disabilities may receive accommodations, if requested, through assistive technology, special materials, and JSSFT members at the KCCJ, McKee.</p>			

	Refer to ADA Compliance Checklist, On-Site Checklist; KCCJ, McKee Job Seeker Customer FlowChart; EKCEP LWDA MOU/IFA		
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.
		<input type="checkbox"/>	4. Other (please list below):
			Click or tap here to enter text.
YES or NO:	YES		
Please Describe Below:			
	<p>The KCCJ, McKee has a designated reception staff that is located at the front desk and welcomes customers in a timely, friendly, professional, responsive, and helpful way. The reception staff is a member of the Job Seeker Solutions Functional Team and clearly communicates wait times to customers, as needed. Reception staff begins the initial assessment to determine needed services and next steps for the job seeker.</p> <p>Refer to On-Site Review Checklist; KCCJ, McKee Job Seeker Customer Flow; EKCEP LWDAMOUIFA</p>		
F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.		
	YES or NO:	YES	
	Please Describe Below:		
	Job Seeker Solutions Functional Team members are available at all times to assist job seekers as needed in the Resource Room. A Resource Room Partner Schedule for staffing the Resource Room is developed by the Job Seeker Solutions Functional Team leader, and is distributed to all team members. Refer to On-Site Review Checklist; SOP; Resource Room Partner Schedule		

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			
Appropriate training, according to specialty areas, is provided to center staff to assist in maintaining the expertise needed to deliver services to job seekers at the KCCJ, McKee. Required training is provided to all center staff, and functional team leaders may request special training for their team members, as needed.			
B.	The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:		
		<input checked="" type="checkbox"/>	1. Personally administered surveys

	CHECK ALL THAT APPLY	<input type="checkbox"/>	2. Online surveys
		<input type="checkbox"/>	3. Personal interviews (open-ended)
		<input type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
Customers are given a paper Kentucky Career Center Job Seeker Survey to complete at the end of their visit to rate the services received from the Kentucky Career Center JobSight, McKee. Online surveyscan also be offered through some KCCJ partners. At the beginning of each visit, staff discusses the expectations of the visit with the job seeker. At the conclusion, staff asks the job seeker to complete the survey to rate the services and comment on the success of the visit. Wait times are recorded and tracked for each job seeker in the customer sign-in log at the Kentucky Career Center Jobsight, McKee. Themonthly average wait times and survey responses are compiled and discussed each month at the KCCJ, McKee Partner Meeting.			
Refer to SOP; Kentucky Career Center JobSight, McKee Job Seeker Survey; KCCJ, McKee PartnerMeeting Minutes			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			
The Kentucky Career Center JobSight, McKee is open from 8:00 am-4:30 pm Monday through Friday. Staff are available after hours as requested for employed customers and employer needs. WIOA Adult, Dislocated Worker, & Youth formula programs, Wagner-Peyser/Career Development Office (CDO), and Community Services Block Grant (CSBG) are full-time partners at the KCCJ, McKee. Office of Vocational Rehabilitation (OVR) is part-time and maintains a schedule to provide services at the Center.			
Refer to Kentucky Career Center JobSight, McKee Partner Schedule			
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	Choose an item. If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
The Kentucky Career Center JobSight, McKee was reviewed for ADA compliance and severalrecommendations were made. The host agency, Daniel Boone Community Action Agency, Inc. is working to update and/or correct the issues as soon as possible. All high priority issues have been addressed and corrected and a transition plan is in place to correct all remaining issues. The reviewletter is pending and will be available on-site during the			

	Certification Review Team’s visit.		
	Refer to EKCEP LWDA MOU/IFA; SOP; and KCCJ, McKee Partner Schedule		
C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)
		<input checked="" type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g.,phone, email, internet, and Skype)
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>Kentucky Career Center JobSight, McKee provides free parking, including accessible parking that is adequate for the average level of customer traffic. Assistive technology is provided for customers as requested. The Job Seeker Solutions Functional Team includes language and literacy services for all customers, as needed. The KCCJ, McKee is open from 8:00 am - 4:30 pm Monday through Friday for a total of 42.5 hours per week. Staff are available after hours, as requested, for employed customers and employer needs. WIOA, CDO and CSBG are full-time partners at the KCCJ, McKee. OVR is part-time and maintains a schedule to provide services at the center. Customers’ timely access to staff is ensured via phone, email, social media, KCC state website (www.kcc.ky.gov), EKCEP LWDA KCC JobSight website (www.jobsight.org), and through referrals made by the front desk staff.</p> <p>Refer to Accessibility Checklist in Master File; ADA Compliance Letter; On-Site Review Checklist; KCC JobSight, McKee Partner Staff Schedules; EKCEP LWDA MOU/IFA; KCC JobSight, McKee Job Seeker Customer Flow Chart</p>			
D.	The Affiliate Center has a professional and welcoming appearance including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>Kentucky Career Center JobSight, McKee has furnishings that are well maintained and in clean, serviceable condition.Custodial staff are contracted to clean the building and restrooms on a daily basis. Center staff maintain a professional and appropriate appearance. Center staff wear Kentucky Career Center name badges. Center Management Functional Team leaders at the Kentucky Career Center JobSight, McKee and Daniel Boone Community Action Agency, Inc. are responsible for maintaining the parking lot, windows, upkeep of the building exterior as well as landscaping and lawn care.</p> <p>Refer to On-Site Review Checklist; EKCEP LWDA MOU/IFA; KCC JobSight, McKee Dress Code; See contract for custodial services in the Career Center Management Binder, in the Master File</p>			
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):		
		<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed

	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space	
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing	
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events	
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs	
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services	
		<input checked="" type="checkbox"/>	7. Fully equipped resource room	
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage	
		<input type="checkbox"/>	9. Other (please list below):	
			Click or tap here to enter text.	
	YES or NO:		YES	
Please Describe Below:				
<p>The Kentucky Career Center JobSight, McKee has adequate office and classroom/training space. Private office space is available upon request for meetings with customers that require a greater level of confidentiality. KCCJ, McKee has the capability to provide video conferencing through Zoomand other technologies. This is available as needed for training and other services. The center has adequate computer lab space for training and testing purposes throughout the building. There is also adequate conference room space for meetings and employer events. The KCCJ, McKee has sufficientmodular/multi-use space that can be adapted to meet changing needs. The center has current and adequate technology for use by all partners.</p> <p>Refer to EKCEP LWDA MOU/IFA; KCCJ, McKee Floor Plan; SOP</p>				
F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures	
		<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills	
		<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff	
		<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)	
		<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff	
		<input type="checkbox"/>	6. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:		YES	
	Please Describe Below:			
<p>The Kentucky Career Center JobSight, McKee has a written emergency response plan located at the front desk and in the conference room for convenience. An emergency response plan is also located in the Master File. The plan has been reviewed with all center staff. Safety/emergency drills are held annually. The center conducts fire and safety drills and the fire extinguishers are regularly maintained. Confidential information is kept secure in locked locations when unattended. All new center staff receive safety and security training the first week of employment at the center. Training is coordinated by the Center Management Functional Team leaders.</p> <p>Refer to On-Site Review Checklist; Emergency Response Plan; SOP; and Master File</p>				

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
		<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/>	3. Single calendar of events

		<input checked="" type="checkbox"/>	4. Shared infrastructure items
		<input checked="" type="checkbox"/>	5. Common break room for partner staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
<p>The Kentucky Career Center JobSight, McKee has a full-time receptionist that is included as a sharedcost to all partners in the MOU/IFA, and is a non-cash contribution by WIOA Adult, Dislocated Worker and Youth. Front desk reception staff is cross-trained to quickly and efficiently connect customers with the services and staff they need. Integration of services involves all center staff working together to deliver services by staff specialty on functional teams rather than by partner agency. The Resource Room is staffed by KCCJ partners. Staff assists customers in the Resource Room as needed, according to the Resource Room Partner Schedule that is organized by JSSFT leader. The CMFT leader works with the JSSFT leader to ensure that staff coverage is sufficient for customer traffic throughout each day. Resource Room supplies are included as a shared cost to all partners in the MOU/IFA, and are provided by WIOA Adult, Dislocated Worker, and Youth as a non-cash contribution. The Center Management Functional Team shares a listing of upcoming events via email, the DBCAA website, the DBCAA Facebook page and KeeSuite Opportunities page. This makes the events available to all KCCJ, McKee staff. Individual staff schedules are not included in these listings. The cost of infrastructure items are shared by full-time partners. A common break room is available for all staff.</p> <p>Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, McKee Floor Plan</p>			
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
	YES or NO:	YES	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
	1.	Business/Employer Solutions Functional Team - Joann Nolan	
	2.	Job Seeker Solutions Functional Team - Jessica Thorpe	
	3.	Center Management Functional Team - Robin Whitaker	
Please Describe Below:			
<p>The KCCJ, McKee has established three functional teams. The Business/Employer Solutions Functional Team, which is composed of BEST members who work on-site at the center to meet the needs of businesses/employers. The KCCJ, McKee has established one functional team to serve jobseekers. The Job Seeker Solutions Functional Team (JSSFT) provides basic career services, individualized career services, training services, and follow-up services to job seekers. Center Management at the KCCJ, McKee is maintained through the Center Management Functional Team(CMFT). The CMFT leaders provide leadership and coordination of the day-to-day operations as well as for the integration of services for all partner staff at the KCCJ, McKee.</p> <p>Refer to SOP</p>			
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
		<input checked="" type="checkbox"/>	1. Maintenance and janitorial services

	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	2. Safety and emergency procedures
		<input checked="" type="checkbox"/>	3. Security
		<input checked="" type="checkbox"/>	4. Equipment, including computers
		<input checked="" type="checkbox"/>	5. Parking
		<input checked="" type="checkbox"/>	6. Keys
		<input checked="" type="checkbox"/>	7. Facility renovation, as needed
		<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams
		<input checked="" type="checkbox"/>	9. Oversight of customer flow
		<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities
		<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff
		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules
		<input type="checkbox"/>	13. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
Center Management Functional Team leaders ensure the efficient and successful day-to-day operation of the facility. They coordinate/initiate maintenance and repair of the center and its equipment. The CMFT leaders ensure that staff and customers have a safe and secure location, as well as access to all services they need.			
Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, McKee Job Seeker Customer Flow Chart			

I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.		
	YES or NO:	YES	
	Please Describe Below:		
	CMFT leaders communicate regularly with center staff through internal communications, monthly partner meetings, new hire orientations, and other meetings as necessary. All new KCCJ, McKeestaff receive safety and security training when arriving for employment at the center.		
Refer to SOP			

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:		
	YES or NO:	Choose an item.	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input checked="" type="checkbox"/>	4. Other (please list below):
	Virtual Meeting		
Please Describe Below and Include Minutes of at Least One Meeting:			
Click or tap here to enter text.			

B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.		
	YES or NO:	YES	
	Please Describe Below:		
	The EKCEP LWIB and/or its One Stop Operators coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations to define goals and needs. The outcomes are then reviewed and shared against goals at the EKCEP Kentucky Career Center JobSight Annual Meeting.		

	Refer to SOP		
C.	<p>The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The EKCEP LWIB and/or its One Stop Operators coordinate and communicate with staff and management at all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Points locations. KCCJ, McKee Center staff communicate suggestions and concerns through partnersupervisors and/or functional team leaders to the Center Management Functional Team.</p> <p>Refer to SOP</p>	YES or NO:	YES
YES or NO:	YES		
D.	<p>The Affiliate Center provides staff development that is appropriate for each individual’s function as well as for general staff development, as needed.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>Each partner agency with the KCCJ, McKee requires training for their staff. Additional training isidentified by functional team leaders in order to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or by functional team leaders is outlined in the KCCJ, McKee Staff Development Plan for each fiscal year.</p> <p>Refer to SOP; KCCJ, McKee Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
E.	<p>The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The Individual Staff Development Plan (ISDP) is completed by each KCCJ, McKee staff member in order to outline training that is needed to improve their performance during the following fiscal year.</p> <p>Refer to SOP; Individual Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
F.	<p>The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>All KCCJ, McKee staff possess the needed credentials relevant to their area of expertise at the center.All center staff receive ongoing professional development and continuing education and maintain certificates to document their training.</p> <p>Refer to SOP; Individual Staff Development Plan; Individual Professional Development Folders</p>	YES or NO:	YES
YES or NO:	YES		
G.	<p>The Affiliate Center arranges for team building training for all partner staff, if applicable.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>Center Management Functional Team members determine training that is beneficial in team building and developing rapport.</p> <p>Refer to KCCJ, McKee Staff Development Plan</p>	YES or NO:	YES
YES or NO:	YES		
H.	<p>The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.</p> <table><tr><td>YES or NO:</td><td>YES</td></tr></table> <p>Please Describe Below:</p> <p>The Job Seeker Solutions Team leader calculates wait times and customer volume from information recorded on the sign-in sheet at the front reception desk.</p> <p>Refer to SOP</p>	YES or NO:	YES
YES or NO:	YES		

I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Upon sign-in, customers complete the customer referral form, which includes customer demographic information. This information is then logged into KEE Suite and/or Case Management System.		
	Refer to SOP		
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	All business/employer information and activities are entered into Salesforce-KIBES.		
	Refer to SOP		
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	Business/employer sectors are required when entering the information into Salesforce-KIBES.		
	Refer to SOP		
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.		
	YES or NO:	YES	
	Please Describe Below:		
	The Kentucky Career Center JobSight, McKee collects personally administered surveys from jobseekers and employers. Survey results and suggestions submitted through the Suggestion Box are reviewed at the monthly KCCJ, McKee Partner Meeting and shared with appropriate management.		
	Refer to SOP		
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.		
	YES or NO:	Choose an item.	
	Please Describe Below (include Outreach specifics):		
	Click or tap here to enter text.		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input checked="" type="checkbox"/>	3. Other Outreach (please list):	
		Job Fairs and hiring events for employers	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			

5.			
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Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) The top 5 goals/priorities for this Career Center, 2.) The expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) Method of how those outcomes are tracked for each goal.

Goal 1: Increase employer engagement at the center

- Metrics:
 - o One employer-centered activity per quarter
- Steps:
 - o Workshops/informational sessions for employers
 - o Encourage Employers to use the conference room for their training/planning needs
 - o Offer Sector Spotlight events to allow employers to talk to the public about their field
- Tracking:
 - o BESFT will report on number of employers using the center and their activities to Center Management on a quarterly basis.
 - o BESFT will report on number of jobseekers who attend Employer-Centered events to Center Management on a quarterly basis.

Goal 2: Improve overall customer experience

- Metrics:
 - o 51% of customers complete the customer satisfaction survey
 - o 80% of customers rank their satisfaction on the Customer Satisfaction Survey as Very Good or Excellent
 - o 20% rate of returning customers
- Steps:
 - o Create center orientation materials to be provided by Ready to Work participant to customers upon intake (video, one-sheet, brochure, QR codes/links to websites, etc.)
 - Who is in the center, what they can offer, what contacts are available, what their expectations can be
 - o Improve intake process
 - Ask customers what their needs are
 - Include services provided by all partners/community resource providers
 - o Improve customer satisfaction survey
 - Offer digital survey as primary means of collection, paper only as a backup
 - Ask customers how many partners they visited or were referred to
 - Ask customers if their needs were met or will be met
 - Ask if they are a returning customer
 - Ask if they were provided information about upcoming events
 - Ask if they were provided with an overview of what the center can do for them
- Tracking:
 - o Jobseeker Services Team Lead will report on the results of the Customer Satisfaction Survey once per quarter to the Center Management Team

Goal 3: Increase Number of Referrals Provided

- Metrics
 - o Center staff will provide at least one referral to 30% of customers
- Steps
 - o Staff will be cross-trained as part of the staff development plan
 - o Staff will be made aware of community resources as part of the staff development plan
 - o Outreach materials provided to all staff who travel so that they may make recommendations and referrals.
 - o Questions about referrals will be added to the Customer Satisfaction/exit survey.
- Tracking
 - o Customers will be asked about referrals received on the Customer Satisfaction Survey. Jobseeker Services Team Lead will report on the results once per quarter to the Center Management Team.

Goal 4: Increase outreach to the community

- Metrics:
 - o Center staff will provide community outreach initiatives and record attendance
- Steps
 - o WIOA staff will host workshops, job fairs, and enrollment drives made available to jobseekers and employers
 - o Center Management Staff will work to develop a plan to market the center as a whole, rather than as individual programs.
- Tracking
 - o Attendance at events/workshops/classes/speaking engagements will be tracked via sign-in sheets. Center Management Staff will document outreach initiatives and report on attendance quarterly.

Goal 5: Increased use of the resource room

- Metrics
 - o 25% of customers use the resource room
- Steps
 - o Inform customers during their center orientation of the full range of services available to them through the Resource Room (resumes, Focus Assist, Career Edge, applying for jobs, GED instruction, virtual meetings, GED testing, accessibility options for those with disabilities) Find a way to add audio/visual equipment to the resource room (headphones, microphones, headsets, web cams)
 - o Provide recommended video watching related to jobseeker skills (soft skills, preparing for an interview, etc.)
- Tracking
 - o Number of customers using the resource room will be tracked via a sign-in sheet and reported to the Center Management Team on a quarterly basis by the Job Seeker Services Team Lead.

Innovation

1. Please describe any areas of unique innovations that have been developed at this site:

Providing virtual services to our customers. Using online forms, customers can complete their intake form all before the initial meeting. Initial customer contact became more effective because less time was spent questioning the customer and more time was spent getting them on the path they needed.

2. What Best Practices were created at this location you would like to share:

Adapting to the requirements placed on the center during the COVID-19 pandemic offered partners the opportunity to emphasize the ease of contact and flexibility that virtual services can provide to customers. By offering multiple means of contact the customers and staff were able to reach one another in the most timely and convenient way for the customer.

2020 Application/Review Form

Access Point Standards



An Access Point is a physical location where job seekers and employers can receive information on how to access programs, services and activities of the required one-stop partners' programs. One-stop partner staff may also utilize an Access Point to meet with customers, as needed.

In order to supplement and ensure physical and programmatic accessibility, effectiveness and continuous improvement of our workforce services network, below are the minimum standards for the identified Access Points.

Location:	Kentucky Career Center JobSight, Louisa, 180 Bulldog Lane, Louisa, KY 41230. 606.638.4949
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A.	This Access Point will have one designated point of contact. This Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate Career Centers.
YES or NO:	YES
Please Describe Below:	
A point of contact (Career Advisor) is always located in this center and is responsible for doing intake process, providing welcome orientation to explain six core partner programs and services. We also provide access to Career Advisors, Career Coaches, and Case Managers. Our center provides access to WIOA, Adult, Dislocated Worker, Youth, Wagner Peyser, Vocational Rehabilitation, Skills U, as well as Community Service Block Grant services, Family Support, Kynect program and Kentucky Home Place. The point of contact (Career Advisor) can aide, assist, educate, and refer jobseekers and employers to all of our core partner services as well as being connected to our Kentucky Comprehensive Career Centers located in both Prestonsburg and Hazard. Our center is open Monday through Friday 8:00 AM until 4:30 PM.	
B.	This Access Point will provide current information (e.g. posters, flyers, pamphlets, binders, etc.) on the six core programs (and may include other required one-stop partners' programs) to job seekers and employers. Materials will be reviewed quarterly to ensure that information is current.
YES or NO:	YES
Please Describe Below:	
Our Kentucky Career Center JobSight Louisa, provides and displays all six core partners Services and referral up to date information. Our center has several ways that we display all material. We currently have acrylic holders that are placed just inside the front entrance, inside our Career Centers and inside common area lobby to allow everyone entering the building access to all materials available, such as flyers, and pamphlets. We have posters positioned on walls inside the entrance and exterior glass as well. Information is also posted and provided in commons seating/waiting area. Our center has acrylic holders, both on the walls, and located at client work stations that provides easy access to flyers, pamphlets, cards etc. Current event flyers are changed accordingly and are placed on interior/exterior glass areas and bulletin boards. Information is reviewed and updated frequently and as is needed by point of contact (Career Advisor). All information is positioned at different levels for easy and obtainable access. We also provide information for our local post secondary institutions, as well as resource information for transportation, Senior Program, and health insurance programs. Our Point of Contact (Career Advisor) is responsible in ensuring that information remains update and accessible.	

C.	The point of contact at this Access Point will be required to participate (in-person or via conference call) in regular partner staff meetings to maintain current knowledge for appropriate information and referrals for job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	
	The point of contact (Career Advisor) can and does attend any and all trainings scheduled by our Kentucky Comprehensive Career Centers located in both Prestonsburg and Hazard. It is mandatory for the point of contact (career advisor) to be available for in-person, conference call, webinars and trainings, to remain informed and up to date on all current services and activities being provided by and through our six core partners. They also attend the bi-monthly One Stop Partner Meetings that provides customer service training and all core partner service trainings. These trainings will also include how to be effective in teamwork and helping to ensure that the service delivery and referral process is a smooth transition.	
D.	To ensure continuous improvement, the point of contact and/or other qualified individuals will participate in training or educational opportunities offered through the workforce system.	
	YES or NO:	YES
	Please Describe Below:	
	Point of Contact (Career Advisor), currently, and will continue to attend all One Stop Partner meetings which are held bi-monthly. Through these One Stop Partner meetings, trainings are provided from all Core program Partners concerning information on services and delivery of services. All Career Center employees attend One Stop meetings and trainings. One Stop Partner meetings provide qualified trainers that help to cross train partners on all six core services. We are committed to providing the most professional delivery of services for our career center and with that we are deeply committed to the certification of our Kentucky Career Center. We are fully connected and interactive with our Kentucky Comprehensive Centers located both in Prestonsburg and Hazard.	
E.	At a minimum, this Access Point has computer and internet access available to customers.	
	YES or NO:	YES
	Please Describe Below:	
	This Kentucky Career Center JobSight, Louisa is located within our Lawrence County Community Center building. We are directly off to the right when you come into the main building entrance. We have our name on our door which identifies us as the Kentucky Career Center, JobSight, Louisa. At our location we offer two work stations which provide desktop computers (that also have touch screen access). We also have four laptops available for jobseekers, employers, and partner usage. There is a high speed/WIFI internet access available at this career center. Private offices and meeting spaces are available for privacy if needed for job seekers and employers.	
F.	Is this Access Point location ADA Compliant?	
	YES or NO:	Choose an item.
	If No, Please Describe Below issues preventing ADA Certification:	
	Click or tap here to enter text.	
	If Yes, What is the date of the ADA Certification (attach ADA Certification letter/documentation to application):	
	Click or tap here to enter text.	

2020 Application/Review Form

Access Point Standards



An Access Point is a physical location where job seekers and employers can receive information on how to access programs, services and activities of the required one-stop partners' programs. One-stop partner staff may also utilize an Access Point to meet with customers, as needed.

In order to supplement and ensure physical and programmatic accessibility, effectiveness and continuous improvement of our workforce services network, below are the minimum standards for the identified Access Points.

Location:	KCC Jobsight, Jackson, 500 Brown Street, Jackson, Kentucky 41339
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A.	This Access Point will have one designated point of contact. This Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate Career Centers.	
	YES or NO:	YES
	Please Describe Below:	
	Kentucky Career Center JobSight-Jackson has designated Program Director, Beth Spencer as the point of contact for this Access Point location. Contact can be made at telephone number: 606-666-2369, email: mkwioadirector@mkcap.org or physical location: 500 Brown Street, Jackson, Kentucky from 8:00 a.m. to 4:30 p.m. She is cross educated in the six Workforce Innovation and Opportunity Act (WIOA) core programs. These include Title 1B Adult, Dislocated Worker, Youth, Wagner-Peyser, Vocational Rehabilitation, and Kentucky Skills U. She will refer job seekers and employers to partner staff at the comprehensive Kentucky Career Center-Hazard as needed.	
B.	This Access Point will provide current information (e.g. posters, flyers, pamphlets, binders, etc.) on the six core programs (and may include other required one-stop partners' programs) to job seekers and employers. Materials will be reviewed quarterly to ensure that information is current.	
	YES or NO:	YES
	Please Describe Below:	
	The Kentucky Career Center JobSight-Jackson provides current information in our locations resource center about the six core programs as well as other required one-stop partners. These include Title 1B Adult, Dislocated Worker, Youth, Wagner Peyser, Vocational Rehabilitation, Kentucky Skills U, Community Service Block Grant (CSBG), Indian and Native American Programs, National Farmworkers Jobs Program, etc. for our job seekers. All pamphlets/flyers are reviewed on a monthly basis to ensure jobseekers have access to most current information available by the Program Director.	
C.	The point of contact at this Access Point will be required to participate (in-person or via conference call) in regular partner staff meetings to maintain current knowledge for appropriate information and referrals for job seekers and employers.	

