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GOVERNOR

## EDUCATION AND LABOR CABINET

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July 15, 2025

Myra Wilson, Workforce Director  
Cumberland WDB  
P.O. Box 1570  
Russell Springs, KY 42642

Jeff VanHook, Chair  
Cumberland WDB  
Owner of The Furniture Owlet  
1520 Barbourville Street,  
London, KY 40741

Dear Ms. Wilson and Mr. VanHook:

Enclosed is the Department of Workforce Development (DWD) report of the monitoring review that was conducted on May 21, 2025, by the DWD monitoring team. The monitoring review covered the Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser federally funded programs of the Cumberland Local Workforce Development Board (LWDB) for PY23.

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

In summary, the report contains no WIOA program findings and one (1) observation and no financial findings and no observations for the PY23 monitoring year. Although no response is required for this report, the Cabinet reserves the right to review files of this cohort, as well as all participant files for ongoing compliance purposes.

If you have any questions, please contact me via email at [maria.russell@ky.gov](mailto:maria.russell@ky.gov) or [oetmonitoringteam@ky.gov](mailto:oetmonitoringteam@ky.gov).

Respectfully,

/s/Maria "Tess" Russell  
Assistant Director, Division of Technical Assistance  
Department of Workforce Development

Attachment: PY23 WIOA Comprehensive Monitoring Review

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# **WIOA Comprehensive Monitoring Review**

**CUMBERLAND LWDB**

**May 21, 2025**

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## **Monitoring of the CUMBERLAND Local Workforce Development Area**

The CUMBERLAND Local Workforce Development Area was monitored by the monitoring team staff on May 21, 2025. A Wagner-Peyser visit on May 21, 2025, at the Somerset Career Center was conducted by Lisa Burton. Department of Workforce Development (DWD) monitoring staff included Amanda Cummins, Lisa Burton and Donna Burke. The team reviewed Workforce Innovation and Opportunity Act (WIOA) Title 1B programs, specifically Adult, Dislocated Worker (DW), and Youth relating to Program Year 2023. Also, a comprehensive financial review was conducted of all referenced programs.

A closing conference was held on July 15, 2025. A brief review of monitoring was given by Maria “Tess” Russell, Amanda Cummins, Lisa Burton and Donna Burke.

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

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

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

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

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

## **Title 1B Executive Summary**

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

The Program monitor(s) identified no findings and one (1) observation, and the financial monitor identified no findings and no observations during the PY23 Comprehensive Monitoring Review. The findings identified within this report are indicative of operational or quality issues worthy of attention and/or follow-up.

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

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

### **Program Monitoring Summary**

**Finding(s):**

No Findings

**Observation(s):**

A. Missing Employment Outcomes

### **Financial Monitoring Summary**

**Finding(s):**

No findings.

**Observation(s):**

No observations.

# **PROGRAM MONITORING DETAILS**

## **OBSERVATIONS**

### **Observation A:**

Missing Employment Outcomes: DW: #003517804. One (1) Participant was missing employment outcomes.

Per TEGL 10-16, Change 2: "Wages reported as \$0 will indicate that the participant was not employed in the second quarter after exit, thereby counting as a negative outcome in the Employment Rate 2nd Quarter After Exit indicator and excluding that participant from the Median Earnings 2nd Quarter After Exit indicator. Examples of this include:

- Participants who have exited from a program and who have \$0 income.
- Participants who have exited a program and are in subsidized employment.
- Participants who have exited for any of the reasons listed in Attachment II, Tables A through C.

### **Recommendation A:**

DWD recommends entering employment outcomes showing \$0.00 wages when no employment is documented. DWD recommends entering outcomes using supplemental data where applicable.

## **BEST PRACTICES**

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

### **PROGRAM**

- Case notes are entered timely with detailed notes.
- Titles of case notes are useful.
- Documents being titled is useful.
- IEPs/ISS are complete.
- Need to train information is entered in detail.