	YES or NO:	YES
Please Describe Below:		
<p>Program Director, Beth Spencer attends quarterly one-stop meetings with partnered staff to maintain current knowledge for appropriate information and referrals for job seekers and employers. She will also attend any other in-person or conference call through Kentucky Career Center JobSight,- Hazard that would be required to maintain current knowledge for jobseekers and employers.</p>		
D.	To ensure continuous improvement, the point of contact and/or other qualified individuals will participate in training or educational opportunities offered through the workforce system.	
	YES or NO:	YES
Please Describe Below:		
<p>Program Director, Beth Spencer participates in trainings as well as continuing education opportunities to ensure continuous improvements offered through the workforce system. Some examples include Global Career Development Facilitator (GCDF), Southeastern Employment and Training Association (SETA), Certified Business Services Consultant (CBSC), Career Advisor Trainings, etc.</p>		
E.	At a minimum, this Access Point has computer and internet access available to customers.	
	YES or NO:	YES
Please Describe Below:		
<p>The Kentucky Career Center JobSight-Jackson has computer and internet access available to customers in the office resource center. This location has four computers available with access to internet, scanner, printer and copiers for job seekers. The resource center also has information pamphlets, flyers, job applications, and open job positions.</p>		
F.	Is this Access Point location ADA Compliant?	
	YES or NO:	NO
If No, Please Describe Below issues preventing ADA Certification:		
<p>Currently we have not had a certification review for the KCC Jackson JobSight. We are in the process of conducting the self evaluation review.</p>		
If Yes, What is the date of the ADA Certification (attach ADA Certification letter/documentation to application):		
Click or tap here to enter text.		



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	KCC JobSight, Harlan, 319 Camden St. Harlan, KY 40831
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	The Business Employer Services Team provides leadership and coordination of business/employer service with member of the Business/Employer Solutions Functional Team. Services are provided on-site, in-person at business locations through technology via email, zoom, phone calls and social media outlets.	
	Refer to Standard Operating Procedures (SOP)	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	The BEST begins as soon as an employer contacts KCC JobSight, Harlan about a workforce need, such as job fair, OJT, Incumbent Worker Training or Work Experience positions a plan is put into action the same day of the request based on the timeframe set forth by the employer. The BEST team and staff share important information to center staff regarding job fairs and staffing events as well as business/employer meetings. Business employer surveys are conducted quartely and results are shared with the BEST and CMFT.	
	Refer to SOP, Business/Employer Work Flow Chart	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	
	The Business/Employer Services Team share important information with front line staff regarding job fairs and other recruiting events as well as pertinent information shared in local area employer meetings. Business To provide accurate and employer driven information to the job seekers and employers. Business/Employer surveys	

	are conducted quarerly. In addition, surveys are distributed at job fairs to obtain immediate feedback from employers. Results are shared with BESFT, CMFT and BEST.		
	Refer to Business/Employer Services Work Flow Chart, Business/Employer Services Functional Team Organizational Chart.		
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.		
	YES or NO:	YES	
	Please Describe Below:		
	Reception staff includes BEST, as appropriate, in routing business/employer customers. All are cross trained to route customers and employers effeciently and timely.		
	Refer to KCCJ Functional Organizational chart		
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.		
	YES or NO:	YES	
	Please Describe Below:		
	Members of the BEST team record all appropriate business/employer activities into Salesforce or the state approved data management system. Reports are pulled and shared with Center Management Functional Team monthly and bi-monthly to ensure consistency to imporve business employer engagement.		
	Refer to SOP, Business employer Services Work Flow Chart		

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.		
	YES or NO:	YES	
	Please Describe Below:		
	Staff memebbers that are a part of BEST receive orientation and an overview of business/employer services within the first four months of employment. Staff memebbers evaluate their skills personally and develop their own Individual Staff Development Plan (ISDP), which will be reviewed by the supervisor and the functional team leader to ensure that team skills and knowledge are developed uniformly for the team.		
	Refer to KCCJ, Harlan Individual Staff Development Plan (ISDP)		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
	Please Describe Below:		
	Job Seekers have mulitple avenues to access one-stop partner services throughout the local workforce system. Job seekers may come into the KCCJ, Harlan Affiliate location in person at 319 Camden Street, Harlan, KY 40831 or may call the center to speak with staff at (606)573-5335. They may also meet with google meets or zoom. In addition, job seekers may access services at either of the two comprehensive career centers that are		

	<p>located within the EKCEP LWDA. This includes the KCCJ, Hazard and the KCCJ, Presonsburg. And additional access point Affiliate is located nearby KCCJ, Pineville. Job seekers have direct linkage access through technology to schedule online appointments, Job Club, Workshops through the use of SKYPE, Zoom, google meets and other video conferencing technology. Job seekers may also use the following websites for information about the workforce system online: 1)EKCEP LWDA website address is www.jobsight.org and 2) Focus Career 3) Hot Jobs</p> <p>refer to EKCEP LWDA MOU IFA, KCCJ, Harlan Job Seeker Customer Flow Chart.</p>
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Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
<p>The job seeker customer flow chart in place at the KCCJ, Harlan allows the development of the basic structure for customer-relations managment and help improved service. The statdart operating procedure (SOP) developed for the KCCJ, Harlan Center creates a clear understanding of the center operations, partnerships, and services in order to achieve efficiency, quality output, outcomes and policies/regulations.</p> <p>Refer to the SOP and KCCJ, Harlan Job Seeker Customer Flow Chart</p>			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
		<input checked="" type="checkbox"/>	2. Management of the resource room
		<input checked="" type="checkbox"/>	3. Workshops
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
		<input checked="" type="checkbox"/>	5. Assessments
		<input checked="" type="checkbox"/>	6. Customer follow-up
		<input checked="" type="checkbox"/>	7. Referrals
		<input type="checkbox"/>	8. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
Please Describe Below:			
<p>The KCCJ, Harlan offers an intergrated, seamless customer flow process. A JSSFT member welcomes the new or returning job seeker at the front desk and begins intake and informal assessment. As the job seeker's needs are determined, a referral to the resource room may be made for self-directed or staff-assisted basic career services. Resource room computers provide access to job search on Focus Career. Initial resumes may be created in Focus Career or Career Coach for job matching and referral. Job seekers may attend a variety of informational workshops such as Labor Market Information (LMI) or work preparation workshops such as Job Clubs, Inter Preparation, Ethics Sense. JSSFT member work together to provide basic career services and, if needed may refer the job seeker to other team members that specialize in individualized career services, including a targeted resume and cover letter. If appropriate, internships, registered apprenticeships, or work experience placements may also be considered. JSSFT memebbers can aolso assist job seekers who are interested in developing additional skills to increase their competitiveness to get a better job through training services such as short-term or long-term occupational skills training or on-the-job trining. They may also assist job seekers who will be attending Pell-eligible training with financial aid application, if requested. JSSFT members work together to help each job seeker obtain employment through a combination of unique and personalized services. Follow-up counseling and referrals to partners for any supports that may be needed for job retention.</p> <p>Refer to KCCJ, Harlan Jobsight Job Seeker Customer Flow Chart</p>			
C.	All customers are provided/offered alternative activities or options during wait times:		

	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input type="checkbox"/>	7. Other (please list below): Social Media Postings and listed jobs
	YES or NO:		YES
Please Describe Below:			
<p>KCCJ, Harlan has a TV that serves as an informational screen in the lobby/waiting area that highlightss services. Customers can view a screen that highlightss services that are available, a calendar of events, general announcements, and "hotjobs" listings in the area. The lobby/waiting area also includes a job seeker events board, job fair flyers, newspaper, and borchures about the services offered at the center. Job seekers may also utilize computers in the resource room for job serarch and/or basic resume development of Focus Career and/or Career Coach, while they are waiting on the JSSFT staff for additional services. Brightly colored posters are displayed throughout the center that share the Mission Statement and Core Values identified in early team meetings during the original KCC Certification process for the KCCJ, Hazard comprehensive center.</p> <p>Refer to on-Site Review Checklist, KCCJ, Harlan Job Seeker Customer Flow Chart</p>			
D.	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below): Click or tap here to enter text.
	YES or NO:		YES
Please Describe Below:			
<p>Reception staff welcomes a new customer and begins intake and initial assessment process. The job seeker is assisted with intake, orientation and initial assessment. Upon completion of these intiial services, the job seeker is referred to the resource room to register in Focus Career and begin self-directed basic career services such as job search, basic resume development and /or labor market information. The job seeker may be referred to a JSSFT member for staff-assisted basic career services. The KCCJ, Harlan utilizes an intergrated case management system. New job seekers also register on Focus Carer or Kentucky Career Edge for assistance with a resume and or assessments and jobs. JSSFT members continue to document service provided to them in the KEE-Suite System. If staff is not immediately available when a referral is made, the job seeker may view the TV monitor in the lobby, which provides a calendar of events and announcements about "Hot Jobs" and center services. New or returning job seekers may be referred to other JSSFT memebers for additiional basic career services., individualized career services, or training services in order of priority, based on determination of services needed during initial assessment. Career counseling and planning is available to job seekers for many of the individualized careeer services and training services. Customer with disabilities may receive accomocations, if requested, through assistive technology, special materials, and JSSFT members at the KCCJ, Harlan.</p> <p>Refer to ADA Compliance Checklist, on-Site Checklist; JCCJ, Harlan Job Seeker Customer Flow Chart; EKCEP, LWDA, MOU/IFA</p>			
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.

		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.	
		<input type="checkbox"/>	4. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:	YES		
Please Describe Below:				
<p>The KCCJ, Harlan has a designated reception staff that is located at the front and welcomes customers in a timely, friendly professional, responsive and helpful way. The reception staff is a member of the JSSFT and clearly communicates wait times to customers, as needed. Reception staff begins the initial assessment to determine needed services and next steps for the job seeker.</p> <p>Refer to ON-Sote Reviews Checklist, KCCJ, Harlan Job Seeker Customer Flow Chart; EKCEP LWDA MOU/IFA</p>				
F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.			
	YES or NO:	YES		
	Please Describe Below:			
	<p>JSSFT member are available at all times to assist job seekers as needed in the resource room. A resource room partner schedule for staffing the resource room is developed by the JSSFT leader, and distributed to all team members.</p> <p>Refer to On-Site Review Checklist; SOP, Resource Room Partner Schedule</p>			

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training
		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			
<p>Appropriate training, according to speciality areas, is provided to center staff to assist in maintaining the expertise needed to deliver services to job seekers at the KCCJ, harlan. Required training is provided to all center staff, and functional team leaders may request special training for their team members, as needed.</p> <p>Refer to KCCJ, Harlan Staff Development Plan; Individual Staff Development Plans in the Individual Professional Development Folders in the Master File.</p>			
B.	The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input checked="" type="checkbox"/>	2. Online surveys
		<input checked="" type="checkbox"/>	3. Personal interviews (open-ended)
		<input checked="" type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box

		<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
	Please Describe Below:		
Customers are given a paper Kentucky Career Center Job Seeker Survey to complete at the end of their visit to rate and comment on the services received at the KCCJ, Harlan. Onnline surveys can also be offered through some KCJ partners. Wait times are recorded and tracked for each job seeker in the customer sign-in log at the KCCJ, Harlan. The monthly average wait times and survey responses are compiled and discussed each month at the KCCJ, Harlan Partner Meeting.			
Refer to SOP; KCCJ, Harlan Job Seeker Survey; KCCJ, harlan Partner Meeting Minutes			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/>	5. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			
The KCCJ, Harlan is open from 8:00 am - 4:30 pm Monday through Friday. Staff is available after hours as requested for employed customers and employer needs. WIOA Adult, Dislocated Worer, & Youth formula and CSBG-Employment and Training programs are full-time. Office of Vocational Rehabilitation (OVR).			
Refer to KCCJ, Harlan Partner Schedule			

B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	Choose an item. If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
The KCCJ, Harlan was reviewed for ADA compliance on April 9, 2019. Serveral recommendations were made and the host agency, Harlan County CAA is working to update and correct the recommendations. Many updates have since beem corrected. Please refer to the Accessibility Checklist in Master File, ADA Compliance Letter and email communication with Center Management Team.			
Refer to EKCEP LWDA MOU IFA; SOP; and the KCCJ, Harlan Partner Schedule			

C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff

		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage	
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line	
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)	
		<input checked="" type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g., phone, email, internet, and Skype)	
		<input type="checkbox"/>	7. Other (please list below):	
			Click or tap here to enter text.	
	YES or NO:		YES	
	Please Describe Below:			
	<p>KCCJ, Harlan provided free) and through referrals made by the front desk.e parking, including handicapped parking that is adequate for the average level of customer traffic. Assistive technology is provided for customers as requested. The JSSFT includes language and literacy services for all customers, as needed. KCCJ, Harlan is located in a convvenient and central location in Harlan that is easily accessible to customers. The KCCJ, Harlan is oopen from 8:00 a.m. - 4:30 p.m Monday through Friday.. Staff is available after hours as requested for employed customers and employer needs. WIOA and CSBG Employment and Training are full-time at the KCCJ, Harlan. OVR is part-time and maintain a schedule to provide services at the center. Customers' timely access to staff is ensured via phone, email, social media, KCC state website (www.kcc.ky.gov), EKCEP LWDA KCC JobSight website (www.jobsight.org) and through referrals made by the front desk.</p> <p>Refer to Accessibility Checklist in Master File, ADA Compliance Letter; On-site Review Checklist, KCCJ Harlan, Harlan Partner Staff Schedules; EKCEP LWDA, MOU/IFA; KCCJ, Harlan Job Seeker Customer Flow Chart</p>			
D.	The Affiliate Center has a professional and welcoming appearance including:			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings	
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies	
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff	
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms	
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior	
		<input type="checkbox"/>	6. Other (please list below):	
			Click or tap here to enter text.	
	YES or NO:		YES	
	Please Describe Below:			
<p>KCCJ, Harlan has furnishings that are well- maintained and in clean, serviceable condition. Center staff maintains a professional and appropriate appearance. Center staff wears Kentucky Career Center JobShight name badges.</p> <p>Refer to ON-Site Review Checklist; EKCEP LWDA MOU/IFA; KCC, Harlan Dress Code in the Career Center Management Binder, in the Master File</p>				
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed	
		<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space	
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing	
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events	
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs	
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services	
		<input checked="" type="checkbox"/>	7. Fully equipped resource room	
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage	
		<input type="checkbox"/>	9. Other (please list below):	
		Click or tap here to enter text.		

	YES or NO:	YES
Please Describe Below:		
<p>The KCCJ, Harlan has adequate office and classroom/training space. Private office space is available upon request for meetings with customers that require a greater level of confidentiality. KCCJ, Harlan has the capability to provide video-conferencing through SKYPE, Zoom and other technologies. This is available as needed for training and other services. The center has adequate computer lab space for training and testing purposes throughout the building . There is also adequate conference room space for meetings and employer events. The KCCJ, harlan has sufficient modular-multi-use space that can be adapted to meet changing needs. The center has current adequate technology for use by all partners.</p> <p>Refer to EKCEP LWDA MOU/IFA KCCJ, Harlan Floor Plan; SOP</p>		
F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
	<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
	<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
	<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
	<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
	<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.	
YES or NO:	YES	
Please Describe Below:		
<p>The KCCJ, Harlan has a written emergency response plan located at the front desk and in the upstairs emergency cabinet for convenience. An emergency response plan is also located in the Master File. The plan has been reviewed with all center staff. Safety/Emergency drills are held annually. The center conducts fire and safety drills and the fire extinguishers are regularly maintained. Confidential information is kept secure in locked locations when unattended. All new center staff receives safety and security training the first week of employment at the center. Training is coordinated y the CMFT leader.</p> <p>Refer to On-Site Review Checklilst; Emergency Response Plan; SOP; and Master File</p>		

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
	<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
	<input checked="" type="checkbox"/>	3. Single calendar of events
	<input checked="" type="checkbox"/>	4. Shared infrastructure items
	<input checked="" type="checkbox"/>	5. Common break room for partner staff
	<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.	
YES or NO:	YES	
Please Describe Below:		
<p>The KCCJ, Harlan has a receptionist to greet clients as they come in the rear accessible entrance to the career center. Both upstairs and downstairs desk reception staff is cross-trained to quickly and efficiently connect customers with the services and staff they need. Integration of services involves all center staff working together to deliver services by staff specialty on functional teams rather than by partner agency. The Resource Room is staffed by KCCJ partners. Staff assists customers in the resource room as needed , according to the Resource Room Partner Schedule that is organized by JSSFT leader. The CMFT leader works with the JSSFT leaders to ensure that staff coverage is sufficient for customer traffic throughout each day. The CFMT maintains a calendar of events on shared Google calendar, which may be viewed by all KCCJ, Harlan staff Individual staff schedules are not included in the calendar. A common break room is avaialbe for all staff.</p>		

	Refer to SOP; EKCEP LWDA MOU/IFA; KCCJ, Harlan Floor plan		
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
	YES or NO:	YES	
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
	YES or NO:	YES	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
	1.	Business/Employer Solutions Functional Team- Jill Blevins	
	2.	Job Seeker Solutions Functional Team-Flora Wattenberger	
	3.	Center Management Functional Team- Donna Pace	
	Please Describe Below:		
	The KCCJ, Harlan has established three functional teams. The BEST is members who work on-site at the center to meet the needs of business/employers. The KCCJ, Harlan has established one functional team to serve job seekers. The JSSFT provides basic career services, individualized career services, training services, and follow-up services to job seekers. Center Management at KCCJ, Harlan is maintained through the CMFT. The CMFT leader provides leadership and coordination of the day-to-day operations as well as iintegration of services for all partner staff at the KCCJ, Harlan.		
	Refer to SOP		
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Maintenance and janitorial services
		<input checked="" type="checkbox"/>	2. Safety and emergency procedures
		<input checked="" type="checkbox"/>	3. Security
		<input checked="" type="checkbox"/>	4. Equipment, including computers
		<input checked="" type="checkbox"/>	5. Parking
		<input checked="" type="checkbox"/>	6. Keys
		<input checked="" type="checkbox"/>	7. Facility renovation, as needed
		<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams
		<input checked="" type="checkbox"/>	9. Oversight of customer flow
		<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities
		<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff
		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules
		<input type="checkbox"/>	13. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
CMFT leader ensures the efficient and successful day-to-day operation of the facility. She coordinates/iitaiates maintenance and repair of the center and all its equipment. The CMFT leader ensures that staff and customers have a safe and secure location, as well as access to all services they need.			

	Refer to SOP;EKCEP LWDA MOU/IFA; KCCJ, Harlan Job Seeker customer Flow Chart
I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.
YES or NO:	YES
Please Describe Below:	
CFMT leader communicates regularly with center staff through internal communications, monthly partner meetings, new hire orientations, and other meetings as necessary. All new KCCJ, Harlan staff receives safety and security training when arriving for employment at the center.	
Refer to SOP	

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:
YES or NO:	Choose an item.
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/> 1. In-person
	<input checked="" type="checkbox"/> 2. Conference call
	<input checked="" type="checkbox"/> 3. Webinar
	<input checked="" type="checkbox"/> 4. Other (please list below):
	Click or tap here to enter text.
Please Describe Below and Include Minutes of at Least One Meeting:	
The EKCEP LWIB and/or shared goals at the EKCEP Kentucky Career Center its One Stop Operators coordinate with all Kentucky Career Center Job Sight Comprehensive, Affiliate, and Access Point Locations to define goals and needs. The outcomes are then reviewed	
B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.
YES or NO:	YES
Please Describe Below:	
The EKCEP LWIB and /or its One stop Operators Coordinating coordinate with all Kentucky Career Center JobSight Comprehensive, Affiliate, and Access Point locations to define goals and needs. The outcomes are then reviewed and shared goals at the EKCEP Kentucky Career Center JobSight Annual Meeting.	
C.	The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.
YES or NO:	YES
Please Describe Below:	
Each partner agency KCCJ, Harlan Staff Development Plan for Each Fiscal year. with KCCJ, Harlan requires trining for their staff. Additional training is identified by functional team leaders in order to maintain the necessary skills and expertise for their team members. All training planned by partner agencies or by functional team leaders is outlined in the	
D.	The Affiliate Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.
YES or NO:	YES
Please Describe Below:	
Each partner agency KCCJ, Harlan requires training for their staff. Additional training is identified by functional team leaders in order to maintain the necessary skills and expertise for their eam members. All training planned by partner agencies or by functional team leaders is outlined in the KCCJ, Harlan Staff Development Plan for each fiscal year.	
Refer to SOP; KCCJ, Harlan Staff Development Plan	
E.	The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.
YES or NO:	Click or tap here to enter text.

	Please Describe Below:	
	The Individual Staff Development Plan (ISDP) is completed by each KCCJ, Harlan staff member in order to outline	
F.	The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.	
	YES or NO:	YES
	Please Describe Below:	
	All KCCJ, Harlan staff possess the needed credentials relevant to their area of expertise at the center. All KCCJ staff receives ongoing professional development and continuing education and maintains certificates to document their training.	
	Refer to SOP; Individual Staff Development Plan; Individual Professional Development Folders.	
G.	The Affiliate Center arranges for team building training for all partner staff, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	CMFT memebbers determine training that is beneficial in team building and developing rapport.	
	Refer to KCCJ, Harlan Staff Development Plan	
H.	The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	The receptionist calculates wait times and customer volume from information recorded on the sign-in sheet at the front desk.	
	Refer to SOP	
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	Upon sign-in, customers complete the customer referral form, which includes the customer's demographic informaiton. This information is then logged into KEE Suite and/or a Case Management System.	
	Refer to SOP	
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	All business/employer information and activities are entered into the Salesforce-KIBES or employer database.	
	Refer to SOP	
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	Business/Employer sectors are required when entering the informaiton into Salesforce-KIBES or employer database.	
	Refer to SOP	
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.	
	YES or NO:	YES
	Please Describe Below:	
	The KCCJ, Harlan collects personally administered sureys, online surveys, and personal interviews from job seekers and employers. Survey results are reviewed at the monthly KCCJ, Harlan Partner Meetings and shared	

	with appropriate management.		
	Refer to SOP		
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.		
	YES or NO:	YES	
	Please Describe Below (include Outreach specifics):		
	KCCJ, Harlan communicates weekly internally and quarterly with partners to inform partners, employers and community of available programs and services provided by KCCJ, Harlan.		
	Refer to SOP		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input type="checkbox"/>	3. Other Outreach (please list):	
		Click or tap here to enter text.	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

Innovation

Strategic Planning and

Top 5 Goals for Kentucky

Career Center Harlan

Goal meet expected metrics outcomes	Expected Matrix Outcome How Outcomes are tracked	Steps to
1. Increase DW. Enrollments Recruitment through social media, radio and	Increase DW enrollments by 5% by 2023 Surveys and Kee-Suite reports	
Newspaper, community events, colleges		
2. Expand Resource Room a new computer	Increase number of client access to Technology.	Purchase
3. Increase Adult enrollments Recruitment through social media, radio and	Increase Adult enrollments by 5% by 2023 Surveys Kee-Suite reports	
Newspaper and community events, colleges		
4. Increase number of employers and Partner Fair And Partners	Increase by 10% by 2023 EKCEP Business Services Spreadsheet	Employer
5. Increase Youth, DW and Adult Workshops in the community, schools, church spreadsheet. Views of importance of self- participate in community events. Sufficiency through employment	Increased enrollments by 5% by 2023 Kee-Suite reports and database	

2020 Application/Review Form

Access Point Standards



An Access Point is a physical location where job seekers and employers can receive information on how to access programs, services and activities of the required one-stop partners' programs. One-stop partner staff may also utilize an Access Point to meet with customers, as needed.

In order to supplement and ensure physical and programmatic accessibility, effectiveness and continuous improvement of our workforce services network, below are the minimum standards for the identified Access Points.

Location:	Kentucky Career Center Jobsight, Barbourville: 464 Court Square, Barbourville, KY 40906	
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A.	This Access Point will have one designated point of contact. This Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate Career Centers.	
	YES or NO:	YES
	Please Describe Below:	
	Kentucky Career Center JobSight-Barbourville has designated Workforce Services Director as the point of contact for this Access Point location. Contact can be made at telephone number: 606-546-2639, physical location: 464 Court Square Barbourville, KY 40906 8:00am-5:00pm. Workforce Innovation and Opportunity Act (WIOA) core programs include Title 1B Adult, Dislocated Worker, Youth, Wagner-Peyser, Vocational Rehabilitation, and Kentucky Skills U.	

B.	This Access Point will provide current information (e.g. posters, flyers, pamphlets, binders, etc.) on the six core programs (and may include other required one-stop partners' programs) to job seekers and employers. Materials will be reviewed quarterly to ensure that information is current.	
	YES or NO:	YES
	Please Describe Below:	
	The Kentucky Career Center JobSight-Barbourville provides current information in our locations resource center about the six core programs as well as other required one-stop partners. These include Title 1B Adult, Dislocated Worker, Youth, Wagner Peyser, Vocational Rehabilitation, Kentucky Skills U, Community Service Block Grant (CSBG), for our job seekers. All pamphlets/flyers are reviewed to ensure jobseekers have access to most current information available.	

C.	The point of contact at this Access Point will be required to participate (in-person or via conference call) in regular partner staff meetings to maintain current knowledge for appropriate information and referrals for job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	

	Interagency Meetings, Chamber of Commerce and other meetings are attended by Kentucky Career Center-Barbourville staff as needed to bring up to date job information to the job seekers. Social media is also used to bring job information to job seekers as jobs are posted on KCEOC Kentucky Career Center JobSight FB.	
D.	To ensure continuous improvement, the point of contact and/or other qualified individuals will participate in training or educational opportunities offered through the workforce system.	
	YES or NO:	YES
	Please Describe Below:	
	Workforce Services Director participates in trainings as well as continuing education opportunities to ensure continuous improvements offered through the workforce system. Some examples include Global Career Development Facilitator (GCDF), Southeastern Employment and Training Association (SETA), Career Advisor Trainings, Certified Community Action Professional (CCAP), Southeastern Association of Community Action Agencies (SEACAA), Leadership Tri County, Leadership East Kentucky, etc.	
E.	At a minimum, this Access Point has computer and internet access available to customers.	
	YES or NO:	YES
	Please Describe Below:	
	The Kentucky Career Center JobSight-Barbourville has computer and internet access available to customers in the office resource center. This location has ten lap tops available with access to internet, scanner, printer and copiers for job seekers. The resource center also has information pamphlets, flyers, job applications, and open job positions.	
F.	Is this Access Point location ADA Compliant?	
	YES or NO:	YES
	If No, Please Describe Below issues preventing ADA Certification:	
	Click or tap here to enter text.	
If Yes, What is the date of the ADA Certification (attach ADA Certification letter/documentation to application):		
04/14/2021		

2020 Application/Review Form

Comprehensive Career Center

**WIOA outlines the criteria as the following:**

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement and;

Evaluations of physical and programmatic accessibility must include how well the Kentucky Career Center (KCC) ensures equal opportunity for individuals with disabilities to benefit from KCC services

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	Kentucky Career Center Ashland
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A.	The Local Workforce Development Board (LWDB) has established a Business/Employer Services Team (BEST), whose members are one-stop partners that administer programs, services and activities through the Workforce Innovation and Opportunity Act (WIOA), which include but are not limited to:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth Formula programs
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program- Career Development Office (CDO)
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input checked="" type="checkbox"/>	5. Other (please list below): KCTCS, Chamber of Commerce, Area Development District.
Please Include the Membership Roster:			
TENCO BST was established in 2013 and continues to provide excellent service to business customers.			
B.	The BEST consists of dedicated staff of the center and/or partners in the Local Workforce Development Area (LWDA) to include a local team leader, appointed by the LWDB after consultation with local partner agency managers.		

	YES or NO:	YES
	Please Describe Below:	
	TENCO BST is led by Jeremy Faulkner, Business Service Director and appointed by TENCO WDB.	
C.	The BEST provides services to employers through outreach, on site at a Kentucky Career Center (KCC) location, and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below (Include Definition of Outreach):	
	The BST membership frequently meets with business customers at their place of business and networks with customers at Chamber/civic events around the region. The Center is also frequently used by businesses for recruiting and training events. We also use our Facebook page and website as platforms to help businesses share their hiring events as well as provides businesses with awareness of resources such as tax incentives, bonding programs, and Rapid Response services.	

Effectiveness

A.	In order to initiate, establish and grow relationships with industries and employers, the local team leader is the single point of contact of the BEST. The team leader establishes goals and coordinates the assignment of members to target industry sectors. Each industry sector has an expert identified that is available to assist the team with sector related resources.	
	YES or NO:	YES
	Please Describe Below:	
	Although the BST has lost roughly half its membership since the CDO reorganization of 2017, we continue to provide excellent service. Jeremy coordinates assignments based on sectors based on existing relationships, sector expertise, and geographic location.	
B.	The BEST has the capacity to connect employers to timely, extensive, comprehensive and customized solutions. These include, but are not limited to, candidate screening, referral to job openings, recruitment activities, and events. The BEST has appropriate technology for interacting with employers (e.g., business phone, laptop, Smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	Each of these services have been provided and continues to be provided, although much of the work is being accomplished remotely. Other solutions provided include outstanding job fair event coordination and partnering in workforce strategy development. Laptops are updated and available for any member to utilize when conducting Business Services. The Business Services Director has an iPad. We have purchased equipment to assist us in virtual meetings. The Business Service Director is housed at the Maysville Affiliate site and serves all ten counties. A Business Service Coordinator is also available at the Ashland Kentucky Career Center and dedicates her time to those counties in the FIVCO area.	
C.	The BEST communicates employer-driven information to front line staff in the Kentucky Career Center(s) to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES
	Please Describe Below:	

	Frontline staff is informed of BST activities by Business Service Coordinator and trained how to best route business inquiries. We also hold weekly Zoom calls with all staff, staff meetings and partners meetings that provide front line staff with opportunities to learn about the business needs of the community.	
D.	Reception staff are aware of the BEST and refer employer customers to BEST members appropriately and efficiently.	
	YES or NO:	YES
	Please Describe Below:	
	Staff are aware of BST membership and the roles of each member. Business Service activities are routed and recorded appropriately based on the need of the business.	
E.	The BEST shows evidence of business partner relationships.	
	YES or NO:	YES
	<input checked="" type="checkbox"/>	1. Attends Chamber of Commerce meetings.
	<input checked="" type="checkbox"/>	2. Establishes partnerships with local Economic Development entities.
	<input checked="" type="checkbox"/>	3. Attends human resources meetings.
	<input checked="" type="checkbox"/>	4. Publishes articles about the BEST in newsletters or local newspapers.
	<input type="checkbox"/>	5. Utilizes local cable stations for outreach.
	<input checked="" type="checkbox"/>	6. Posts relevant information on social media and local websites.
	<input checked="" type="checkbox"/>	7. Holds community-based events.
	<input checked="" type="checkbox"/>	8. Other (please list):
		Local radio mentions or interviews
	Please Describe Below:	
	The Business Services Team members are well-networked with sector-aligned business partners in a significant way. BST members hold board of directors' roles in all our regional Chambers of Commerce, some even serving in leadership roles. Members participate in Chamber groups such as membership committees, HR management teams, Plant Management teams, and education committees. Each of our Chamber and Economic Development agency partners utilize their website and social media platforms to promote business community events and highlight current recruiting needs, showing tremendous coordination. BST members participate in resource fairs, jobs fair, and other civic events in the region, such as Rotary Club and Kiwanis. The Director of Business Services maintain excellent relationships with local media outlets, having been asked to serve as a guest columnist for multiple newspapers, sit for interviews related to workforce development on several local radio stations, and is frequently quoted in stories related to regional workforce news.	
F.	The BEST consults with businesses and employers to determine their needs in order to assess, inform, guide, and measure critical elements such as delivery processes, staff responsiveness, customer service, and quality of services. The BEST analyzes feedback and improves, changes, and diversifies employer services, resources and processes.	
	YES or NO:	YES
	<input checked="" type="checkbox"/>	1. Utilizes surveys and other assessment tools.
	<input checked="" type="checkbox"/>	2. Creates focus groups.
	<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.
	Please Describe Below:	

	<p>The most important function of the BST is to listen. Through excellent listening skills we are able to learn how we can best help our business customers. We record customer satisfaction through post-event surveys and regular contact and civic events. Since 2017 our regional BST has been working closely with the US Chamber of Commerce and the KY Chamber on the Talent Pipeline Management Initiative, which applies supply chain management techniques to workforce challenges. Two regional collaboratives have been formed (healthcare, manufacturing) to begin better understanding how we can support the looming workforce issues businesses will be facing. The healthcare collaborative has moved into the solutions stage of retaining Registered Nurses in the area and the manufacturing collaborative has begun analyzing several data sets related to needs in that sector. We are not just consulting and listening, but playing an active role in helping co-design solutions for our business partners.</p>		
G.	<p>All members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	<p>WIOA, CDO, KCTCS, and Cabinet for Economic Development, and OVR staff utilize Salesforce, however outside membership records their activities in different databases. This is a challenge facing all BST and needs resolution and coordination. TENCO is developing through the BST a performance metric regarding "informational" services versus "intensive" service.</p>		

Continuous Improvement

A.	<p>The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:</p>		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input type="checkbox"/>	4. Other (please list below):
		Click or tap here to enter text.	
	Please Describe Below and Include Minutes of at Least One Meeting:		
	Meetings are held quarterly. Emails are shared at least monthly, and conversations amongst members happen almost daily.		
B.	<p>The BEST participates in training/continuing educational opportunities at least once a year, to improve team and team-member skills, and to gain knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.</p>		
	YES or NO:	YES	
	Please Describe Below:		
	Business Service Director provides new orientation training to all members.		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at the Comprehensive Career Center
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Affiliate Career Centers or Access Points
		<input type="checkbox"/>	Other (please list below):
Click or tap here to enter text.			
Please Describe Below:			
<p>Job seekers have multiple avenues to access one-stop partner services through our local workforce system. Job seekers have the opportunity to access our services by personally visiting our Comprehensive Career Centers in Ashland or Morehead or our two Affiliate Career Centers in Maysville or Mt. Sterling. We also have the technology available to connect with job seekers through direct linkage with the use of Zoom. The center website has been redeveloped and new job seeker and employer tools are being added to allow customers access to our services by nontraditional means. This will be an ongoing project as we expand the capability of the website to meet customer needs. Over the past year we have developed our virtual services by creating an online Intake and Orientation Portal for new customers as well as an online Rapid Response. We are also working with our local libraries to provide links to Career Center services, job opportunities, career assessments and job readiness preparation services.</p>			

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seeker services.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	Please Describe Below and Provide Examples:		
<p>Kentucky Career Center TENCO leadership has developed a seamless customer flow and standard operating procedure for job seekers. The customer flow chart and standard operating procedures shows the "trip" a job seeker follows depending on the reason they came into the center. These procedures are reviewed on a continual basis to make necessary changes to ensure a positive customer experience.</p>			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	YES or NO:	YES	

CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
	<input checked="" type="checkbox"/>	2. Management of the resource room
	<input checked="" type="checkbox"/>	3. Workshops
	<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
	<input checked="" type="checkbox"/>	5. Assessments
	<input checked="" type="checkbox"/>	6. Customer follow-up
	<input checked="" type="checkbox"/>	7. Referrals
	<input type="checkbox"/>	8. Other (please list below):
		Click or tap here to enter text.
Please Describe Below:		
Each customer is welcomed and greeted promptly. Staff engaged customers to determine how we can assist them. They are given a menu of services the center provides as well as the layout of the center. Once we know why a customer has come into the center, the Career Center Resource Assistant makes a preliminary determination about which services the customer may benefit from, the customer is referred to the appropriate career counselor. When a customer meets with a career counselor an assessment is conducted with the individual to determine the needs and goals of the customer. Customers are provided bi-weekly or monthly feedback depending on the program they participate in. Referral activity is tracked in appropriate databases.		
C. All customers are provided/offered alternative activities or options during wait times.		
YES or NO:	YES	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Kentucky Career Center orientation on resource room computers or lobby monitor.
	<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
	<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
	<input checked="" type="checkbox"/>	4. Update resume in the resource room.
	<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
	<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
	<input type="checkbox"/>	7. Other (please list):
		Click or tap here to enter text.
Please Describe Below:		
Customers who experience wait times when they visit the center are provided alternative activities to make productive use of their time. All center customers are encouraged to register on Focus Career, update their resume, or conduct online job searches. The menu of services is available for customers to view on our virtual billboard. We also have a variety of printed material for customers to review while they wait.		
D. Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals.		
YES or NO:	YES	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
	<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
	<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education

		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships		
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach for case management services		
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)		
		<input type="checkbox"/>	7. Other (please list below):		
			Click or tap here to enter text.		
Please Describe Below:					
KCC TENCO customers are provided with an orientation/assessment and informed of all available resources and services at the center to meet their needs and goals. When a customer enters the Career Center, they are welcomed by the Career Center Resource Assistant or Reception volunteer and provided with an explanation of our menu of services.					
E.	The Center has a greeter/receptionist (dedicated or rotating) who is cross-educated to be aware of the services and resources available through partner agencies.				
	YES or NO:	YES			
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.		
		<input checked="" type="checkbox"/>	2. Receptionist communicates clearly with customers about wait times.		
		<input checked="" type="checkbox"/>	3. Receptionist has the ability to provide initial assessment for needed services.		
			4. Other (please list):		
Please Describe Below:					
KCC TENCO has a Resource Assistant at our centers in Ashland, Maysville, Mt Sterling, and Morehead who are employed through the FIVCO ADD Direct Services Contract. Customers are welcomed when they enter into the center and our Resource Assistant has the ability to provide an orientation of services to our customers as well as initial assessment of services needed. A customer's wait time is part of the customer satisfaction survey.					
F.	The Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available through partner agencies.				
	YES or NO:	YES			
	Please Describe Below:				
	Resource room staff have been provided cross-education on partners services. Cross education is provided through quarterly partner meetings, weekly career center staff meetings, and annual partner training. The TENCO website includes information regarding partner services, and staff are provided with a partner resource spreadsheet.				

Continuous Improvement

A.	Center staff are trained to provide seamless customer service and to match job seeker needs with employer demands.		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on career center partners' programs, services and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training

		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky labor market information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list):
		Click or tap here to enter text.	
Please Describe Below:			
KCC TENCO staff are trained to provide seamless customer service and to match job seeker needs with employer demands. In the past year we have provided training to staff on the use of Focus Career, Focus Assist, Salesforce, KEE Suite, Customer Service, Career Edge, Confidentiality and Veteran Services. Partner programs also provide training at quarterly partner meetings that cover new initiatives and referral information.			
B.			
The Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer's outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information.			
YES or NO:		YES	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys	
	<input checked="" type="checkbox"/>	2. Online surveys	
	<input checked="" type="checkbox"/>	3. Personal interviews (open-ended)	
	<input checked="" type="checkbox"/>	4. Focus groups	
	<input checked="" type="checkbox"/>	5. Suggestion box	
	<input type="checkbox"/>	6. Other (please list):	
		Click or tap here to enter text.	
Please Describe Below:			
KCC TENCO has a dedicated process that measures customer satisfaction and quality of services. The One-Stop Operator utilizes personally administered surveys, online surveys, personal interviews, and Secret Shoppers to evaluate the customers experience in our centers. Survey results are shared with management, partners and staff and are utilized to revise policies and procedures to ensure continuous improvement. Center management is looking for ways to track customer wait times in an efficient manner, however customers report through customer satisfaction survey that 98% of the time they have to wait less than 5 minutes to be seen.			

Center Management

Physical and Programmatic Accessibility

A.	The following one-stop partners administer the six core programs under the Workforce Innovation and Opportunity Act (WIOA), and maintain a primary office and schedule within the Comprehensive Career Center. Other required one-stop partners outlined in the law must provide access to programs, services, and activities at the Center in one of three ways: 1) through physical co-location on site, 2) through cross training of another partner program staff member to provide services, or 3) through direct linkage.		
	YES or NO:		YES
	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs	

CHECK ALL THAT APPLY	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	The WIOA Title I – Adult, Dislocated Worker and Youth Formula Program is administered through the direct services contract which was awarded to FIVCO Area Development District. There is one Adult, Dislocated Worker and Youth Career Counselors located at KCC Ashland on a full-time basis.	
	<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Family Literacy Act programs-KY Skills U (OAE)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	The WIOA Title I – Adult Education and Family Literacy Act Program (KYAE) is administered by Morehead State University Adult Education Center and services are accessed through direct linkage.	
	<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service Program – Career Development Office (CDO)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	The WIOA Title III, Wagner-Peyser Act Employment Service Program is administered through the Kentucky Career Development Office (CDO) who has one full time staff located at KCC Ashland on a full-time basis. FIVCO ADD Direct Service staff also provide Employment Services.	
	<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act program- Office of Vocational Rehabilitation Program (OVR)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	The WIOA Title IV, Rehabilitation Act is administered through the Office of Vocational Rehabilitation which is physically located at KCC Ashland. Programs administered through the Office for the Blind are access through cross training of OVR program staff.	
	Other Required WIOA Partners	
How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?		
<input checked="" type="checkbox"/>	Unemployment Insurance Program	
Please Describe Below:		
Currently UI customers have to make an appointment to meet with staff for in-person services. But any UI customer can use our Resource Room to file a claim or request benefits without an appointment.		
<input checked="" type="checkbox"/>	Jobs for Veterans State Grants (JVSG) Program	
Please Describe Below:		

	<p>Right now, the Jobs for Veterans State Grants (JVSG) Program is administered through direct linkage with Veterans Representatives of CDO from EKCEP and Bluegrass regions until the Local Veterans Employment Representatives and Disabled Veterans Outreach staff are hired for the TENCO area.</p>
<input checked="" type="checkbox"/>	Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance
	Please Describe Below:
	The Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance (TRA) program is administered onsite through CDO and FIVCO Career Counselors.
<input checked="" type="checkbox"/>	Community Services Block Grant (CSBG) Program, Employment & Training Activities
	Please Describe Below:
	The Community Service Block Grant (CSBG) Program, Employment and Training Activities are administered through direct linkage.
<input checked="" type="checkbox"/>	Senior Community Services Employment Program (SCSEP)
	Please Describe Below:
	The Senior Community Services Employment Program (SCSEP) is administered through direct linkage.
<input checked="" type="checkbox"/>	Temporary Assistance for Needy Families (TANF) Program
	Please Describe Below:
	Temporary Assistance for Needy Families (TANF) is administered through direct linkage.
<input checked="" type="checkbox"/>	Job Corps Program
	Please Describe Below:
	Job Corps program services are provided through direct linkage.
<input checked="" type="checkbox"/>	Carl D. Perkins Career & Technical Education Act Postsecondary Programs
	Please Describe Below:
	Carl D. Perkins Career & Technical Education Act Postsecondary Programs are administered through direct linkage with Maysville Community and Technical College.
<input checked="" type="checkbox"/>	National Farmworker Jobs Program (NFJP) & Migrant & Seasonal Farmworker Program
	Please Describe Below:
	The National Farmworker Jobs Program (NFJP) & Migrant & Seasonal Farmworker Program is administered through direct linkage with Kentucky Farmworkers Program in Georgetown.
<input checked="" type="checkbox"/>	Indian & Native American (INA) Employment & Training Program
	Please Describe Below:
	The Indian & Native American (INA) Employment & Training Program is administered through direct linkage with the Council of Three Rivers American Indian Center, Inc.
<input checked="" type="checkbox"/>	Second Chance Act Program
	Please Describe Below:

		Center staff take part in Northeast Reentry Council meetings and are working with partners to develop action plans to work with individuals with convictions. The TENCO WDB board has included this population as a target population.	
			Housing & Urban Development (HUD) Program Employment & Training Activities
		Please Describe Below:	
		There are currently no HUD Employment and Training Activity programs in Morehead, however we are able to connect customers who need HUD assistance through direct linkage.	
		<input type="checkbox"/>	Youth Build Program
		Please Describe Below:	
		There is no Youth Build Program in our area. The program was formerly administered through Morehead State University but was lost due to budget cuts.	
		<input type="checkbox"/>	Additional Partner (please list)
		Click or tap here to enter text.	
Please Describe Below Any Other Partners:			
At KCC TENCO, six core programs under the Workforce Innovation and Opportunity Act are administered and maintain a primary office and schedule within the Comprehensive Career Center. The six core programs are administered by the Kentucky Career Development Office, Kentucky Office of Vocational Rehabilitation, and FIVCO ADD. CDO, OVR, and FIVCO maintain a primary office and schedule within the Comprehensive Career Center. Discussions have been held and logistics are being worked out for Adult Ed. – Skills U to have a weekly presence in our career center to provide TABE and NCRC testing. Any partner who is not physically located at the center on a full-time basis provide access to their programs, services, and activities through direct linkage.			
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	YES If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
	The Center is accessible and compliant with the American with Disabilities Act (ADA), so that all customers can fully utilize services and resources. An ADA audit of our center was conducted in the Spring 2022.		
C.	The Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross education for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and KCC exterior signage

		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e., access to Language Line		
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 37.5 or more hours per week		
		<input checked="" type="checkbox"/>	6. Timely customer access to staff and services via in-person or direct linkage through technology (phone, email, internet, and Skype)		
		<input type="checkbox"/>	7. Other (please list): Click or tap here to enter text.		
Please Describe Below:					
Customers visiting KCC Ashland have access to adequate free parking, including designated spaces for individuals with disabilities, up-to-date fully functioning assistive technology. While the Center's regular operating hours are Monday – Friday, 8:00 a.m. to 4:30 p.m., we have the flexibility with staff to alter their schedule and open the center "after hours" to meet job seeker or business needs.					
D. The Center has a professional and welcoming appearance including:					
YES or NO:		YES			
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings			
	<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies			
	<input checked="" type="checkbox"/>	3. American Job Center/Kentucky Career Center name badges for staff			
	<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms			
	<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior			
	<input type="checkbox"/>	6. Other (please list): Click or tap here to enter text.			
Please Describe Below:					
Staff adhere to their respective agencies dress codes, and the facilities are cleaned on a daily basis. Career Center staff are issued a Kentucky Career Center -TENCO ID badge so customers identify them as Career Center staff instead of specific to one agency.					
E. The Center design includes space and capacity appropriate for customer needs, traffic and functions including:					
YES or NO:		YES			
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate office space for privacy and confidentiality, when needed			
	<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space			
	<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing			
	<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events			
	<input type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs			
	<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video conferencing and other services			
	<input checked="" type="checkbox"/>	7. Fully equipped resource room			
	<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow with appropriate interior signage			

	<input type="checkbox"/>	9. Other (please list): Click or tap here to enter text.
Please Describe Below:		
The Center design includes space and capacity appropriate for customer's needs. Staff is located in offices where they are able to have conversations with customers without fear of confidentiality breaches. We also have a large conference room that is utilized to provide workshops, host meetings, trainings, and interviews for job seekers and employers. We also have technology available provide access to training, video conferencing, and we have a fully equipped resource room.		
F.	The Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:	
	YES or NO:	YES
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
	<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
	<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
	<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
	<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
	<input type="checkbox"/>	6. Other (please list): Click or tap here to enter text.
Please Describe Below and Provide Examples:		
KCC TENCO has implemented policies and procedures that create a safe and secure environment for customers and staffing. We have a clearly communicated, written emergency response plan that gives directions to staff to follow in emergency situations. Staff follow agency guidelines when handling sensitive, confidential information to ensure customer's privacy is respected. A "set" orientation training on safety and security policies and procedures has not been formalized, but all staff are provided our Emergency Management Plan and an informal conversation is had with them on our policies and procedures. We have had safety in the workplace training provided by the Kentucky Office of Homeland Security.		