### **FISCAL**

- Quick response to document requests during monitoring.
- Great communication during monitoring.
- Great to work with.

## **WAGNER-PEYSER MONITORING**

The Somerset Kentucky Career Center was monitored by the monitoring team member Lisa Burton on May 21, 2025, and met with Jessica Gleason, Office Manager.

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

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

Staff at the Somerset Career Center, located at 410 East Mount Vernon Street, Somerset KY, served an average of 74 customers weekly. The staff at the career center consists of two Career Development Office employees, one Office of Unemployment employees, and six Wagner-Peyser employees. The local partners at this location are the One-Stop- Operator, Office for the Blind (OFB), Office for Vocational Rehabilitation (OVR), JVSG Veterans Rep, Senior Employment for 55-year-old and older partnering with Goodwill and WIOA staff, and the Career Development Office (CDO). Adult Education is not on the premises. The OSO maintains everything that is building related for any issues. Also, it works with the community partners for outreach purposes and to bridge gaps in the community.

The Career Center is a two-story building with visible signage and standard operation hours are from 8:00 a.m. to 4:30 p.m. with the busiest times on Mondays and Tuesdays all day. Upon entering the main lobby area, a security guard is immediately straight ahead, and customers can approach the reception desk through a doorway to the left where Senior staff will obtain basic identification information and ask a few questions regarding whether this is their first visit to the center, if they have an appointment, what type of services they are seeking as well as Veteran status. Veterans are always given priority. Information is captured in Google Docs and all the Career Counselors can view this report. The staff at the front will send a message through Teams to that specific team member to inform him/her a customer is in the waiting room needing assistance. There are times if staff sees the customer entering the waiting room, they will go ahead and help. Customers can sit in the waiting area which has a television monitor that displays information regarding available services, upcoming job fairs/events, resume tips, UI website information, phone numbers, career center services, job openings, etc. A stand with information regarding resources, services and workshops is also available to customers in the area on the wall. The associate providing services will then greet the customer in the waiting room. Customer wait time is generally less than 5 minutes.

The TEN 08-23 "File A Complaint" form in English and Spanish is posted on the bulletin board in the resource room, on the bulletin board in the main hallway entrance, and in the WIOA office suite across the hall from the reception area. These forms were very visible and at eye level.

The resource area has eight operational computers, one wheelchair accessible workstation, one telephone station that is in a private room, and one interview room that is used for employers to conduct interviews or to have private telephone conversations.

The Somerset Career Center considered the “Hub”, hosts RESEA meetings every Tuesday for participants which seats close to 20 people. The center partners with local businesses such as Goodwill. WIOA and CDO staff along with the business service representative attend monthly events led by Goodwill to help educate the public of the service the Somerset Career Center has to offer and of upcoming workshops. The center also hosts weekly job seeker workshops that last around 30 minutes. These workshops provide assistance to the customers by showing how to write resumes, search jobs, etc. How far in depth the customer wants to go in the workshop is their decision. It is based upon what kind of help the customer is requesting. The number of attendees varies weekly. Staff is always available if anyone shows up for this workshop. It is advertised on the LCADD social media webpage, and they also have flyers available at the career center.

The facility has one conference/training room for meetings, trainings, and other events. The career center has hosted three job fairs over the past year. The most recent one saw 256 job seekers with 76 hired on the spot over a two-day event. Due to space, the career center attends many community events and/or job fairs partners are having to help educate the public and advertise the services they have to offer.

This is a very welcoming career center with great teamwork. Staff wears many different hats, and everybody is greeted with a smile.

No customers were available at this time for a short interview.

There are no Wagner-Peyser issues to address currently.

### **BEST PRACTICE**

- This career center does an excellent job of building partnerships and providing job fairs for the community.
- Very well organized and professional.
- Customer surveys are offered with a locked box to deposit completed surveys at the reception desk. Survey responses are reviewed by the One Stop Operator, Managers, and CDO Regional Manager and then shared with all staff and the workforce board.

### **END OF REPORT**