Effectiveness

A.	The following functions are integrated by all on-site partners:		
	YES or NO:	YES	
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff are required and must be trained.	
	<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.	
	<input checked="" type="checkbox"/>	3. Single calendar of events	
	<input checked="" type="checkbox"/>	4. Shared infrastructure items	

		<input checked="" type="checkbox"/>	5. Common break room for partner staff					
		<input type="checkbox"/>	Other (please list below):					
			Click or tap here to enter text.					
Please Describe Below:								
The reception and resource room are being integrated by all on-site partners at the Center. Through the Direct Services contract, FIVCO ADD employs a full time Resource Room Assistant whose responsibility includes greeting customers when they enter the center and serving customers in the resource room, their salary is covered under the current IFA. The resource room assistant and volunteers are provided training so they may effectively serve customers. We also utilize Google Calendar to have a single calendar of events at the center.								
B. The Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management.								
YES or NO:		YES						
C. Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise.								
YES or NO:		YES						
D. Local partner supervisors/managers are members of the career center management team.								
YES or NO:		YES						
E. Each functional team leader is a member of the career center management team.								
YES or NO:		YES						
F. The One-Stop Operator (OSO) is a member of the career center management team.								
YES or NO:		YES						
G. Functional teams have been created for the Center; each has a team leader. Please list them below:								
YES or NO:		YES						
1.	Business Service Team – Jeremy Faulkner							
2.	Trade Team – Sharon Hall							
3.	Career Center Management – Justin Suttles							
4.	Job Seekers – Heather Fraley							
5.	Click or tap here to enter text.							
6.	Click or tap here to enter text.							
Please Describe Below:								
The center functions and is labeled as a career center in whole where all staff are cross trained to serve all customers, at least in the beginning for assessment. Teams meet regularly (operator meeting/career center management) (BST/business and employer services) (staff meeting/job seeker services). There are no labels because we are intermingled throughout the center to provide ready access to all customers.								
H. The career center management team leader is designated/approved by the LWDB and is responsible for:								
YES or NO:		YES						
	<input checked="" type="checkbox"/>	Maintenance and janitorial services						

CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	Safety and emergency procedures
	<input checked="" type="checkbox"/>	Security
	<input checked="" type="checkbox"/>	Equipment, including computers
	<input checked="" type="checkbox"/>	Parking
	<input checked="" type="checkbox"/>	Keys
	<input checked="" type="checkbox"/>	Facility renovation, as needed
	<input checked="" type="checkbox"/>	Leadership for the center management team and other functional teams
	<input checked="" type="checkbox"/>	Oversight of customer flow
	<input checked="" type="checkbox"/>	Oversight of the monthly calendar of job seeker and employer activities
	<input checked="" type="checkbox"/>	Oversight of an integrated schedule for on-site partner staff
	<input checked="" type="checkbox"/>	Communication with partner staff about meeting schedules
	<input type="checkbox"/>	Other (please list):
	Click or tap here to enter text.	
Please Describe Below:		
The One-Stop Operator is designated by the LWDB to administer the above tasks. Monthly Operator meetings are held that include the One-Stop Operator, WDB Director, CDO Regional and Workforce Manager, and OVR Regional and Branch Manager. Oversight and management of the center is conducted on a consensus basis.		
I.	Information regarding the Center's management structure and the individuals responsible for all activities are communicated regularly to all partner staff. New hires receive this information.	
YES or NO:	YES	
Please Describe Below:		
Information regarding the Center's management structure and the individuals responsible for all activities are communicated regularly to all partner staff through email communication and at staff/partner meetings. When new hires come on board, they are introduced to members of the management team and their roles. A document is being developed to share with new hires as a part of their orientation.		

Continuous Improvement

A.	The Center has instituted a formal communication plan. Please list the frequency of meetings below:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	Regular functional team meetings
		<input checked="" type="checkbox"/>	Regular partner staff meetings
		<input checked="" type="checkbox"/>	Regular career center management team meetings
		<input type="checkbox"/>	Other (please list below):
Click or tap here to enter text.			
Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.			
B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.		

	YES or NO:	YES
	Please Describe Below:	
	We host an annual meeting that involve all Centers in our LWDA to provide training to staff, as well as quarterly staff meetings, and then informal meetings of staff through conference calls and Zoom. We hold quarterly partner meetings at each center in our area as well as weekly staff zoom calls each Monday morning.	
C.	The Center has a well-designed process for staff to communicate suggestions and concerns to management.	
	YES or NO:	YES
	Please Describe Below:	
	Center staff are encouraged to provide suggestions and concerns to management. They may directly contact their immediate supervisors or the One-Stop Operator to provide suggestions and concerns.	
D.	The Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.	
	YES or NO:	YES
	Please Describe Below:	
	The Center provides staff development to all staff, some development is coordinated directly through specific agencies. In the past 6 months we have provided training to staff on the use of Focus Career, Focus Assist, Salesforce, KEE Suite, Customer Service, Career Edge, Confidentiality and Veteran Services. Partner programs also provide training at quarterly partner meetings that cover new initiatives and referral information.	
E.	The Center has comprehensive, integrated staff development plans that are created with input from staff.	
	YES or NO:	YES
	Please Describe Below:	
	Currently we do not have a comprehensive, integrated staff development plan, however as we plan trainings input is gathered from managers of all agencies and staff are welcomed to provide suggestions on the type of training and development, they feel would be appropriate. Each agency has its own staff development plan, but we are working on creating a comprehensive, integrated plan that aligns with the TENCO Strategic Goals. Staff and career development is discussed during employee evaluations and input is gathered from all employees. We hold regular staff meetings and trainings that incorporate staff suggestions and needs.	
F.	The Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.	
	YES or NO:	YES
	Please Describe Below:	
	Center management supports staff in pursing recognized credentials related to their particular disciplines. The LWDB covers the cost of attaining these credentials for those under the Direct Services Contract.	
G.	The Center arranges for team building training for all partner staff.	
	YES or NO:	YES
	Please Describe Below:	
	Team building training is provided for all partner staff as a part of our Fall training retreat.	
H.	The Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services.	
	YES or NO:	YES
	Please Describe Below:	

	Center management tracks job seeker customer activity include customer volume in each activity and referrals to partners services. The One-Stop Operator is provided reports on Staff Connect and Salesforce activity and makes recommendations to the center management team on ways to improve the customer experience. We are working on a process to track customer wait time.
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age.
	YES or NO: YES
	Please Describe Below:
	Center management tracks job seeker data by customer group, including veterans, individual with disabilities, education and age. The One-Stop Operator is provided reports and makes recommendations to the center management team on decisions made to improve the customer experience. We are working on a process to track customer wait time.
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment.
	YES or NO: YES
	Please Describe Below:
	The Business Services Team leader utilizes Salesforce to track business/employer customer activity. The BST leader provides a quarterly report to Center management.
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size.
	YES or NO: YES
	Please Describe Below:
	We utilize the reports from Salesforce to maintain business/employer customer activity tracking.
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience.
	YES or NO: YES
	Please Describe Below:
	KCC TENCO has a dedicated process that measures customer satisfaction and quality of services, including wait times to ensure that customers' needs are met. The One-Stop Operator utilized personally administered surveys, online surveys, personal interviews, and Secret Shoppers to evaluate the customers experience in our centers. Survey results are shared with management, partners and staff and are utilized to revise policies and procedures to ensure continue improvement.
M.	The One-Stop Operator (OSO) and/or the career center management team leader provides regular reports to the LWDB on the data/information collected in order to improve the quality of services and utilize resources most effectively.
	YES or NO: YES
	Please Describe Below and Provide Examples:
	The One-Stop Operator provides reports to the Career Center Committee and TENCO WDB on customer satisfaction and service at each of their meetings. This report includes feedback from customer satisfaction surveys, Secret Shopper Evaluations, and personal interviews with customers. In addition to covering customer satisfaction the report includes data on the number of customers using career center services and the types of services they are utilizing.
N.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.

YES or NO:	YES		
Please Describe Below (include Outreach specifics):			
KCC TENCO holds a weekly staff call each Monday morning to keep staff at all four centers updated on programs and services and any special activities. One-Stop Operator and CDO Branch Manager participate in Interagency and Reentry Council meetings monthly with community partners. The One Stop Operator also holds quarterly partner meetings with internal and external partners, quarterly local Workforce Development Board meetings include BST and Operator reports, and attendance/presentations at Chambers, Rotary Clubs, Alliances, and Work Ready Community participation.			
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input type="checkbox"/>	3. Other Outreach (please list):	
	Click or tap here to enter text.		

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
Increase outreach to employers and organizations with a focus on awareness of services.	Utilize 2021 as a baseline year.	Document current outreach efforts to obtain a baseline. Establish multiple outreach methods.	Spreadsheet BST – Management Team
60% or higher business retention rate.	The Strategic Plan has a 60% or higher retention rate – 60% of those businesses served during the fiscal year will have repeat services within the year.	Develop procedures for determining customer satisfaction Follow-up with businesses within three months of services to ensure satisfaction Businesses that have not utilized the center services within 6 months of their past service will receive a follow-up contact.	Spreadsheet
Business and Individual customers will be satisfied with services provided.	Customer satisfaction will be 90% overall.	Develop procedures for determining customer satisfaction Follow-up with businesses within three months of services to ensure satisfaction Businesses that have not utilized the center services within 6 months of their past service will receive a follow-up contact.	Computer database
Increase accessibility to services with a focus on priority populations.	Utilize local websites such as the Chamber of Commerce and KY Career Center and other social media outlets to quarterly highlight programs for the underserved populations.	Virtual job fair Increase online services Support	Spreadsheet and Database

	<p>Staff representing each of the underserved populations will be invited to attend partner meetings to share information regarding services available, program goals and initiatives, and available employer incentives. Staff will participate in any coalition available in the local area</p> <p>The KY Career Center will offer a "subscription" option for partner agencies, chambers, and local residents that allows individuals to automatically receive updated job boards and other employment information and opportunities.</p>		
Train on partner programs and community resources resulting in an increase of referrals among partners.	<p>One partner program presented each quarterly partner meeting.</p> <p>30 referrals will be recorded in KEE Suite.</p>	<p>One partner program presented each quarterly partner meeting.</p> <p>Directory available to staff – 211, spreadsheet, etc.</p>	Database and/or spreadsheet for referrals.

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
<ul style="list-style-type: none"> Creation of the Resource Room Assistant position that is funded through our Infrastructure Funding Agreement. This position serves as the receptionist for the career center as well as providing assistance to customers in our resource room.
2.) What Best Practices were created at this location you would like to share:
<ul style="list-style-type: none"> Distribution of a local area job list to job seekers who visit the Kentucky Career Center. The list is also available on our website. Inviting employers to recruit onsite when we began taking Unemployment Insurance appointments. Creation of TENCO Google Drive where documents and other files are shared so staff from all agencies have access. Use of Greetly as our Visitor Management system allows us to very quickly register customers visiting the Career Center and analyze job seeker data to make improvements to the intake process. Widely followed Facebook page and website where job information is posted as well as highlight other important information, including a contact forms so customers can easily reach us.



April 6, 2022

Justin Suttles
1225US HWY 60 W, Suite 1056
Morehead, KY 40351
Justin@fivco.org

Dear Mr. Suttles,

This letter is in reference to the ADA review of the Ashland Career Center on April 5, 2022.

The accessible parking is adequate, properly located and marked, with the exception that there is no designated van accessible parking. The space on the far left is van accessible and just needs signage that reflects that.

The route is accessible, although at the time of my visit, the ramp was being repaired and another section will be needing repair soon. It is suggested that maintenance staff put this on a monthly review schedule and repair as needed.

Paths of travel throughout the building meet ADA Standards as far width and protruding objects and allow for physical accessibility. The men's and women's restrooms are accessible. There is an accessible workstation in the customer service area.

If you have any questions about this review or other ADA issues, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, which appears to read "Jennifer Hicks", is written over the word "Sincerely,".

Jennifer Hicks, ADAC

May 2, 2022

Denise Dials
Executive Director
TENCO Workforce Development Board
201 Government Street
Maysville, KY 41056

Dear Ms. Dials,

This letter is in response to the findings of the ADA accessibility review conducted at Kentucky Career Center – Ashland on April 5, 2022. Only two items were noted for improvement.

- Signage needs to be put in place identifying the van accessible parking space.
- Request maintenance staff do a monthly review of the sidewalk and ramp and made repairs as necessary.

The van accessible parking space now has appropriate signage and the maintenance staff have placed an inspection of the sidewalk and ramp on their monthly task list.

Please contact me if you have any questions.

Sincerely,



Justin Suttles
One-Stop Operator
Kentucky Career Center - TENCO



TENCO Workforce Development Board
201 Government Street, Suite 300
P.O. Box 460
Maysville, Kentucky 41056
Phone: 606.564.6894
Fax: 606.564.0955
TDD: 1.800.648.6056
<http://tencocareercenter.com/>

June 23, 2022

Dr. Kish Price
Commissioner of Workforce Investment
500 Mero Street
Frankfort, KY 40601

Dear Dr. Price,

I am pleased to inform you that on June 22, 2022, the TENCO Executive Committee, acting on behalf of the TENCO Workforce Development Board, unanimously voted to accept the Certification Review Team's recommendation to certify the KY Career Center – Ashland as a Comprehensive Center. Attached, please find the documents requested to accompany this letter.

Our Workforce Board is committed to providing oversight, recognizing center strengths, and encouraging continuous improvement that will ensure the Career Centers in the TENCO local area are customer-focused and provide seamless, unified services for all job seekers and employers. Thank you for the opportunity to demonstrate that the Career Center in Ashland is providing effective and high-quality workforce development services.

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott".

Scott Doan, Chair
TENCO Workforce Development Board

Attachments:
Certification Application
Staff Development Plan
ADA Compliance Letter
Review Team's Recommendation Letter

Cc: Stephanie Ebbens-Kingsley

Ashland
606.920.2024

Maysville
606.564.3347

Morehead
606.783.8525

Mt. Sterling
859.554.2525

Serving the counties of Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, and Rowan.
A proud member of America's Workforce Network, an equal opportunity employer.

May 19, 2022

Scott Doan
TENCO Workforce Development Board
201 Government Street
Maysville, KY 41056

Dear Mr. Doan,

On behalf of the TENCO Career Center Certification Review Team we appreciate the invitation and opportunity to tour the Kentucky Career Center in Ashland today. It was a pleasure meeting the staff and learning more about the services offered at the center. The staff were very welcoming and the tour was very informative. After discussing the services and the application, the review team recommends that the KCC Ashland receive Comprehensive Certification for the TENCO workforce area.

Sincerely,


Robin Harris
Ashland Community & Technical College


Brenda Kiser
Cintas


Ryan Henson
KY Office of Vocational Rehabilitation


Tara McKnight
Marathon Petroleum

cc: Denise Dials
Justin Suttles



Employee Development Plan

Employee Name:

Agency: Kentucky Career Center

Location: TENCO

One Stop Director/Employee Plan Administrator:

Employee Plan Administrator Signature:

Employee Signature:

Employee Position Title:

Date:

Plan Type: Employee Development

	Training and Development Goal	Competencies/Skills To be Acquired	Employee Action Steps	Resources Needed	Timeframe	
	What specific workshops, seminars, mentoring, continuing education, etc. is needed?	What specific competencies/skills of the employee will be enhanced by completing the goal?	What specific steps must the employee take to acquire the competency or skill?	Money, Time, Staff, etc.	Start	Complete
Short-Range Critical development needs for present position (1 year)	<ul style="list-style-type: none"> ○ Successfully complete KEE Suite, Focus, Salesforce and Employment Services Training (when applicable) ○ Successfully complete other scheduled mandatory training (TBD) ○ Successfully complete mandatory DVOP and LVER Training ○ (Basic) customer service training ○ ADA Assistive Technology Training 	<ul style="list-style-type: none"> *Listening and Organizing *Getting Objective Information *Problem Identification and Solution *Thinking Clearly and Analytically *Clarity of Communication *Enhance/maintain professional skills 	Request/schedule training through immediate supervisor	Based on availability of funding and opportunity (per staffing support)	TBD during fiscal year 2022	NLT end of fiscal year 2022
Mid-Range Important for growth within present/future	<ul style="list-style-type: none"> ○ Successful completion of designated professional certifications (when applicable) ○ Successfully complete KEE Suite, 	<ul style="list-style-type: none"> *Listening and Organizing *Getting Objective Information *Problem Identification and Solution 	Request/schedule training through immediate supervisor (When applicable)	Based on availability of funding and opportunity (per staffing support)	TBD during fiscal year 2022	NLT end of fiscal year 2023

position (2 years)	<p>Focus, Salesforce and Employment Services Training (when applicable)</p> <ul style="list-style-type: none"> ○ Pursuit/Completion of (related) Bachelors' Degree (when applicable) ○ Successfully complete required Continuing Education Hours ○ Customer service training (Refresher) ○ Successfully complete mandatory DVOP and LVER Training ○ Case Management Training ○ Annual Partner Training 	<p>*Thinking Clearly and Analytically</p> <p>*Clarity of Communication</p> <p>*Enhance/maintain professional skills</p>				
Long-Range Helpful for achieving future career goals (5+ years)	<ul style="list-style-type: none"> ○ Successful completion of designated professional certification refresher requirement (when applicable) ○ Successfully complete KEE Suite, Focus, Salesforce and Employment Services Training (when applicable) ○ Pursuit/Completion of (related) Bachelors' Degree (when applicable) ○ Successfully complete required Continuing Education Hours ○ Pursuit/Completion of Kentucky Certified Program Manager Training (when applicable) ○ Customer service training (Refresher) ○ Successfully complete mandatory DVOP and LVER Training 	<p>*Listening and Organizing</p> <p>*Getting Objective Information</p> <p>*Problem Identification and Solution</p> <p>*Thinking Clearly and Analytically</p> <p>*Clarity of Communication</p> <p>*Enhance/maintain professional skills</p>	Request/schedule training through immediate supervisor (When applicable)	Based on availability of funding and opportunity (per staffing support)	TBD during fiscal year 2022	NLT end of fiscal year 2024



22 Spiral Drive | Florence, KY | 41042 | Phone: 659.283.1885 | nkcareercenter.org

Tara Johnson-Noem, Director
Michelle Cestaric, Board Chair

August 8, 2022

Stefanie Ebbens Kingsley Executive Director
Kentucky Workforce Innovation Board
500 Mero Street, 4th Floor
Frankfort, KY 40601

Dear Ms. Ebbens Kingsley:

The Northern Kentucky Workforce Investment Board is pleased to notify you that the Kentucky Career Center-Florence was recertified on July 12, 2022. We are committed to ensuring that our Kentucky Career Center locations are customer-centric focused and provide seamless, unified services for all job seekers and employers. Thank you for providing us this opportunity through the state recertification process to approve with no conditions.

Sincerely,

A handwritten signature in black ink that reads 'Michelle Cestaric'.

Michelle Cestaric
NKWIB, Board Chair

A handwritten signature in blue ink that reads 'Tara Johnson-Noem'.

Tara Johnson-Noem
NKWIB, Director



Affiliate Career Center

WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the KCC ensures equal opportunity for individuals with disabilities to benefit from KCC services.

Evaluations of effectiveness examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

Continuous improvement requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	KCC Florence; 8020 Veterans Memorial Drive, Florence, KY 41042
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.	
	YES or NO:	YES
	Please Describe Below:	
	BEST serves multiple locations throughout the NKY region. Our Covington KCC serves as the hub for the region. We have four affiliate KCCs in Florence, Williamstown, Carrollton, and CVG airport. Additionally BEST team members are regularly out in the community at the Public Librarys, NKY Chamber, KCTCS system, and onsite with employers. Staff utilize technology, inclusive of phone, email, Zoom conference call and webinar, FOCUS Career, KIBES, KYSTATS LMI website tool to link employers to services. Quarterly we hold Discover KCC, an event for employers to learn about KCC services and programs.	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).	
	YES or NO:	YES
	Please Describe Below:	
	The BEST reaches out to employers in the NKY Region to connect them with resources such as Kentucky Essential Skills Certificate (KESC), Federal Bonding, assistance with FOCUS Talent/posting job orders, referrals, candidate pre-screening, priority invitations to signature job fairs, hiring event space and recruitment assistance, tax credit information, Labor Market Information, Rapid Response, and connection to education and training programs. The Kentucky Career Centers have computers, phones, projectors and other technology available to employers. The Innovation Center in the Covington Kentucky Career Center is also an advanced technology room that is available for employer use. Kentucky Career Center staff also work with regional workforce partners to meet with employers together in Strategic Workforce Action Teams (SWAT) meetings providing employers with customizable, well-rounded solutions to meet their workforce needs.	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.	
	YES or NO:	YES

	Please Describe Below:	
	The BEST team participates in bi-weekly conference calls, monthly huddle meetings, and departmental meetings to share information to all Kentucky Career Center staff, including front-line staff. Additionally, for time-sensitive information the BEST communicates employer-driven information via email. Front line staff are informed of all employer events at the KCC, including hiring events, meet and greets and tours. Staff are also informed of events off-site so that information will be communicated to customers seeking services. Business Services members also participate in statewide business service-related webinars to learn about best practices.	
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.	
	YES or NO:	YES
	Please Describe Below:	
	Employers are connected to BEST by reception staff in several ways, including in-person introduction, providing business card and taking business cards to be passed onto BEST, electronic introduction such as phone call, voicemail, and email. BEST members have a presence in all regional KCC offices as well as out in the community. BEST are typically able to respond to employer request within 24 business hours. Reception also ensure proper training of support staff so that they can also provide this direct BEST connection for employers.	
D.	Affiliate Center staff who are members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.	
	YES or NO:	YES
	Please Describe Below:	
	BEST members have Salesforce (KIBES) accounts and record all employer contacts, programs, and activities in KIBES in a timely manner. Salesforce tracks employer customers and relationships, market penetration rate and staff who are working with employers.	

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.	
	YES or NO:	YES
	Please Describe Below:	
	BEST members share information as well as learn information to identify employer needs and challenges through monthly KCC huddle meetings, and BST meetings. The KCC has a Continuous Quality Improvement team that focuses on local challenges at the KCC and tests solutions that drive employer traffic and services. CQI training is available to BEST members through onsite partners.	

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person at Affiliate Career Centers
		<input checked="" type="checkbox"/>	2. Direct linkage through technology
		<input checked="" type="checkbox"/>	3. Phone
		<input checked="" type="checkbox"/>	4. Comprehensive Career Center, or Access Points
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
Customers can access services by visiting the Career Center for on-demand job seeker services. Job seekers can be provided information and given guidance via phone, email or video conferencing. Also, the			

	www.nkcareercenter.org provides information and links to services. The Covington Center and Rural Access Points, as well as the Kenton County Library sites, provide additional opportunities to access services
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Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer flow chart
		<input checked="" type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
The Career Center staff are well trained on the Standard Operating Procedure (SOP) and a customer flow process in order to provide our customers with prompt and relevant services. The SOP is in place to also guarantee communication and ensure seamless referrals between partners.			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Welcome, intake, and orientation
		<input checked="" type="checkbox"/>	2. Management of the resource room
		<input checked="" type="checkbox"/>	3. Workshops
		<input checked="" type="checkbox"/>	4. Individual Employment Plans (IEP)
		<input checked="" type="checkbox"/>	5. Assessments
		<input checked="" type="checkbox"/>	6. Customer follow-up
		<input checked="" type="checkbox"/>	7. Referrals
		<input type="checkbox"/>	8. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
	Please Describe Below:		
KCC-Florence has full-time Brighton Center/WIOA staff dedicated to welcoming customers and provide direction on available services. CDO/Wagner-Peyser staff provide a spectrum of job search services in the resource room and are trained and knowledgeable in basic resume writing, effective job search and training opportunities. Appropriate staff conduct in-person assessments or assist customers in completing them online through Citizen Connect. IEPs are formulated when barriers are identified through these assessments. Job referrals are generated through Focus Career and are provided on an individual basis by staff. Partner referrals are done in person, by phone or email to ensure continuity of service. Staff also generate case notes in order to assure integration of services across programs.			
C.	All customers are provided/offered alternative activities or options during wait times:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
		<input checked="" type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
		<input checked="" type="checkbox"/>	3. Access Focus Career in the resource room.
		<input checked="" type="checkbox"/>	4. Update resume in the resource room.
		<input checked="" type="checkbox"/>	5. Review printed materials in the resource room.
		<input checked="" type="checkbox"/>	6. Conduct online job search in the resource room.
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
Please Describe Below:			
KCC-Florence maintains virtual billboards with current job search information and information pertaining to upcoming Career Center events. This may include workshops, training opportunities and tips for job seekers. In addition, trained staff are available to guide job seekers in these activities.			

D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
		<input checked="" type="checkbox"/>	2. Staff assisted job search support, including labor market information
		<input checked="" type="checkbox"/>	3. Information on and assistance with accessing training and education
		<input checked="" type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
		<input checked="" type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
		<input checked="" type="checkbox"/>	6. Integrated case management system (KEE Suite)
		<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
KCC-Florence holds a weekly KY Career Center Orientation (KCCO) on Wednesday mornings. This is an opportunity for any interested customer to learn about the Center's comprehensive services, including career training, financial assistance and a myriad of workforce support services. Additionally, KCC-Florence offers customers convenient access to KCCO information virtually, via the virtual billboards in the Resource Room. Services may be provided on an individual basis, in person, by email or by phone.			
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
		<input checked="" type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
		<input checked="" type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.
		<input type="checkbox"/>	4. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
	Please Describe Below:		
	KCC-Florence has full-time staff shared between WIOA/Brighton Center and OVR who are dedicated to welcoming all customers and directing them to any and all services they are in need of. Partnered staff are also trained on all services we provide and fill in as needed.		
	F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.	
YES or NO:		YES	
Please Describe Below:			
All staff receive job appropriate training and workshops as outlined in the staff development plans and evaluations by management. Staff attend monthly team huddles that keep them up to date on program news, noteworthy trends, and key performance indicators.			

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Customer service training
		<input checked="" type="checkbox"/>	2. Employability skills training
		<input checked="" type="checkbox"/>	3. Cross-education on Career Center partners' programs, services, and resources
		<input checked="" type="checkbox"/>	4. KEE Suite training

		<input checked="" type="checkbox"/>	5. Focus Career, Focus Assist, and Focus Talent training
		<input checked="" type="checkbox"/>	6. Kentucky Labor Market Information training
		<input checked="" type="checkbox"/>	7. Salesforce training (if applicable)
		<input type="checkbox"/>	8. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
KCC-Florence staff receives ongoing training on case management software and LMI tools. Staff also receive regular training on customer service and other appropriate trainings as outlined in individual staff development plans and evaluations by management. Team members attend a monthly huddle to keep them up-to-date with community partners, resources, and labor market information. Additionally, guest speakers present topical information on relevant Job Seeker Services.			

B.	The Affiliate Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer’s outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Personally administered surveys
		<input checked="" type="checkbox"/>	2. Online surveys
		<input checked="" type="checkbox"/>	3. Personal interviews (open-ended)
		<input checked="" type="checkbox"/>	4. Focus groups
		<input checked="" type="checkbox"/>	5. Suggestion box
<input type="checkbox"/>		6. Other (please list below):	
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			
Surveys are offered and collected at the Career Center, both online (via a kiosk) and feedback is collected in-person when deemed necessary or by customer request; Networking groups serve as a focus group of customers that provide feedback each session. The Career Center and the NKY Workforce Investment Board review and evaluate responses on a regular basis.			

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input checked="" type="checkbox"/>	2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input checked="" type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input checked="" type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/>	5. Other (please list below):
		Click or tap here to enter text.	
YES or NO:	YES		
Please Describe Below:			
Adult, Dislocated Worker, and Youth have 4 full-time staff located at the Kentucky Career Center of Florence. Each maintains a full-time on-site presence and each staff member is assigned to assist their customer according to their functional area of expertise. WIOA services are provided via training, internships and meeting the requirements as set. We also help customers gain marketable skills and employment with a livable wage. We are accessible for customers who come into the Kentucky Career Centers seeking our services, and we also outreach to customers as well by meeting them where they are. We provide our partners with flyers and resources for them to know what services we offer, allowing them to refer customers as needed. We are accessible to our customers and our partners through direct linkage. Kentucky Adult Education/Skills U staff are			

	present at the Kentucky Career Center in Covington several times per week and available to KCC-Florence staff and customers through direct linkage. Wagner-Peyser services and direct linkages to staff at our Comprehensive Center in Covington occur regularly. 16 Office of Vocational Rehabilitation staff are located at the Career Center in Florence full-time.		
B.	The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:		
	YES or NO:	YES If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input checked="" type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
The Kentucky Career Center in Florence has been assessed for ADA compliance and accessibility. The assessment report is included with this application. The State of KY conducted the assessment and they no longer provide a letter certifying compliance.			
C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input checked="" type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff
		<input checked="" type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage
		<input checked="" type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line
		<input checked="" type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)
		<input checked="" type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g.,phone, email, internet, and Skype)
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	YES	
Please Describe Below:			
The Kentucky Career Center in Florence provides adequate and free parking for all customers and staff. The center operates Monday through Thursday 8:00-4:30. Services are provided on site as well through direct linkage to partners not co-located in the career center. Language Services are offered for language barriers and staff will provide reading assistance for customers with literacy barriers. Customers are provided timely access to staff in person or by direct linkage. Kentucky Career Center signage is on the door and on signs outside the building. OVR staff are on-site and will facilitate connection to assistive technology for customers in need.			
D.	The Affiliate Center has a professional and welcoming appearance including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clean and well-maintained furnishings
		<input checked="" type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies
		<input checked="" type="checkbox"/>	3. Kentucky Career Center name badges for staff
		<input checked="" type="checkbox"/>	4. Clean and well-maintained restrooms
		<input checked="" type="checkbox"/>	5. Clean and well-maintained exterior
		<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.		
YES or NO:	YES		
Please Describe Below:			

	The restrooms, interior and exterior of the building are well maintained and any building issues are met promptly by ownership maintenance. Staff members are dressed appropriately and each staff member has a Kentucky Career Center name badge.		
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed
		<input checked="" type="checkbox"/>	2. Adequate classroom and/or training space
		<input checked="" type="checkbox"/>	3. Adequate computer resources or lab space for training and testing
		<input checked="" type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events
		<input checked="" type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs
		<input checked="" type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services
		<input checked="" type="checkbox"/>	7. Fully equipped resource room
		<input checked="" type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage
		<input type="checkbox"/>	9. Other (please list below):
	Click or tap here to enter text.		
YES or NO:		YES	
Please Describe Below:			
KCC Florence has a fully functional space, inclusive of a large convening space, a smaller meeting room, a large Resource Room primarily for customers’ use, and a number of offices and cubicles for staff. All space is fully ADA compliant.			
F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
		<input checked="" type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
		<input checked="" type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
		<input checked="" type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
		<input checked="" type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:		YES
	Please Describe Below:		
Emergency routes are clearly posted for staff and customers. An Emergency Action Plan, covering various emergencies, such as fire, tornado, active shooter, has been sent to staff and reviewed periodically during all-staff huddles. Additionally, a copy of the Emergency Action Plan is kept at the front desk for any staff to access. Safety and emergency drills are regularly held and documented. A copy of the Emergency Action Plan is shared with new-hire staff as part of their onboarding. Finally, staff guidelines for handling sensitive information is covered within the Career Center partner MOU.			

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):		
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.
		<input checked="" type="checkbox"/>	2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.
		<input checked="" type="checkbox"/>	3. Single calendar of events

		<input checked="" type="checkbox"/>	4. Shared infrastructure items
		<input checked="" type="checkbox"/>	5. Common break room for partner staff
		<input type="checkbox"/>	6. Other (please list below):
		Click or tap here to enter text.	
	YES or NO:	YES	
Please Describe Below:			
Reception is primarily staffed by “First Impressions Specialists”, positions funded by WIOA/Brighton Center. Other partners fill in with front desk/reception duties periodically. KCC Florence has a single shared calendar of events, via Team Up, which is a digital calendar accessible by all partners for adding and viewing events. We also have an Infrastructure Funding Agreement (IFA) in place as part of the partner MOU, which has been signed off on by all 14 KCC-NKY partners. We have a shared staff breakroom which all partners are welcome to use, as well as a shared outdoor seating area that is also utilized by partners.			
B.	The Affiliate Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management. Functional team development will vary depending upon the size of the Center.		
YES or NO:	YES		
C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.		
YES or NO:	YES		
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.		
YES or NO:	YES		
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.		
YES or NO:	YES		
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.		
YES or NO:	YES		
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.		
1.	Center Management: Correy Eimer		
2.	Business/Employer Services: Kimberly Spreder		
3.	WIOA Job Seeker Services: Mindy Puckett		
Please Describe Below:			
At the Career Center, we are intentional about making our work customer-focused, where the customer’s goals and needs dictate the programs/services they are connected to, without regard to what particular partner happens to manage said service. We do our best to serve job seekers and employers comprehensively by pulling in facets of the various partner services as appropriate, while keeping the customer’s needs at the forefront.			
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Maintenance and janitorial services	
	<input checked="" type="checkbox"/>	2. Safety and emergency procedures	
	<input checked="" type="checkbox"/>	3. Security	
	<input checked="" type="checkbox"/>	4. Equipment, including computers	
	<input checked="" type="checkbox"/>	5. Parking	
	<input checked="" type="checkbox"/>	6. Keys	
	<input checked="" type="checkbox"/>	7. Facility renovation, as needed	
	<input checked="" type="checkbox"/>	8. Leadership for the center management team & other functional teams	
	<input checked="" type="checkbox"/>	9. Oversight of customer flow	
	<input checked="" type="checkbox"/>	10. Oversight of the monthly calendar of job seeker and employer activities	
	<input checked="" type="checkbox"/>	11. Oversight of an integrated schedule for on-site partner staff	

		<input checked="" type="checkbox"/>	12. Communication with partner staff about meeting schedules	
		<input type="checkbox"/>	13. Other (please list below):	
		Click or tap here to enter text.		
	YES or NO:	YES		
	Please Describe Below:			
The Career Center Operator serves as the center management team leader and assumes all responsibilities listed above.				

I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.		
	YES or NO:	YES	
	Please Describe Below:		
	Information regarding the Center’s management structure is readily available to all Career Center staff. Educating staff in terms of what individuals are responsible for various activities is an ongoing effort as new staff are hired and as roles periodically change.		

Continuous Improvement

A.	The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers' needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:		
	YES or NO:	YES	
	CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. In-person
		<input checked="" type="checkbox"/>	2. Conference call
		<input checked="" type="checkbox"/>	3. Webinar
		<input type="checkbox"/>	4. Other (please list below):
	Click or tap here to enter text.		
Please Describe Below and Include Minutes of at Least One Meeting:			
BEST members share information as well as learn information to identify employer needs and challenges through monthly KCC huddle meetings, and BST meetings. The KCC has a Continuous Quality Improvement team that focuses on local challenges at the KCC and tests solutions that drive employer traffic and services. CQI training is available to BEST members through onsite partners.			

B.	Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.		
	YES or NO:	YES	
	Please Describe Below:		
	All Centers in the Local Workforce Development Area (LWDA) are invited to participate in monthly huddles, which for the past two years have been occurring virtually, making attendance easier no matter where staff are located; trainings/professional development activities for all staff are offered at least quarterly.		

C.	The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.		
	YES or NO:	YES	
	Please Describe Below:		
	The Career Center has a Standard Operating Procedure (SOP) in place that addresses staff communicating suggestions and concerns to management.		

D.	The Affiliate Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.		
	YES or NO:	YES	
	Please Describe Below:		
	The Career Center has a Staff Development & Support Committee in place. This committee is charged with coordinating substantive staff development opportunities, on a quarterly basis. These opportunities range from robust trainings, such as CPR/First Aid, Customer Service, Responding to an Active Shooter to simpler trainings		

	such as Narcan administration and coordination of emergency drills; i.e. fire, tornado, etc. (as part of the Center’s Emergency Action Plan).
E.	The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.
	YES or NO: YES
	Please Describe Below:
	Each respective Career Center partner addresses staff development on an individual basis at a supervisory level as part of their respective staff performance evaluation process. On a bigger scale, the Career Center Staff Development & Support Committee is strategic about offering professional development opportunities that are deemed to be of benefit to the majority of Career Center staff. This committee is intentionally comprised of staff from different partners in order to have diverse representation. (the Staff Development Plan submitted with this application is a generalization and may reflect various parts of plans from each respective Career Center partner organization)
F.	The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.
	YES or NO: YES
	Please Describe Below:
	Staff are encouraged to attend local and national trainings in their respective disciplines as funding permits.
G.	The Affiliate Center arranges for team building training for all partner staff, if applicable.
	YES or NO: YES
	Please Describe Below:
	There is often a team-building element to activities offered during monthly team huddles, i.e. “shout outs”, and there is a team-building emphasis during the staff in-service events.
H.	The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.
	YES or NO: YES
	Please Describe Below:
	We capture in-the-door customer data, including customer satisfaction, via Survey Monkey. Customer outcome data is also captured in KEE-Suite.
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.
	YES or NO: YES
	Please Describe Below:
	KEE-Suite and Focus Career are the platforms that capture job seeker data, including demographic data.
J.	The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable.
	YES or NO: YES
	Please Describe Below:
	Business/employer activity, job order information and employment data is captured via KIBES. This data is reviewed and reported on regularly to the NKY Workforce Investment Board.
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.
	YES or NO: YES
	Please Describe Below:
	Data is segmented primarily by business sector but data on employer size and number of job postings by employer is also available.
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.
	YES or NO: YES
	Please Describe Below:

	Job seekers are encouraged to complete a brief customer satisfaction survey, via a kiosk in the resource room, to provide feedback on Career Center services and their experience. Employer surveys are administered during and after job fairs to provide the Career Center feedback about what worked well and opportunities for improvement.		
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.		
	YES or NO:	YES	
	Please Describe Below (include Outreach specifics):		
	The One-Stop Operator oversees all local outreach, including social media activity, and takes the lead in informing internal and external partners about events and activities, such as hiring events and workshops.		
CHECK ALL THAT APPLY	<input checked="" type="checkbox"/>	1. Job Seeker Outreach	
	<input checked="" type="checkbox"/>	2. Business/Employer Outreach	
	<input type="checkbox"/>	3. Other Outreach (please list):	
		Click or tap here to enter text.	

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.			
Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share:

ASSESSMENT OF CAREER CENTER PHYSICAL AND PROGRAMMATIC ACCESSIBILITY

Facility Location: 8020 Veterans Memorial Florence Ky

Facility Contact: Correy Eimer

ADA Assessment Review Date: 5/23/2022

ADA Assessment Reviewer: Larry Perkins

ADA Recommendations: If the priority listed below is accessible and there are no recommendations to enhance accessibility, please write "Accessible with No Recommendations."

1. Priority 1 - Accessible Approach and Entrance to the Building
Accessible with No Recommendations
2. Priority 2 – Accessible Interior Route and Registration
Accessible with No Recommendations
3. Priority 3 – Access to Goods and Services
Accessible with No Recommendations
4. Priority 4 – Access to Public Toilet Rooms
Accessible with No Recommendations
5. Priority 5 – Access to Other Items (e.g., water fountains, public telephones, fire alarms)
Accessible with No Recommendations

ADA Assessment Reviewer Signature:



Strategic Planning/Innovation

Strategic Goals

Goal	Metrics/Expected Outcomes	Steps to Meet Outcomes	How Outcomes are Tracked
See 2022-2023 KCC-NKY Action Plan (submitted separately)	N/A	N/A	KCC Leadership Team will meet to review progress bi-monthly.
Increase the number of verified job placements.	The reported number of monthly Job Placements on the KPI document is expected to increase significantly.	All KCC-NKY partner organizations who help facilitate Job Placements, either via working with job seekers or employers, will begin to track and report data so that it can be accessed through KIBES.	Monthly Key Performance Indicator (KPI) document.

Innovation

Unique Innovations
1) SWAT (Strategic Workforce Action Team) meetings: regional workforce partners working together cooperatively to address multi-faceted workforce challenges of businesses/employers.
2) NKY Career Centers close our doors twice per year to enable staff from all partner organizations to take part in a Staff In-Service which includes Staff Development/Training and other team-building activities.
3) The NKWIB Board is the backbone organization for a regional collective impact initiative called GROW (Growing Regional Outcomes through Workforce) Northern Kentucky, and the NKY Career Center Operator serves as chairperson for one of the GROW Pillars.
Best Practices
1) Leadership Team is comprised of management/director-level staff from each of the 14 MOU-level partners that meet bi-monthly; this is opposed to only on-site partners being included in the meetings.
2) We subscribe to Hootsuite, which is a tool to manage our multiple social media platforms to ensure we're maintaining adequate social media activity across all platforms (Facebook, Twitter, Instagram).
3) Our team has monthly all-staff huddles to keep the at-large team informed and engaged.
4) We utilize the NiaTx model as an evidence-based process for managing Continuous Quality Improvement (CQI); the CQI committee is representative of staff from multiple partners.
5) We involve individuals from external partners to take part in our committees; i.e. staff from the Covington Housing Authority serve on the KCC Customer Service Committee.

KY Career Center-NKY

2022-2023 Action Plan

ISSUE

RESPONSE

H.S. students need to learn career options and pathways by 10th grade

- WIOA YA TDS will do more career exploration activities in partnership with local high schools; this should involve utilization of the YouScience career aptitude and interest assessment tool
- GROW NKY Pillar 2 focusing a lot of attention here, specifically with MyCareerE3; we can reinforce and supplement some of those efforts; need to first have a complete understanding of what's happening in P2
- OVR to do pre-employment transition services for high school students who have a disability; OVR can assist in connecting to other program options.
- Youth Response Team will continue to work with partners to connect disengaged youth
- Job Corps will assume an active role on the NKY Youth Response Team

Employers need help recruiting employees

- WIOA/Brighton Center/CDO will coordinate hiring events/job fairs
- Multiple workforce providers will continue meeting with employers via SWAT meetings
- KCPL will continue to do hiring events, particularly during hours when the KCC is not open
- Double down on targeted outreach to populations who have life barriers
- Look into improving/enhancing FOCUS Career/ FOCUS Talent Job Portal to make more effective; have a conversation with Ben Metzger and Michelle DeJohn re: suggested improvements
- OVR will look into sharing social media posts to promote hiring events (will involve central office)
- Continue the work of the Lift-Up grant which involves targeted engagement of individuals in addiction recovery; partnership between NKWIB/KCC, Brighton Center, St. Elizabeth and Life Learning Center

<p>Employers need help retaining employees</p>	<ul style="list-style-type: none"> • Utilize Incumbent Worker Training program • Offer KY Essential Skills Certification (KESC) to incumbent workers, as intervention strategy to avoid turnover and also as a strategy to demonstrate employer's investment in their workers • OVR can offer solutions for accommodations, especially for incumbent workers who have acquired a disability or some type of limitation preventing them from doing their job • OVR can also assist with diagnosed substance use or other mental health challenges such as depression and anxiety • WIOA to hire Workforce Strategies Manager to deepen services we offer to employers
<p>Job seekers/individuals need more work-based learning experiences</p>	<ul style="list-style-type: none"> • Gateway expanding the Apprenticeship Academy model starting Fall 2022; looking at a larger scope work-experience model with a targeted employer engagement strategy. • MyCareerE3 is also doing work with high school students to connect with Internships • OVR will continue to execute Project Search for high school students who are not on track to earn a high school diploma; trying to increase the number of high schools and employers who are engaged with this • GROW NKY Pillar 3 will work on expanding WBL as one of its strategies
<p>Job seekers lack reliable high-quality childcare</p>	<ul style="list-style-type: none"> • Through GROW NKY, partner with organizations including EC Learn and Learning Grove to identify solutions both from the job-seekers' and the employers' standpoint

Job seekers lack reliable transportation

- Join SCOKI's (Supply Chain Ohio Kentucky Indiana) efforts to come up with regional transportation solutions, including projects such as "Shared Mobility"
- TANK is exploring "Mobility on Demand" service, which would be similar to RAMP and will serve more outer-lying rural county residents
- TANK is also making software improvements which will enable notifications to be sent when a person's ride arrives; an app is also in the works that will allow people to schedule their own rides

Job seekers who have been justice-involved have a difficult time getting hired

- Collaborate with regional offices of Department of Corrections (DOC) and Department of Juvenile Justice (DJJ) to make sure we're making our services available to their clients
- NKY Re-entry Council is being convened monthly by Life Learning Center and includes numerous community partners including Rachel Schnatz with the Lift-Up grant
- Collaborate with Legal Aid of the Bluegrass on expungement and eliminating other legal barriers
- Robin Campbell, with OVR, has been involved in Mental Health Court
- Brighton Center continues to work with Campbell County Detention Center to ensure the ladies there are prepared for employment upon release
- Brighton Center has been attending Pendleton County Family Court to assist individuals mandated to pay child support with obtaining gainful employment



22 Spiral Drive | Florence, KY | 41042 | Phone: 659.283.1885 | Online: nkcareercenter.org

Tara Johnson-Noem, Director
Michelle Cestaric, Board Chair

August 8, 2022

Stefanie Ebbens Kingsley Executive Director
Kentucky Workforce Innovation Board
500 Mero Street, 4th Floor
Frankfort, KY 40601

Dear Ms. Ebbens Kingsley:

The Northern Kentucky Workforce Investment Board is pleased to notify you that the Kentucky Career Center-Covington was recertified on July 12, 2022. We are committed to ensuring that our Kentucky Career Center locations are customer-centric focused and provide seamless, unified services for all job seekers and employers. Thank you for providing us this opportunity through the state recertification process to approve with no conditions.

Sincerely,

A handwritten signature in black ink, reading "Michelle Cestaric".

Michelle Cestaric
NKWIB, Board Chair

A handwritten signature in blue ink, reading "Tara Johnson-Noem".

Tara Johnson-Noem
NKWIB, Director



WELCOME

KWIB Quarterly Board Meeting

August 18, 2022

“Create a workforce development system that is value driven for employers, aligns education with industry demands, prepares Kentuckians for the future of work and drives economic development.”

Welcome, Introduction & Housekeeping - Kim Menke, NEW Chair, KWIB

- ▶ This meeting is being recorded and *captioning services* are available.
- ▶ In this hybrid meeting world, and to maintain compliance with the Open Meetings requirement that *board members* “can be seen and heard” during video teleconferencing meetings, we ask that board members ensure they turn ON their camera during roll call and at any point they are speaking or asking a question during meetings. In other words, you should be seen when you are heard.
- ▶ Board Members please keep your line muted when not presenting.
- ▶ We follow *Roberts Rules of Order* as closely as possible.
- ▶ *Consent Agenda items* were included in your pre-read packet
- ▶ **Guests, please keep your line muted.**
- ▶ This is the quarterly business meeting of the KWIB, if you are a guest and have any questions, please reach out to Debbie.Dennison@ky.gov. The meeting minutes will be posted to the KWIB website under Schedule of Meetings, <https://KWIB.KY.GOV> which will include attachments of the materials presented here today.

Kim Menke – Chair, KWIB; Chair - Resource Align / Funding Committee	<i>Toyota Manufacturing; Georgetown</i>	Governor Andy Beshear	<i>Commonwealth of KY</i>	Dr. John Gregory	<i>Office of Adult Education; Director, Statewide</i>
Kevin Smith – Past Chair, KWIB	<i>Jim Beam Brands/Beam Suntory; Bardstown</i>	open	<i>Commonwealth of KY</i>	Jonathan Webb	<i>AppHarvest; Morehead</i>
Amy Luttrell – Chair; Workforce Participation and Sustainability Comm	<i>Goodwill; Louisville</i>	Lynn Parrish	<i>Bit Source; Pikeville</i>	Micheal Hale	<i>Barren County Judge Exec; Glasgow</i>
Beth Davisson – Chair; Ed attainment/ Employer Engagement committee	<i>Chamber of Commerce; Louisville</i>	open	<i>Education and Labor Cabinet; Deputy Secretary</i>	Karen Trial	<i>Hitachi Automotive; Berea, Harrodsburg</i>
Lori Ulrich – Chair; Work Ready Communities Committee	<i>Fleming-Mason Energy; Mayslick</i>	Robert Blythe	<i>Mayor, City of Richmond; Richmond</i>	Keith Sparks	<i>EnerFab; Grayson</i>
Heidi Margulis - Chair Training and Communication	<i>Humana; Louisville</i>	Michael Buckentin	<i>Logan Aluminum; Bowling Green</i>	Jimmy Higdon	<i>Senator, 14th District Leg. Research Comm.; Lebanon</i>
Scott Pierce	<i>Workforce / Labor; Jamestown</i>	Bobby McCool	<i>Representative, 97th District, Leg. Research Comm.; Van Lear</i>	Sharon Price	<i>Community Action; Lexington, Carlisle, Cynthiana, Paris</i>
Jimmy Staton	<i>Southern Star Energy; Owensboro</i>	Kevin Butt	<i>Toyota; Georgetown</i>	Suhas Kulkarni	<i>Indus, Inc.; Louisville</i>
Cora McNabb	<i>Office of Vocational Rehabilitation – Executive Director, Statewide</i>	Ryan Holmes	<i>EHI Consultants; Lexington</i>	Bo Matthews	<i>Superintendent Barren County Schools; Glasgow</i>
Dianne Owen	<i>Four Rivers Foundation; South Fulton</i>	Sadiqa Reynolds	<i>Louisville Urban League Louisville</i>	Terry Sexton	<i>Labor Rep; Grayson</i>
open	<i>Education</i>	Jamie Link	<i>Education and Labor Cabinet; Cabinet Secretary</i>	Todd Dunn	<i>Labor Rep; Louisville</i>
Dr. Aaron Thompson	<i>Council on Post- Secondary Education; Richmond</i>	open	<i>Economic Development Cabinet; Cabinet Secretary</i>	Tony Georges	<i>UPS; Louisville</i>
Dr. Jason Glass	<i>Dept. of Education; Commissioner and Chief Learner</i>	open	<i>Secretary of the Governor's Cabinet Commonwealth of KY</i>	Dr. Paul Czarapata	<i>President - KCTCS; Versailles</i>
Kim Humphrey	<i>River View Coal; Morganfield</i>				



Cabinet Initiatives

- ▶ *Cabinet for Health and Family Services (CHFS)*
Carrie Banahan, Cabinet Deputy Secretary
- ▶ *Education and Labor Cabinet*
Jamie Link, Cabinet Secretary
- ▶ *Cabinet for Economic Development (CED)*
Jeff Noel, Cabinet Secretary
Kristina Slattery, Commissioner



STATEMENT FROM THE CHAIR

Kim Menke, Regional Director
Toyota Motor North America



Office of Employer and Apprenticeship Services

Michelle DeJohn, Executive Director



Director's Report

***Stefanie Ebbens Kingsley,
Executive Director, KWIB***

- *Metrics Committee / Collaborative updates*
- *Family Resource Simulator Updates / RFP*

KWIB Business and Committee Reports

- ▶ Consent Agenda items
 - ▶ *Minutes of May 19, 2022 meeting*
 - ▶ *By-Law updates*
 - ▶ *One-Stop Certifications*
 - ▶ *Work Ready Community Recommendations*
 - ▶ *CTE Recommendations*





One-stop Certifications

The Workforce Innovation and Opportunity Act (WIOA) requires, that as a condition of being eligible to receive infrastructure funding, a local one-stop center (Kentucky Career Center or KCC) must be certified at least once every three years. To obtain certification, local workforce boards are charged with the responsibility of evaluating local one-stop centers using the objective criteria and standards established by the State Workforce Board.

First, the One-Stop Operator completes the application and obtains an ADA compliance letter. A review team is then assembled by the local WIB to survey the center and review the application, after which they make a recommendation regarding certification to the local WIB. Once approved by the local WIB, the KWIB issues a Certificate of Recognition.

Recommendation

The following Kentucky Career Centers have been reviewed and recertified by their respective local Workforce Investment Boards.

KWIB staff have received and reviewed all necessary documentation required for certification.

LWDA	Center Location	Center Type
EKCEP	Prestonsburg	Comp
EKCEP	Harlan	Affiliate
EKCEP	Manchester	Affiliate
EKCEP	McKee	Affiliate
EKCEP	Pineville	Affiliate
EKCEP	Whitesburg	Affiliate
EKCEP	Barbourville	Affiliate
EKCEP	Jackson	Access Point
EKCEP	Louisa	Access Point
EKCEP	West Liberty	Access Point
NKY	Florence	Affiliate
NKY	Covington	Comprehensive
Bluegrass	Georgetown	Comprehensive
Bluegrass	Danville	Affiliate
TENCO	Ashland	Comprehensive

Work Ready Communities Recommendations

WRC RECERTIFICATIONS

- ▶ **Daviess County (WR)**
- ▶ **Pulaski County (WR)**

WRC EXTENSIONS

- ▶ **Christian County (WR) 3-year extension**

CTE Certification Form and Process

Link to apply for new certification consideration:

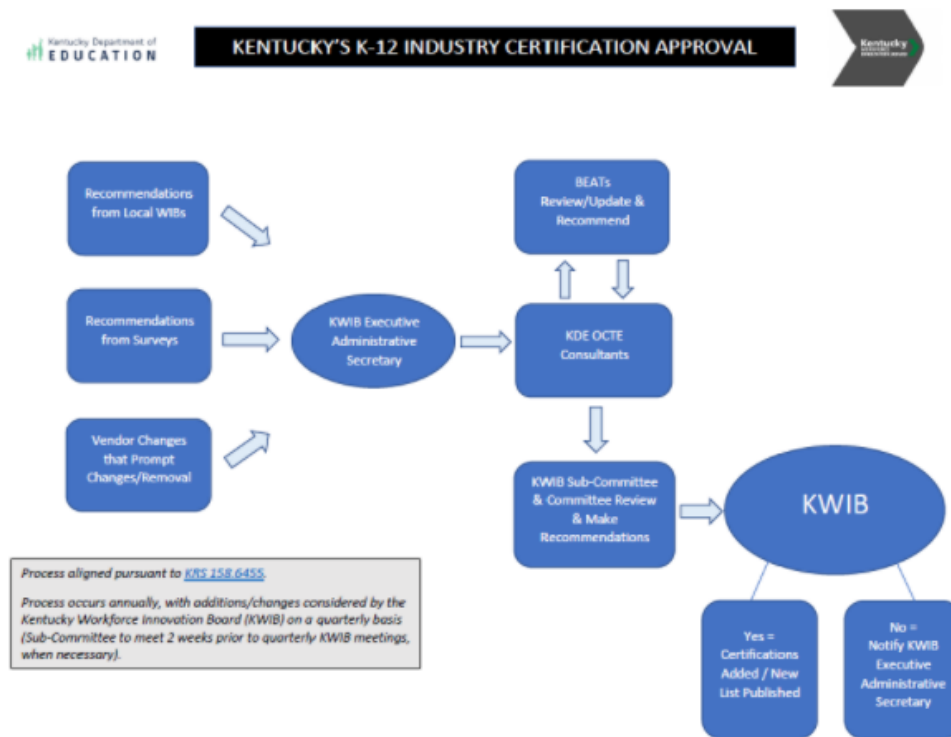
[KWIB website - kwib.ky.gov](http://kwib.ky.gov)



Local Boards Links
Employer Resources
Partners
WIOA Planning & Policy
Resources
Contact Us
About
Work-Based Learning
Schedule of Meetings
WIOA State Plan Modification
CTE Certification Process

Home / [CTE Certification Process](#)

CTE Certification Process



Career and Technical Education (CTE) Certification Web Form

Click on the link to apply for a new certification.

For more information, reach out to Debbie.dennison@ky.gov

CTE BEAT Team Recommendations

CTE Certification Recommendations - 8/18/22

Program Area/ Program	Career Pathway / Program of Study	CIP Code(s)	2021-2022 Industry Certification Name / Industry Certification Stacked Credentials	Phase-Out	High Demand	Date Received	Recommended addition to Valid Industry Certification List? Yes/No	BEAT Recommendations
Construction	Non-applicable	NA	MACC Tech		HD	4/4/2022	YES	The Construction BEAT recommends the addition of the MACC Tech Certification to Industry Certification List. MACC Tech stands for Mining, Asphalt, Concrete & Construction Technology. This certification does not align to a specific CTE pathway in the Program of Studies but is highly supported by Business and Industry and is recommended to be available for schools who choose to offer a local pathway.
Transportation	Non-applicable	NA	Equipment and Engine Training Council Certification			5/2/2022	YES	The Transportation BEAT recommends the addition of the EETC certification to the Valid Industry Certification list based on BEAT committees review. This certification does not align to a specific CTE pathway in the Program of Studies but to a local pathway within a district.



KWIB Business

➤ *Data / Metrics updates*
Scott Secamiglio

Visual Analytics and Strategy Director, KY STATS



KWIB Business Committee Reports

► Work Ready Communities

*Lori Ulrich, Committee Chair
Fleming-Mason Energy*

► Workforce Participation and Sustainability

Stefanie Ebbens Kingsley, Executive Director

► Education Attainment & Employer Engagement

*Beth Davisson, Committee Chair
Kentucky Chamber Foundation*

► Resource Alignment and Funding

*Kim Menke, Chair KWIB, Committee Chair
Toyota Manufacturing*

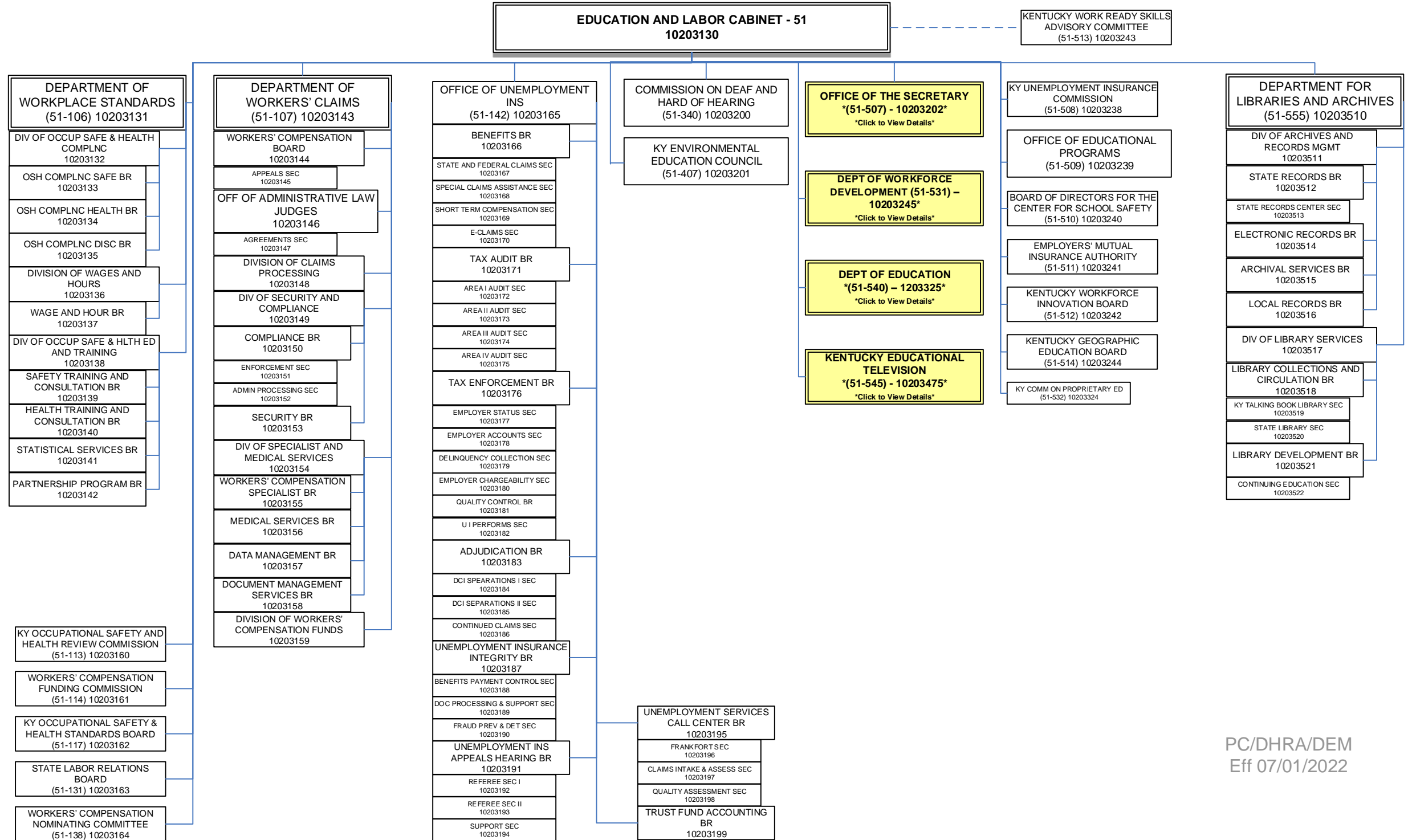
Questions? Want to share information? Contact us:

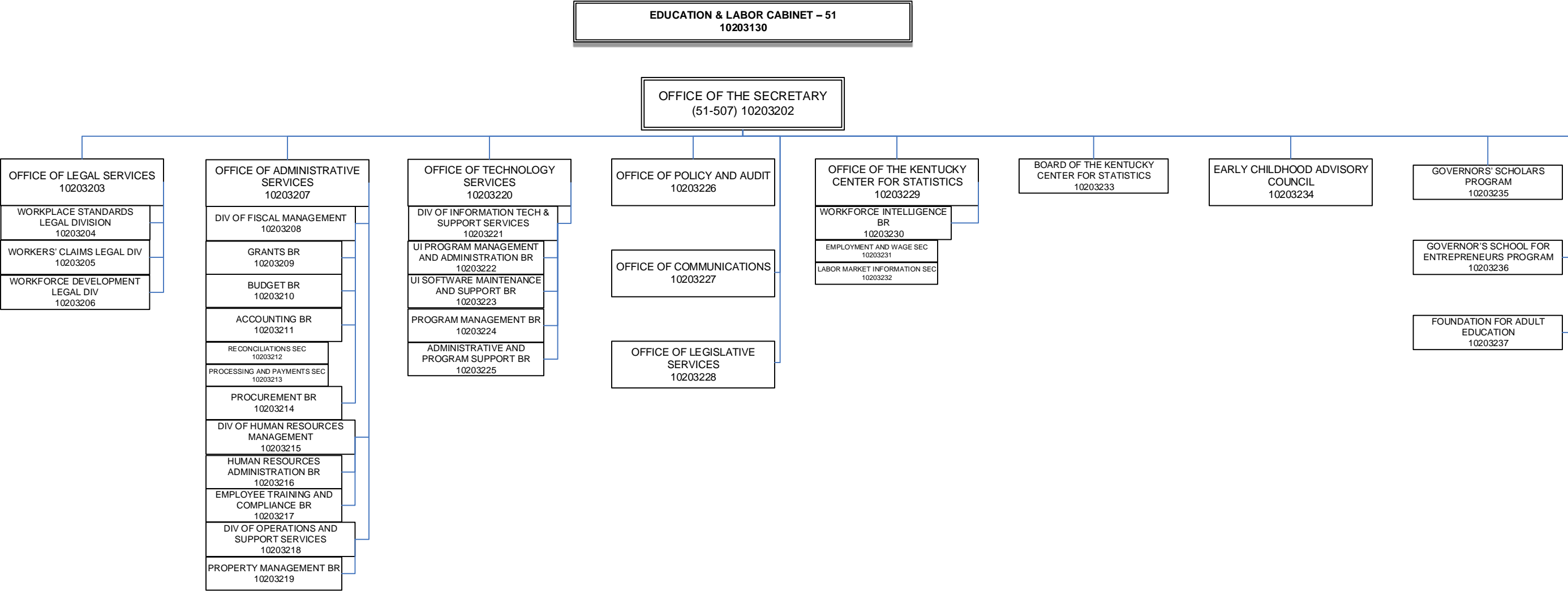
- Kim Menke, Chair - kim.menke@toyota.com
- Lori Ulrich, Vice-Chair - lulrich@fme.coop
- Stefanie Ebbens Kingsley, Executive Director- sebbenskingsley@ky.gov
Phone: 502-892-9900
- Debbie Dennison - debbie.dennison@ky.gov
Phone: 502-871-2752

Next KWIB Quarterly is November 10th at 1:30pm.

Stay tuned for SAVE THE DATE committee meeting invitations

Recordings of this and all committee meetings are available at <https://kwib.ky.gov>

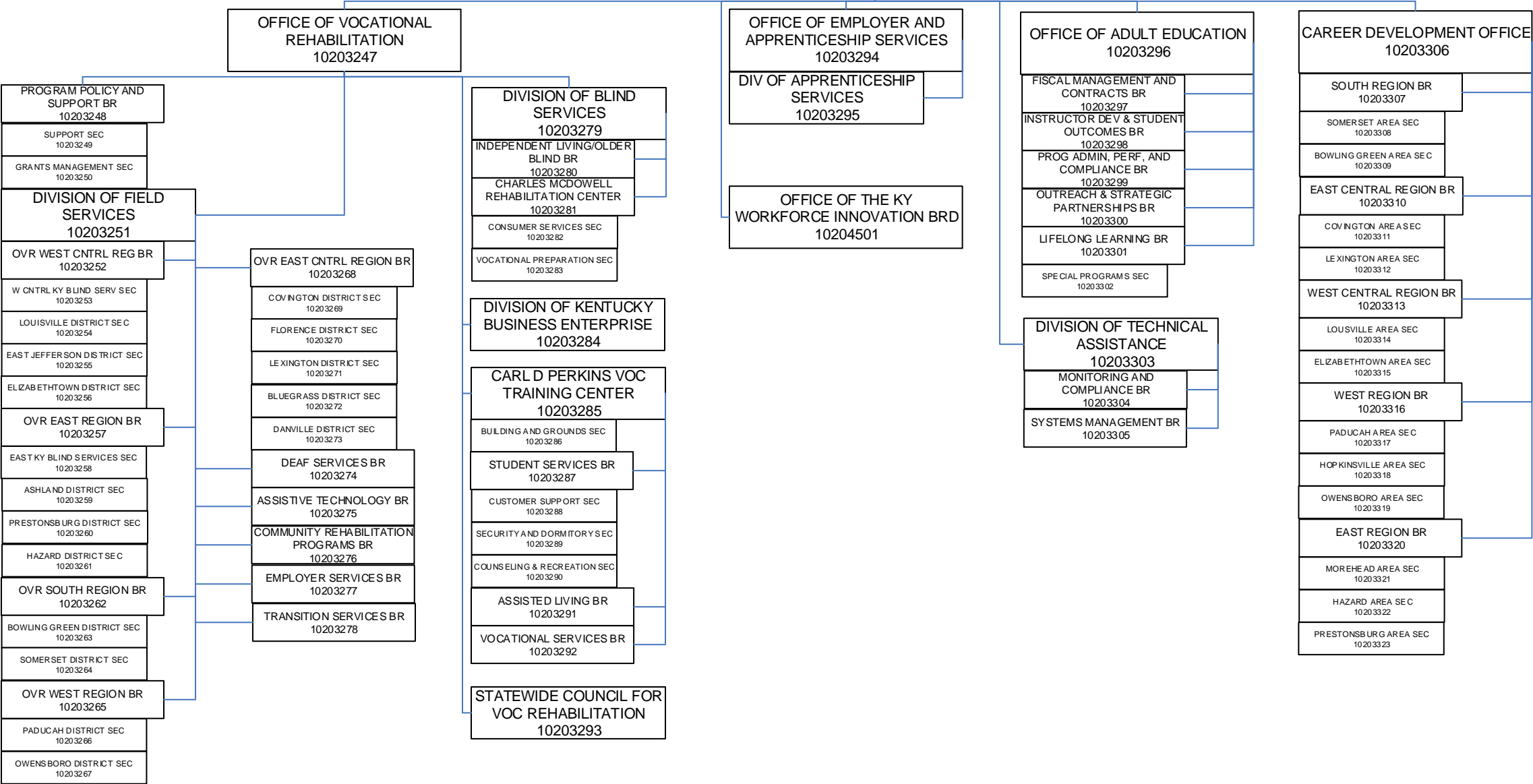


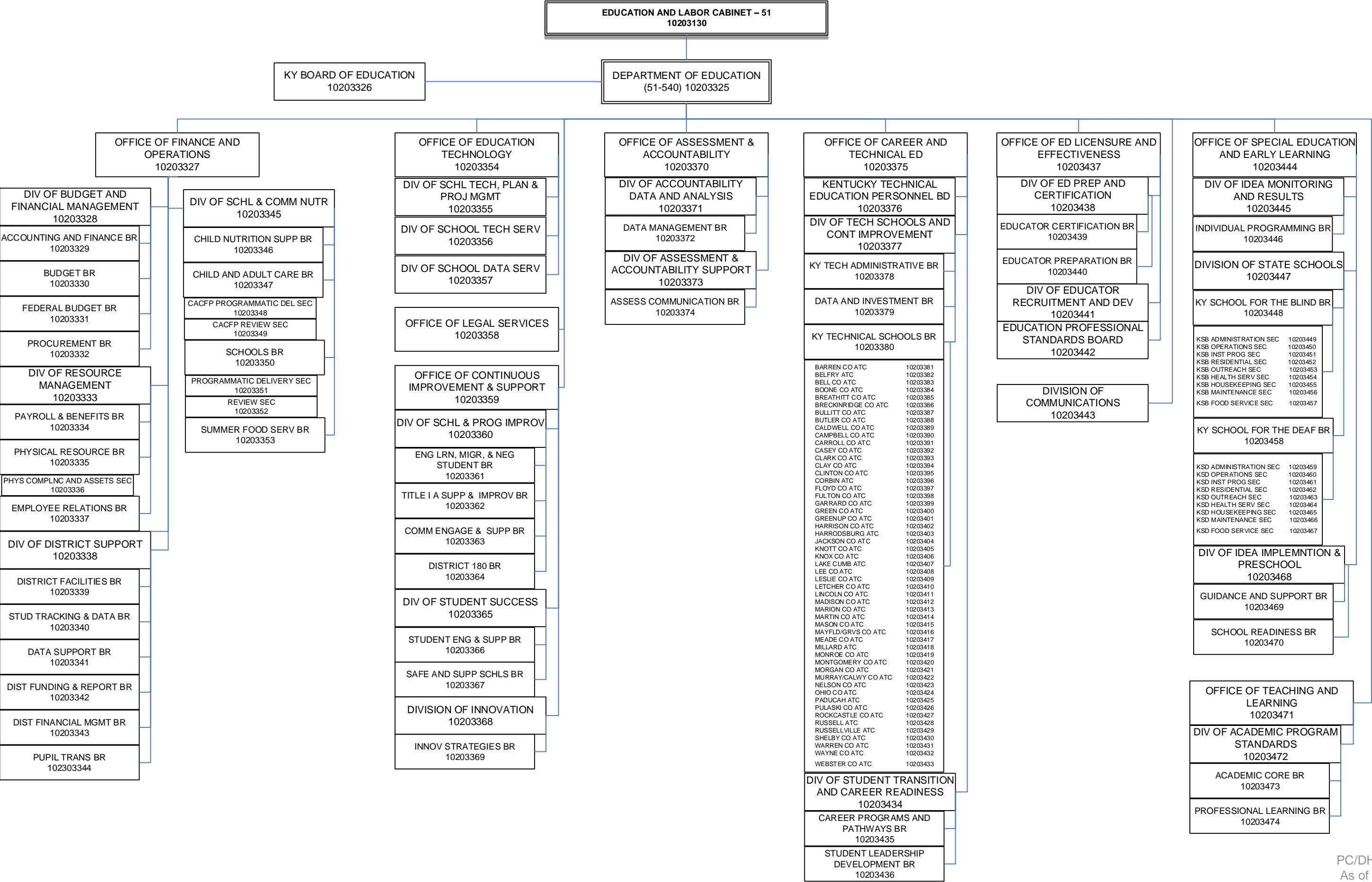


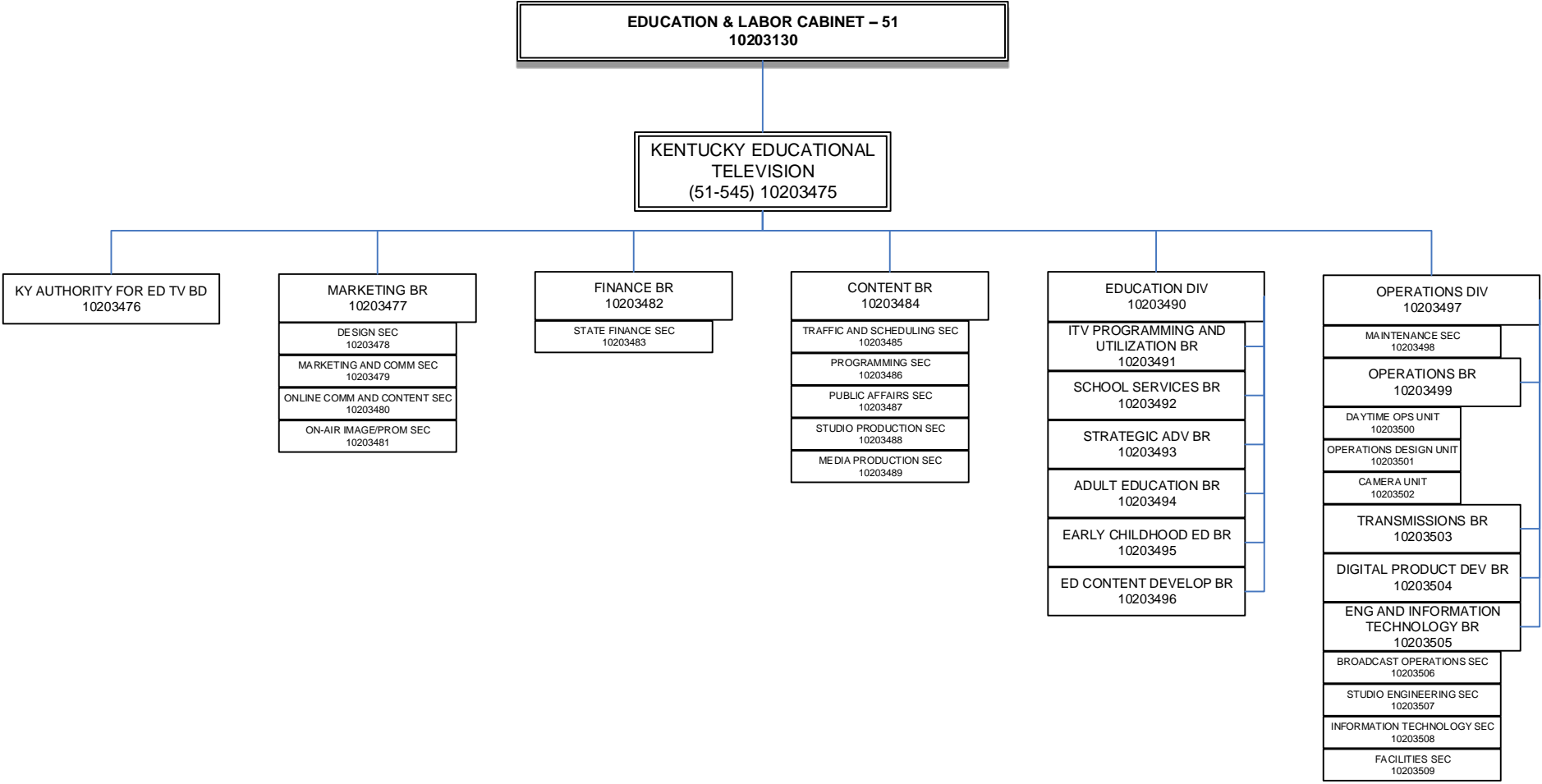
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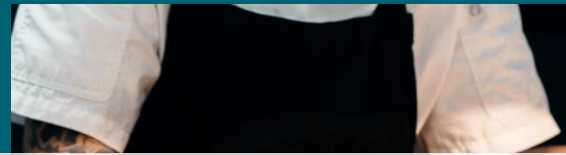
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COUNCIL
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DEPARTMENT OF WORKFORCE
DEVELOPMENT(51-531)
10203245









August 2022

Connectors for Recruitment, Training, Retention and Incentives Services For Employers

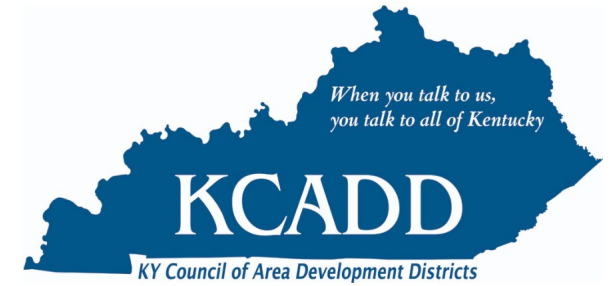
Presented by:
The Office of Employer & Apprenticeship Services



Kentucky TRAINED. Kentucky BUILT.

**Kentucky
Career Center**
Business Services

Who we are and What we do:



RECRUITMENT



Workforce Development Consultant Services

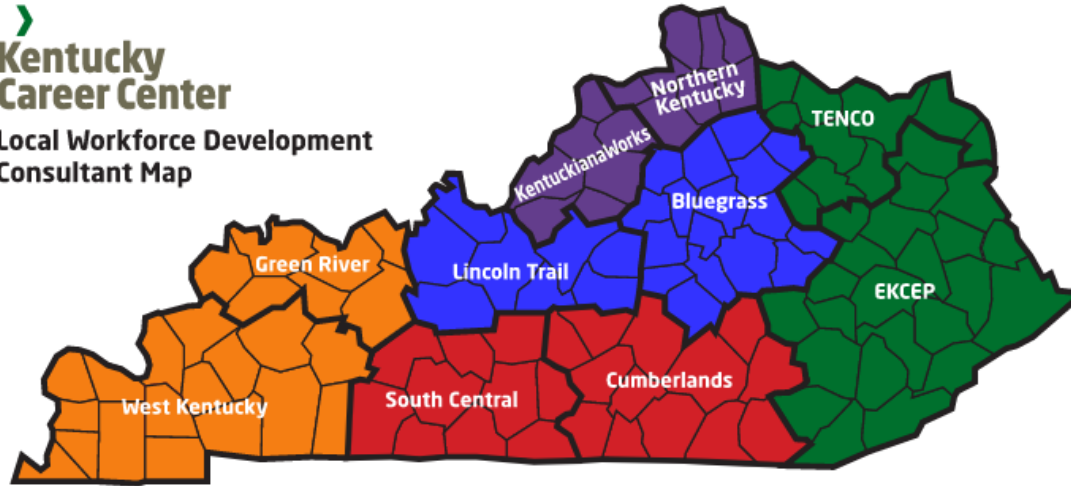
- Employer liaisons (Human Googles) [Local Workforce Development Area Consultant Map](#) to local workforce development areas

Provide Technical Assistance for Strategic Recruitment:

- Rapid Response/Displaced Workers
- **Diversity Hiring and Connecting Employers to Hidden Talent**
 - **Veterans** (Ft. Knox ~50 veterans/month & Ft. Campbell ~300 veterans/month)
 - **Individuals with Disabilities**, ex: Deaf and Hard of Hearing (~35,000 served in 2021)
 - **Justice-involved** (18,000-19,000 annually re-entering the workforce from Dept. of Corrections)
 - **Individuals with substance/alcohol use disorder** (one center can serve ~100/month)
 - **Refugees & Immigrants** (FY2022, 2,630 refugees to be resettled in KY + 1,000 from Afghanistan. Kentucky is the 4th in the U.S. for refugee resettlement)
 - **Individuals seeking high school equivalency** (~2,100 Kentuckians earned their GED in 2021)
 - **Youth** (72,000 students eligible for co-op and go to work)
 - **Long-term unemployed**

Connect with the Kentucky Career Center

Kentucky Career Center Local Workforce Development Consultant Map



Bluegrass

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

Jeff Lee

502-229-0007

Jeff.Lee@ky.gov

Cumberlands

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

Bill Sandell

270-404-0956

Bill.Sandell@ky.gov

EKCEP

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

Jenni Hampton

502-395-0048

Jennifer.Hampton@ky.gov

Green River

Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster

Naomi Sutton

502-330-5465

Naomi.Sutton@ky.gov

KentuckianaWorks

Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble

Alisher Burikhanov

502-352-5319

Alisher.Burikhanov@ky.gov

Lincoln Trail

Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, Washington

Jeff Lee

502-229-0007

Jeff.Lee@ky.gov

Northern Kentucky

Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton

Alisher Burikhanov

502-352-5319

Alisher.Burikhanov@ky.gov

South Central

Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren

Bill Sandell

270-404-0956

Bill.Sandell@ky.gov

TENCO

Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan

Jenni Hampton

502-395-0048

Jennifer.Hampton@ky.gov

West Kentucky

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

Naomi Sutton

502-330-5465

Naomi.Sutton@ky.gov



Talent Acquisition thru the Kentucky Career Center

- Recruitment, Screening, Hiring Events & Outreach
- Focus Suite Online Job Portal
- Applicant Pre-Assessments, Customized Testing & Credentialing

Finding Talent through Rapid Response

- Worker Adjustment and Retraining Notification (WARN)
 - Companies laying off at least 50 people notify state government
 - WARNs trigger Rapid Response services
- Rapid Response Services
 - Re-employment services at no cost to all affected by layoffs
 - Provide quality, on-site services for smooth transition to new employment
- Through Rapid Response, companies have access to trained individuals
 - Contact our office at workforce@ky.gov to be included in the WARN distribution

Labor Market information

- Labor Insight
 - Local Workforce Demographics
 - Industry Specific Data
 - Occupational Analysis
 - Crosswalks between Industry & Occupation
 - Job Posting Data
- Jobs EQ
 - Commuting Patterns
 - Industry and Occupation Reports
 - Custom Regions
 - Mapping Tools
- KY STATS
 - Employment Information
 - Unemployment Data
 - Wage Data



TRAINING and RETENTION



Referral to: Customized & Work-Based Training



- Employer-driven skills-upgrade training
- Kentucky Career Center On-the-Job Training
- Kentucky Career Incumbent Worker Training
- Refer to BSSC & TRAINS
- Health and Safety Training through KYSafe

WIN career readiness system

modules are available to all customers for closing the “Skills Gap”:

Essential Skills

Thinking Critically and Solving Problems
Promoting Teamwork and Collaboration
Conveying Professionalism
Communicating Effectively

College Readiness

Geometry
Reading
Algebra
English

See <https://www.winlearning.com/kesc> for more information





The ACT National Career Readiness Certificate (NCRC) is a portable, evidence-based credential that certifies the essential skills for workplace success. A National Career Readiness Certificate is earned by completing the three WorkKeys Assessments

- Applied Math
- Workplace Documents
- Graphic Literacy

WHAT IS REGISTERED APPRENTICESHIP?



Registered Apprenticeship is:

A structured industry driven high quality career pathway that is an occupational specific training program **combining related technical instruction and on-the-job training with a wage progression** in which the workers learn and earn the **practical and conceptual** skills required for a skilled **occupation, craft or trade** producing a skilled and nationally certified workforce meeting industry demands and reducing unemployment rates.



DISTINGUISHING FACTORS

SEVEN COMPONENTS OF REGISTERED APPRENTICESHIP



Industry-Led



Paid Job



On-the-Job
Learning/Mentorship



Supplemental
Education



Diversity



Quality &
Safety



Nationally-Recognized
Credentials

A DIVERSE RANGE OF INDUSTRIES

There are over 1,400 Apprenticeable
Occupations in the US Today



Healthcare



Cybersecurity



Biotechnology



Transportation



Construction



Energy



Hospitality



Financial
Services



Information
Technology



Advanced
Manufacturing



Critical
Supply Chain



Infrastructure



Engineering



Telecomm-
unications

See <https://www.apprenticeship.gov/apprenticeship-occupations> for more

Benefits for Employers

- Lower the cost of recruitment
- Create a diverse and highly skilled workforce
- Create career pathways
- Improve productivity and profitability
- Increase staff loyalty/worker retention
- Flexible training options
- Minimize liability costs; maximize safety



Helpful reading: *Department of Commerce Study: The Benefits and Costs of Apprenticeship: A Business Perspective.* <https://files.eric.ed.gov/fulltext/ED572260.pdf>

Benefits for Career Seeking Employees

- Earn as you learn
- Avoid student debt
- Gain workplace-relevant skills in the field of their choice
- Ease the transition from school to career
- Receive an industry-recognized and nationally-portable credential and possibly college credits
- Long-term career and great earnings potential

Want more info? Check out the Apprenticeship Finder on [Apprenticeship.gov](https://www.apprenticeship.gov).



HOW IT WORKS



EXPLORE

Get to know apprenticeship, its benefits, and how different employers and sponsors are creating programs across industry and geography.



BUILD

Understand your options, the steps involved in building an apprenticeship program, and the tools we offer to help you get started.



PARTNER

Collaborate with apprenticeship representatives, workforce organizations, educators, and others to build your program.



REGISTER

Take advantage of benefits such as funding opportunities, tax credits, and no-cost technical assistance when you register your program.



LAUNCH

Recruit prospective apprentices, measure and monitor your program, and share your program success.

Registered Apprenticeship Certificate and National Occupation Credential

KENTUCKY REGISTERED APPRENTICESHIP PROGRAM



A State Apprenticeship Agency
in concurrence with the
**US Department of Labor Employment
and Training Administration**
recognizes and approves

Business Name
*as meeting the standards and requirements of a registered apprenticeship program
as outlined in 29CFR29 and Kentucky Revised Statutes Chapter 343.*


Education and Labor Cabinet Secretary


Department of Workforce Investment Commissioner

July 6, 2022
Date

2022-KY-113111
Registration Number



Kentucky TRAINED. Kentucky BUILT.

Kentucky Industry Recognized Apprenticeship Program
A State Apprenticeship Agency



and in concurrence with the
United States Department of Labor Employment and Training Administration
certifies

Name
as a journeyworker who has mastered skills, competencies and abilities in the occupation of

Occupation
Under the sponsorship of

Sponsor
*in accordance with the Code of Federal Regulations 29CFR29 and Kentucky Revised Statutes Chapter 343. This credential certifies occupational
proficiency and portability throughout the United States of America.*

Date
Date Completed


JAC Chairman or Program Sponsor

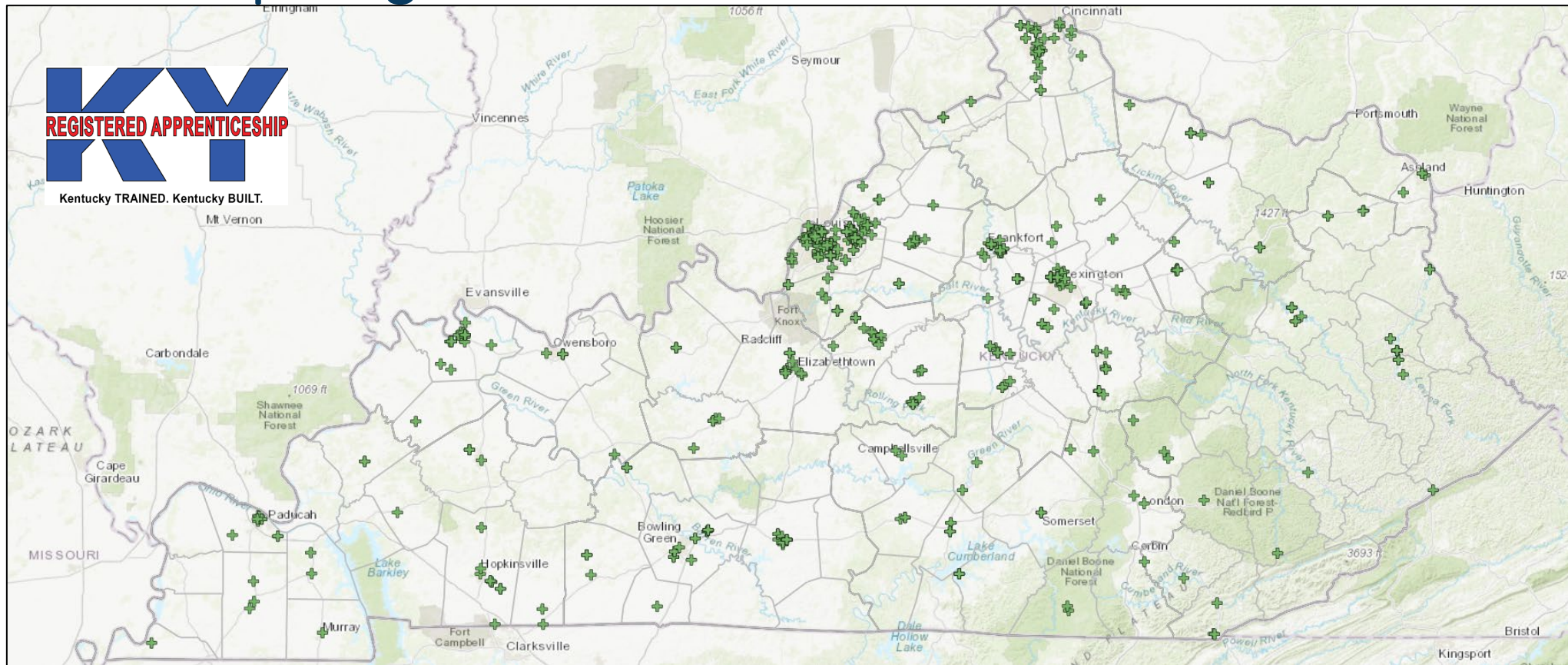


Kentucky TRAINED. Kentucky BUILT.


Education and Labor Cabinet Secretary


Department of Workforce Investment Commissioner

KY Apprenticeship Programs



Here's the updated map:

<https://kcews.maps.arcgis.com/apps/instant/interactivelegend/index.html?appid=1de2bc66d15e41d3a9685ee19fcc2472>



Statistical Snapshot

Program Utilization as of August 6, 2022

Registered Apprenticeship Programs	618
Registered Apprenticeship Sponsors	352
Registered Apprenticeship Occupations	217
Registered Apprenticeship Apprentices	4277
Minorities	25%
Women	18%
Veterans	5%
Registered Apprenticeship Completions (CY 2021 10/1/2021 - 9/30/2022)	507

Employment Outcomes in KY One Year Out for Apprenticeship Program Completers

FFY of Completion	Completers	1 Year After Completion		
		Employed	Mean Wage	Median Wage
2007	192	160	\$52,909	\$53,541
2008	291	246	\$45,353	\$47,446
2009	309	258	\$47,704	\$49,753
2010	271	228	\$49,771	\$51,408
2011	301	266	\$53,256	\$56,245
2012	381	339	\$53,495	\$53,306
2013	317	290	\$57,424	\$59,678
2014	233	201	\$52,870	\$56,547
2015	244	215	\$65,476	\$68,239
2016	396	361	\$57,516	\$58,378
2017	384	331	\$59,994	\$62,684
2018	572	496	\$59,824	\$61,644
2019	616	535	\$56,187	\$54,407
2020	661	n/a	n/a	n/a
2021	602	n/a	n/a	n/a

Source: KYSTATS

INCENTIVES



Hiring Incentives for Diversifying New Labor Pools

Work Opportunity Tax Credit (WOTC)

WOTC is a federal tax credit (\$1,200 - \$9,600) available to employers for hiring and retaining recipients from the following specified target groups:

- Veterans
- Long-term Temporary Assistance for Needy Families (TANF) recipients
- Short-term TANF recipients
- SNAP (food stamp) recipients
- Designated community residents
- Vocational rehabilitation referrals
- Summer youth employee
- Ex-felons
- Long-term unemployed individuals
- Supplemental Security Income (SSI) recipients

For more information, please visit:

<https://kcc.ky.gov/employer/Pages/Tax-Credits.aspx>



Hiring Incentives for Diversifying New Labor Pools

Work Opportunity Tax Credit (WOTC)

Fill out 2 short forms:

- IRS Form 8850 & ETA Form 9061
- Submit the completed and signed forms online to the Kentucky WOTC System - <https://wotc.ky.gov>
- Forms must be submitted within 28 calendar days of the employee's start date

Kentucky Unemployment Tax Credit

- \$100 State tax credit, if you hire a Kentucky resident that has been unemployed for 60 days

For more information, please visit:

<https://kcc.ky.gov/employer/Pages/Tax-Credits.aspx>





- Fidelity bonds are issued in increments of \$5,000 up to \$25,000 total and are free-of-charge to both employer and employee
- Coverage is for the first six months of a selected individual's employment; opportunity to extend another 6 months is available
- No special application form for a job seeker to complete
- No bond approval process
- No follow-up or required termination actions
- No deductible in bond insurance amount if employee dishonesty occurs
- The minimum age requirement is 16
- Bonds over \$5,000 are possible after review
- Bonds can be applied to:
 - any job in any state,
 - any full-time, part-time or temporary employee paid wages with federal taxes automatically deducted from pay.

EMAIL CONTACTS FOR SERVICES

Workforce@ky.gov

Apprenticeship@ky.gov

WOTC@ky.gov





FAMILY RESOURCE SIMULATOR

An Interactive Tool Illustrating Work Supports and Cliff Effects

<https://kystats.ky.gov/Reports/FRS>

This tool is powered by the Kentucky Center for Statistics. If using a screen reader you may need to click the enter key to select options from drop down menus.

This tool is best viewed on a desktop computer. If you have any questions regarding accessibility, please contact kystats@ky.gov.

Madison County



Get Started



Family

The programs for which you and your family are eligible depend on the composition of your household. Select the ages of everyone in your household.

Household

How many parents or adults are in the household?

One

Age of first child

No first child

Age of second child

No second child

Age of third child

No third child

Age of fourth child

No fourth child

Age of fifth child

No fifth child

Age of first parent or adult

28

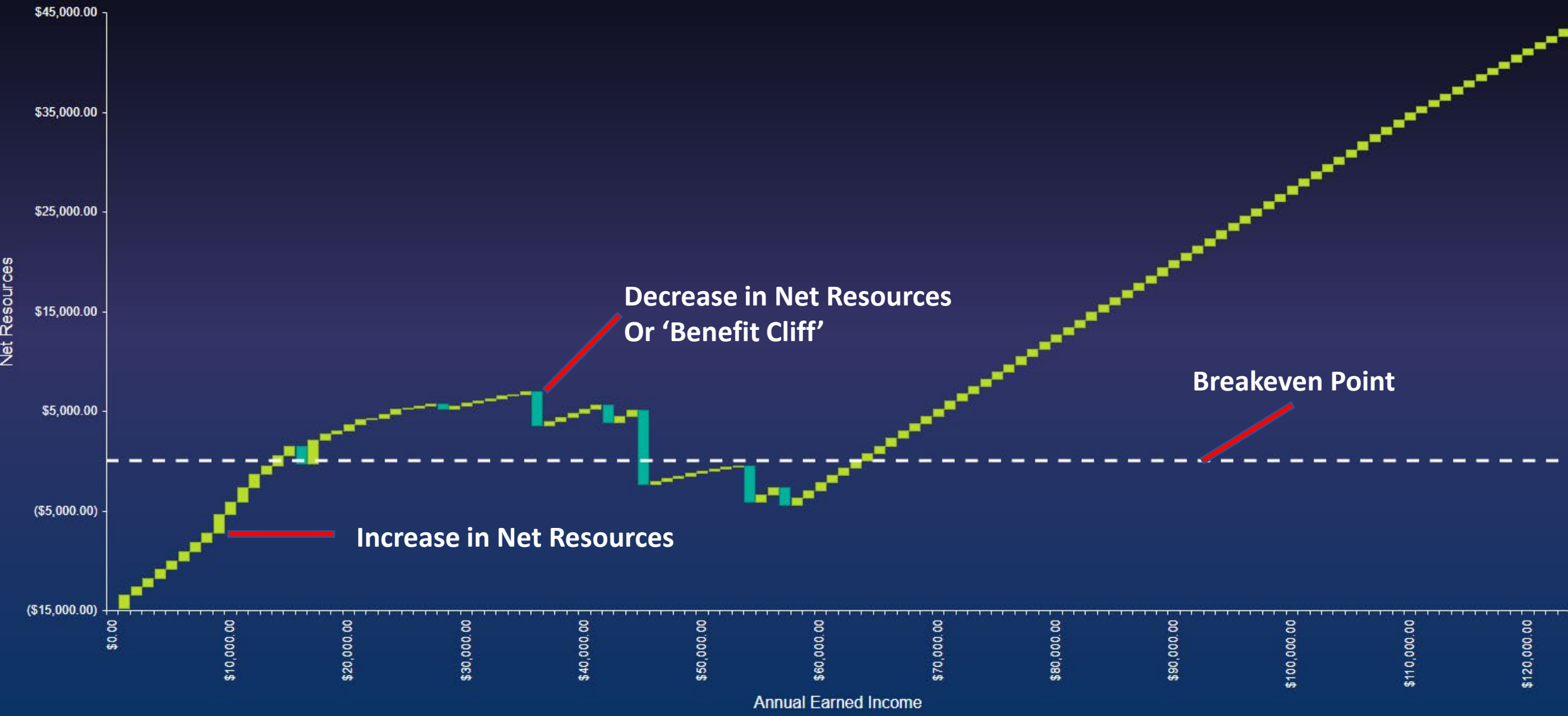
Age of second parent or adult

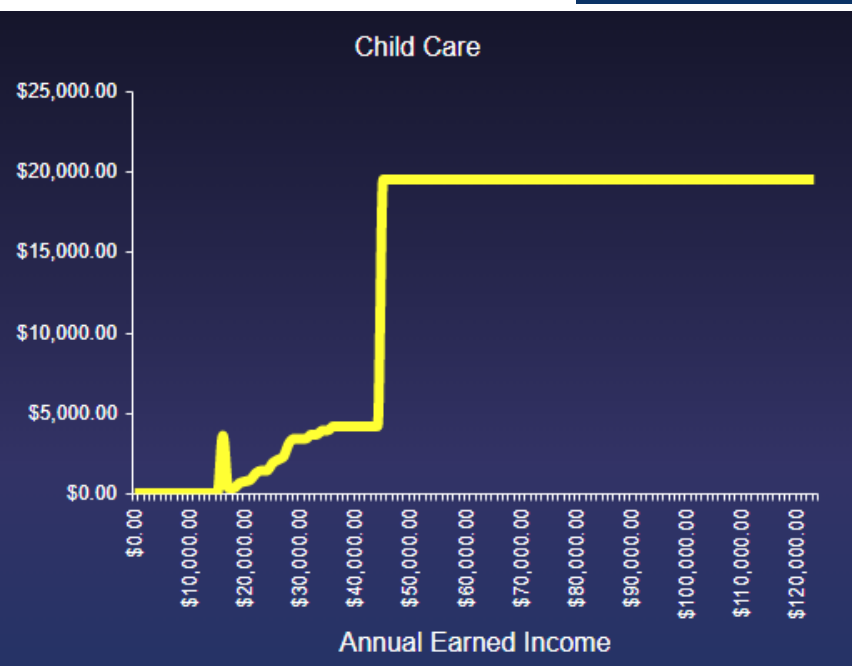
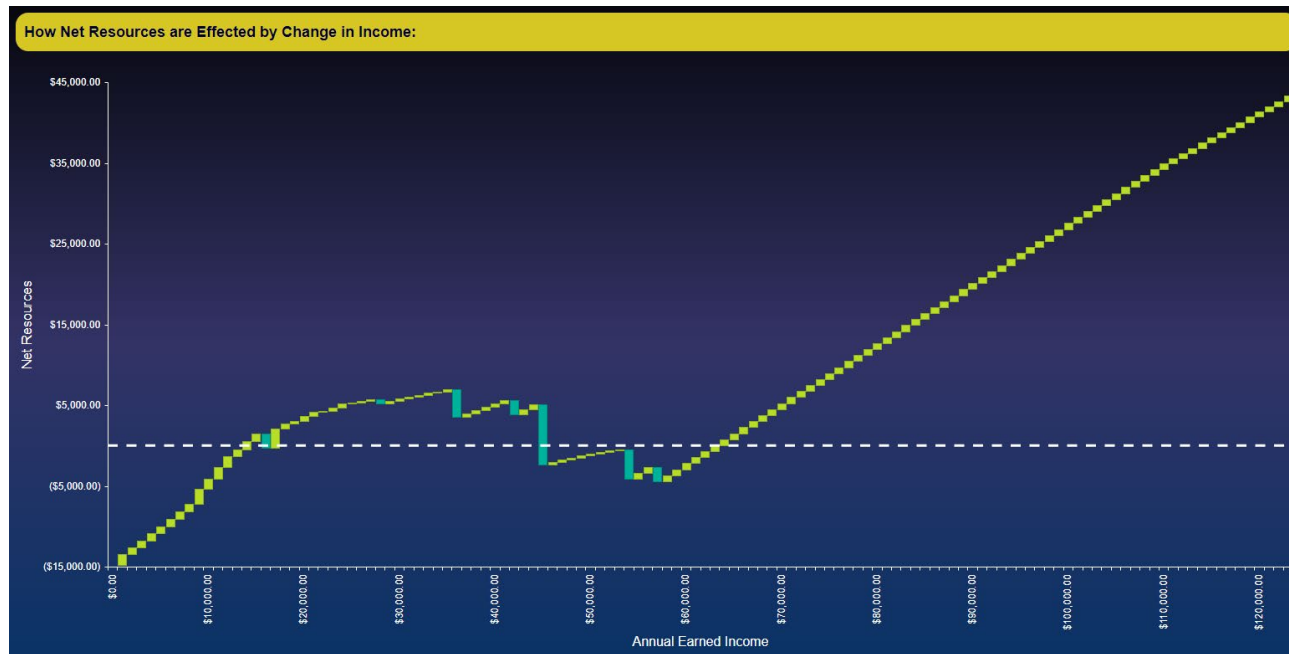
No second parent/adult

<< Back

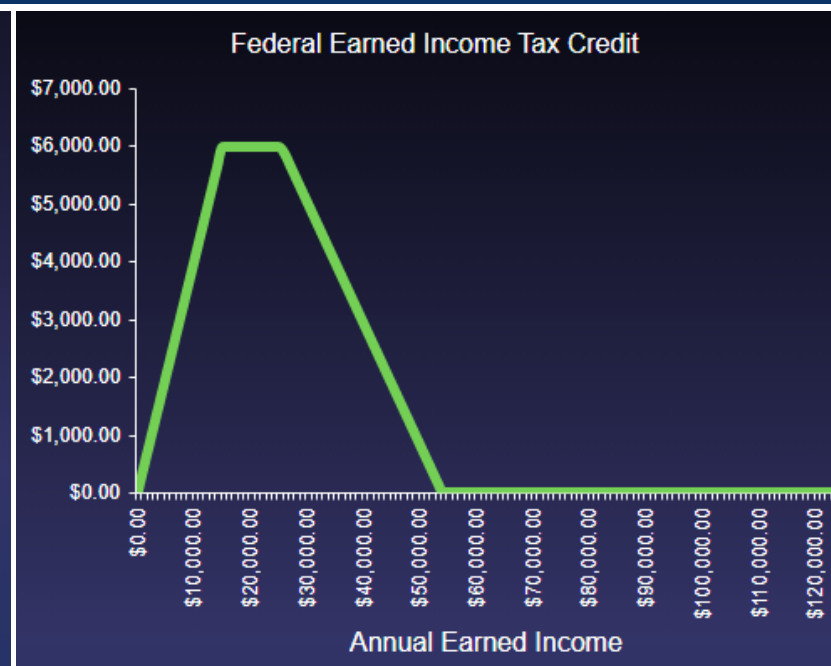
Continue >>

How Net Resources are Effected by Change in Income:

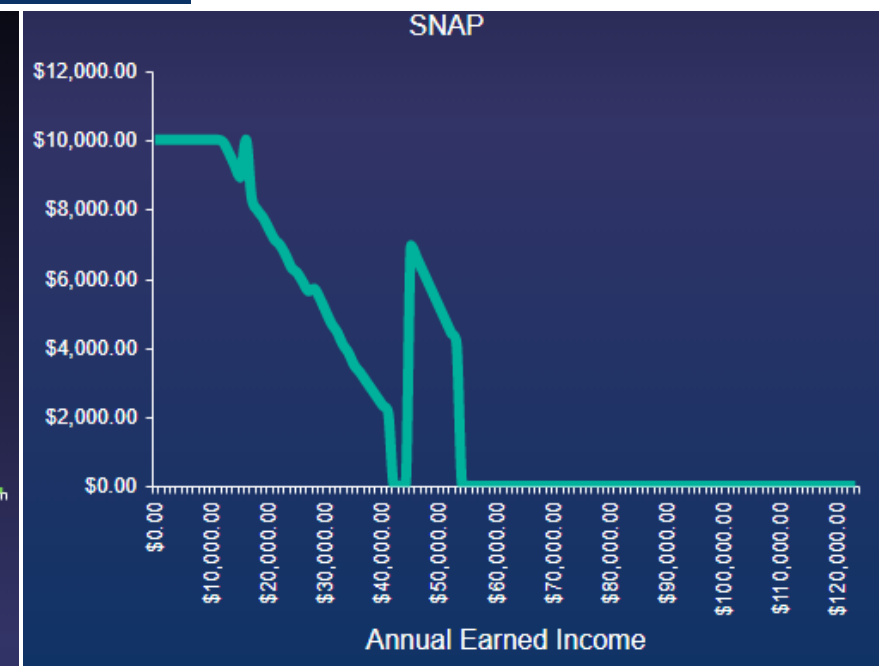




Family Expenses



Tax Credits



Work Supports



Powered by



**Kentucky Chamber
Foundation**

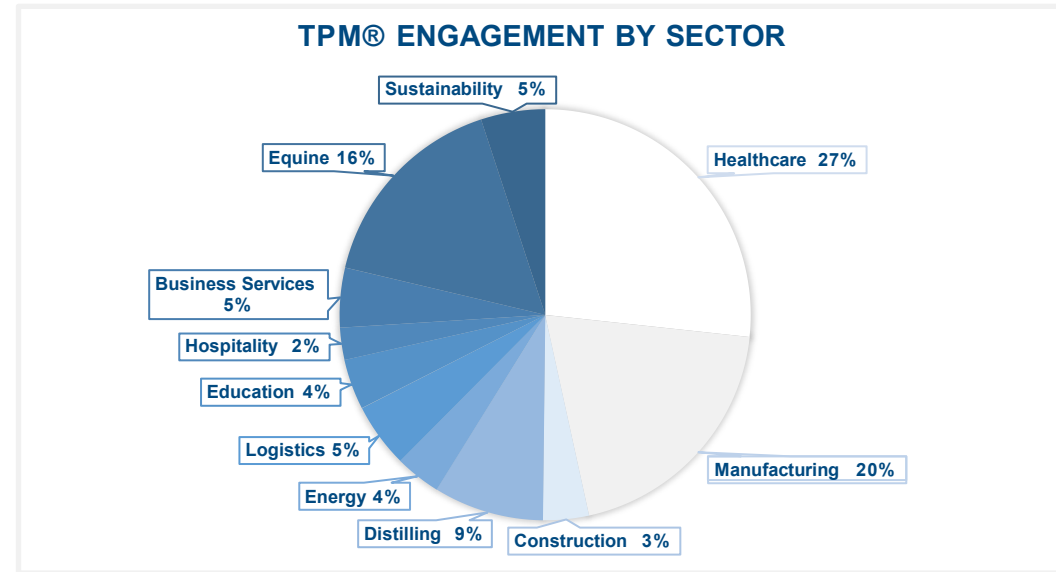


Powered by



**Kentucky Chamber
Foundation**

TPM® Program Overview



TPM® KENTUCKY 2020-2022 PROGRAM RESULTS



Connected **17,000** students to work-based learning opportunities through the Bus to Business program



Expanded support services for **6,900** Kentuckians in the healthcare industry

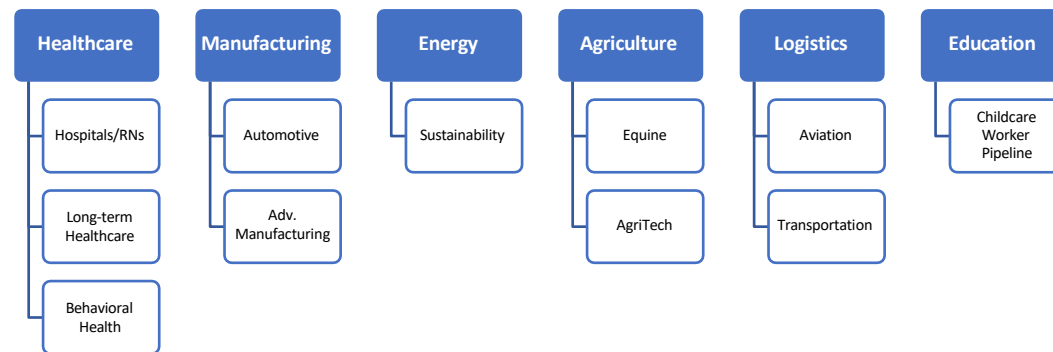
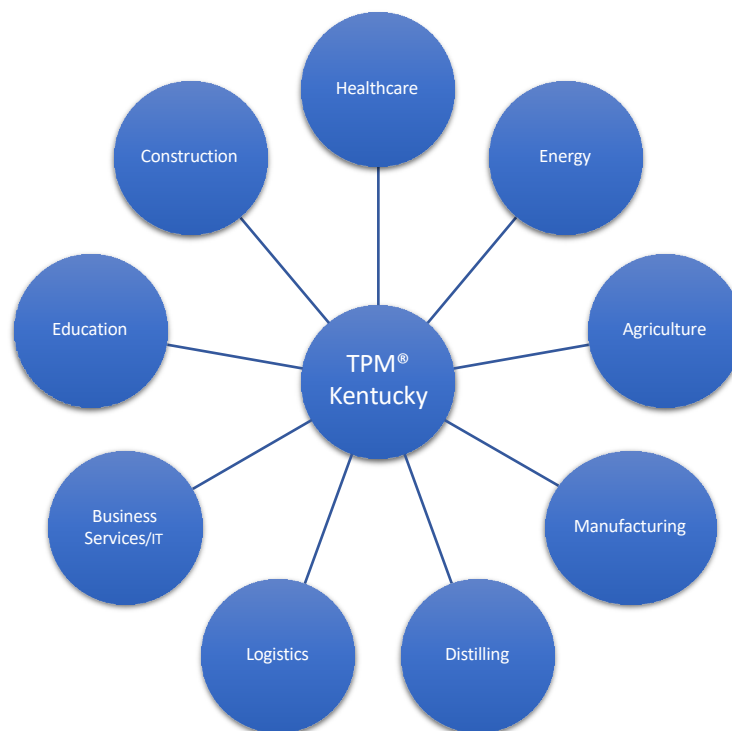


Connected **2,000** Kentuckians to jobs through COVID-19 hiring campaigns

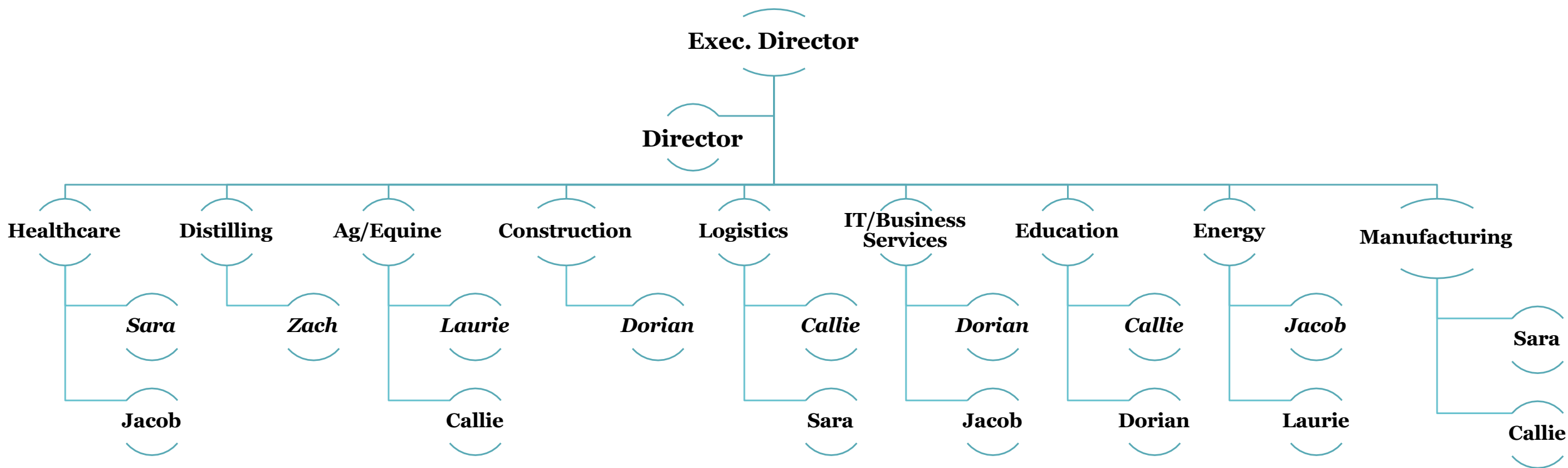


Connected **4,000** Kentuckians to jobs and training opportunities across Kentucky's key and signature industry sectors

TPM® Kentucky Proposed Industry Alignment



TPM® Model Years 5 & 6



In person option 500 Mero Street OR Join from PC, Mac, Linux, iOS or Android:
<https://us06web.zoom.us/j/83714233009?pwd=OTcxUjltT2JJWXphMzZKVThGb1JDdz09>
 Password: Q7m0n5

1:32 PM CALL TO ORDER

Kim Menke, Chair, called the meeting to order and welcomed the board, staff and guests. He went over “housekeeping” items for conducting the board business.

Roll was called and below were in attendance (Kim Menke, Lori Ulrich, Scott Pierce, Dr. John Gregory and Cora McNabb were in person at 500 Mero Street):

KWIB (Kentucky Workforce Innovation Board) MEMBERS PRESENT:

Kim Menke	B&I	X	Kim Humphrey	B&I	X
Amy Luttrell	WF		Lynn Parrish	B&I	X
Heidi Margulis	B&I	X	Kevin Butt	B&I	
Kevin Smith (Lisa Banner)	B&I	X	Mayor Robert Blythe	Local	
Lori Ulrich	B&I		Michael Buckentin (PROXY Megan Watkins)	B&I	X
Scott Pierce	WF	X	Representative Bobby McCool	Legislative	
Beth Davisson (Sara Tracy proxy)	B&I	X	Keith Sparks	B&I	
Jimmy Staton	B&I		Ryan Holmes	B&I	X
Cora McNabb	CORE	X	Sadiqa Reynolds (Proxy Lisa Thompson)	WF	X
Dianne Owen	WF	X	Secretary Jamie Link (Proxy Dr. Kish Cumi Price)		X
Dr. Aaron Thompson (PROXY) – Rick Smith			Secretary Jeff Noel (Proxy Kristina Slattery)		X
Dr. Jason Glass (Tom Thompson proxy to Beth Hargis proxy)		X	Secretary John Hicks		
Governor Andy Beshear			Senator Jimmy Higdon	Legislative	
Dr. Paul Czarapata , KCTCS		X	Sharon Price (Proxy James Cole)	WF	X
Dr. John Gregory	CORE	X	Suhas Kulkarni	B&I	
Jonathan Webb (PROXY Amy Samples)	B&I	X	Bo Matthews (Proxy Justin Browning)		X
Judge Exec. Micheal Hale	Local		Tony Georges	B&I	
Todd Dunn	WF		Karen Trial	B&I	
Terry Sexton	WF	X			

QUORUM REACHED – 14 members of 21 members attending were B&I / WF representatives (satisfying ROP)

Cabinet and administration Updates:

Deputy Secretary Banahan shared updates from the Cabinet for Health and Family Services (CHFS); **Dr. Kish Cumi Price**, Commissioner of the Department of Workforce Development shared information around the Eastern KY flood response. Additionally, **Beth Brinly has been named as Deputy Secretary** of the Education and Labor Cabinet, effective October 1, 2022. Kristina Slattery, Commissioner of the Cabinet for Economic Development (CED), provided updates about job growth in Kentucky.

Statement from the Chair

Kim Menke, Chair welcomed **Michelle DeJohn, Executive Director from the Office of Employer and Apprenticeship Services (OEAS)** who led a presentation about the department (PowerPoint information is included in the post meeting packet).

KWIB Business:

Stefanie Ebbens Kingsley, Executive Director, KWIB, shared that staff is working on upcoming partner symposiums and summits in healthcare, with veterans, and to provide more information to employers about the importance of having an inclusive workforce. Stay tuned for more information.

The next full board meeting is November 11th and Metrics presentations are continuing. Information and other meetings can be found on the KWIB site under [Schedule of Meetings](#).

She walked through the consent agenda and referred to the pre-read packet provided to the board members and touched on each topic briefly before asking for the Chair to adopt.

Consent Agenda items included:

- Minutes of May 19, 2022, Meeting –previous minutes were included in the pre-read materials for the meeting.
- One-Stop Certification Recommendations
- Work Ready Community Recommendations
- CTE Recommendations
- By Laws

Dr. Paul Czarapata *motioned to approve the consent agenda*; **Heidi Margulis** seconded the motion. **Motion carried** unanimously with no dissenting votes.

Data/Metrics Update

Scott Secamiglio, Director of Visual and Analytics for KY STATS, provided an update on work supports.

Website for review include include:

https://kystats.ky.gov/Reports/Tableau/2022_EnergyDash and further explore the KYSTATS reports on education and the workforce here > <https://kystats.ky.gov/Reports/Reports>

Committee work

Work Ready Communities Committee – no additional updates than the recommendations approved via consent agenda. For additional information on this committee, reach out to Stefanie Ebbens Kingsley (sebbenskingsley@ky.gov) or Lori Ulrich, Chair (lulrich@fme.coop).

Workforce Participation and Sustainability Committee – Amy Luttrell, Committee Chair, provided updates around the work being done to remove barriers for disadvantaged populations. One of the opportunities staff is researching is to create a tiered acknowledgement system for employers who are intentionally putting processes in place to encourage inclusive hiring. More research and discussion is ongoing.

Education attainment and Employer Engagement Committee – Beth Davisson, Committee Chair, shared updates to include the sector / career review that is currently underway through the **Sector Strategies** sub-committee. Work alongside KYSTATS and other shareholders, including KHEAA (Kentucky Higher Education Attainment Association) is being conducted in hopes of sharing a formal process and recommendations at the next KWIB meeting.

Additionally, the **Career and Technical Education (CTE)** sub-committee continues to review submitted certification request in a more dynamic way. Information on the process and [current technical certifications](#) can be found by visiting the KWIB site.

Carl J. Perkins Leadership team will send out requests for applications mid-October with a mid-December application due date. Review of the applications will occur and the committee will meet to discuss and interview in late January, early February of 2023.

Resource Alignment and Funding Committee – Kim Menke, KWIB Chair / Committee Chair, referred back to the comments made earlier by Stefanie Ebbens Kingsley about the metrics committee, and reminded the board that the active work being done through the Collaborative has included *State Plan* review required by the Department of Labor; *Metrics* review to identify funding allocations through WIOA, Wagner Peyser and other streams for review and discussion. *Memorandum of Understanding (MOU)* and *Infrastructure Funding Agreement (IFA)* review and statutory recommendations are ongoing.

New Business

No new business to discuss.

Closing comments

Kim reminded the board that the next board meeting will be on November 10, at 1:30pm and we will have an in-person option for board members and a virtual option as well for guests. Kim asked for any final comments and otherwise *motioned to adjourn*; **Scott Pierce** seconded the motion. **Motion carried.**

3:02PM

ADJOURNMENT