



EDUCATION AND LABOR CABINET

Andy Beshear
GOVERNOR

Jamie Link
SECRETARY

Mayo-Underwood Building
500 Mero Street, 3rd Floor
Frankfort, Kentucky 40601
(502) 564-3070

January 6, 2025

Michelle Drake, Workforce Director
Green River Local Workforce Development Area
300 GRADD Way
Owensboro, KY 42301

Mickey Dunbar, Chair
Green River Workforce
Development Board
PO Box 667
Sebree, KY 42455

Dear Ms. Drake and Mr. Dunbar:

Enclosed is the Department of Workforce Development (DWD) report of the monitoring review that was conducted on November 18, 2024, by the DWD monitoring team. The monitoring review covered the Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser federally funded programs of the Green River 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 observations and no financial findings and 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 Aveana Jackson via email at aveana.jackson@ky.gov or oetmonitoringteam@ky.gov.

Sincerely,

Aveana C. Jackson
Director, Division of Technical Assistance
Department of Workforce Development

Attachment: PY23 GRADD Final Comprehensive Monitoring Review

WIOA Comprehensive Monitoring Review

GRADD LWDB

November 18, 2024

Monitoring of the GRADD Local Workforce Development Area

The GRADD Local Workforce Development Area was monitored by the monitoring team staff on November 18, 2024. A Wagner-Peyser visit was conducted on November 20, 2024, at the Owensboro Career Center by Lisa Burton. Department of Workforce Development (DWD) monitoring staff included Lisa Burton, Amanda Cummins, and Donna Burke. The team reviewed Workforce Innovation and Opportunity Act (WIOA) Title 1B programs, specifically Adult, Dislocated Worker (DW), and Youth relating to Program Year 2023. Also, a comprehensive financial review was conducted of all referenced programs.

A closing conference was held on January 6, 2025, at 11:00 CT/12:00 ET. A brief review of monitoring was given by Lisa Burton, Amanda Cummins, and Donna Burke.

The purpose of the monitoring review was to analyze information regarding the above-noted formula programs and grants operated by GRADD'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 GRADD's LWDB staff. This report is critical for the continuous improvement of the workforce system, leading to better services and outcomes for jobseeker and employer customers.

Title 1B Executive Summary

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

The Program monitor(s) identified no findings and no observations, and the financial monitor identified no findings and no observations during the 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):

No observations.

Financial Monitoring Summary

Finding(s):

No findings.

Observation(s):

No observations.

BEST PRACTICES

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

PROGRAM

- Utilization of “Evaluation of Trainee’s Progress” form in Workforce Cases is very efficient and informative.
- Utilization of “For Information Only.... Exit Interview” form in Workforce Cases provides pertinent and useful information.
- Monthly case notes are entered timely with detailed notes.
- Titles of case notes are useful.
- Title on document links is useful.

FISCAL

- Quick response to document requests during monitoring.
- Great and clear communication during monitoring.
- Excellent help to clarification for any questions.

WAGNER-PEYSER MONITORING

The Green River Kentucky Career Center was reviewed by a monitoring team member, Lisa Burton, on November 20, 2024. Wagner-Peyser Act compliance was monitored at the Owensboro Kentucky Career Center and met with Jonathon Pendergrass, Regional Program Manager and Paula Snyder, Office Manager. No customers were selected for an interview because it was in the morning prior to lunch and the traffic flow was low.

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 functions 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 Owensboro Career Center, located at 3108 Fairview Drive, Owensboro, KY, serve an average of 86 customers per week. According to Mrs. Snyder and Mr. Pendergrass, the counts are captured by the new sign-in system via Google Sheets at the reception desk. This system captures all traffic that enters the career center whether the customer is there for UI, job search, OVR, WIOA services, etc. The customers select the reason they are visiting the career center which then is accounted for on the spreadsheet. The spreadsheet is monitored by the office manager, regional manager, one stop operator, and the OUI consultant.

The Wagner-Peyser staff at the career center consists of one office manager and one RESEA staff, three WIOA counselors, one One-Stop Operator, one Business Service, one WIOA Staff Manager, two Resource Room Assistants, five Wagner-Peyser staff, one JVGS/CDO. The partners onsite are CDO, OFB/OVR, VETS, WIOA. Senior employment is housed off site. Job Corp is onsite monthly and/or sometimes, twice a month. The adult ed rep is located at the local college site and comes to the center if needed. The OSO position is also housed at the Owensboro Career Center. OSO has responsibilities at each career center within the Green River region. OSO is very involved in daily operations of career center, business service teams, and all events, monitoring, and tracking of participants of all programs utilizing the center.

The Career Center is a one-story building with visible signage, along with veteran priority signage and standard operation hours of 8:00 AM – 4:30 PM. There is one entrance for the customers, and it is handicap accessible. The busiest times at this center are Mondays within the timeframe of 8:00 AM – 4:30 PM. Upon entering the main lobby area, the registration staff instruct customers to sign-in at the front desk. Customers enter basic identification information and answer a few questions regarding whether they have an appointment and/or what type of services they are seeking. If the customer is not familiar with electronic devices, the receptionist will assist. Once the information is entered, the associate providing that service requested will then greet the customer in the lobby. Customer wait time is generally less than 3 - 5 minutes. There are three round tables and chairs provided for seating. A television monitor is in the waiting room displaying information of interest to career center customers that shows information about partnering agencies, on-demand careers, and UI information. A large literature display is in the waiting room that shows all the jobs available, upcoming job fairs, expungement clinics, and many partner and community resources. A monitor is available on the main

wall that shows resume tips, phone numbers, career center services, etc. A KCTCS kiosk stand with information regarding resources at the colleges is also available to customers in the waiting area. One area is dedicated to the Veterans and is very professional at assisting in meeting the requested needs. The resource area has fourteen operational computers and 2 iPad available for customer use, two workstations are accessible for those with disabilities, plus three interview rooms which are utilized for Employer interviews or private conversations either over the phone or with customers they may have with employers. The fourteen computers are located within sight of all resource assistance and front desk each separated from each other with cubicle type partitions to enhance the privacy of the customers. CDO and Wagner-Peyser staff have cubicles that sit along this resource room to make themselves available to the customers in need of assistance with the computers.

The Owensboro Career Center hosted several job fairs onsite from January through November 2024. The Career Center partners with other agencies throughout the year to assist with expungement clinics, job fairs, and other resources. Currently under development is a “re-entry” event planned for January 2025 to assist with justice involved individuals and employment opportunities. Other events also provided were mock interviews, resume writing workshops, and other targeted workshops. One success story resulted in a customer obtaining two job offers from the same mock interview event.

The business service team has monthly meetings to meet with other business partners to discuss potential new partnerships, outreach and job fairs. The business service also attends the Chamber Re-Entry meetings to assure others at this meeting that the career center is there to help and to partner with. RESEA workshops are conducted every Tuesday from 10:00 AM – 11:30 AM. Partners and employers are invited to this event.

The TEN 08-23 “File A Complaint’ forms in English and Spanish we located in the waiting room on the bulletin board which was very neat and clean. These forms were very visible and at eye level.

No customers were available for interviews. This visit was conducted on a Wednesday morning before lunch during slow business hours.

BEST PRACTICE

- This career center does an excellent job of building partnerships and providing job fairs for the community.
- Very well organized and professional.
- The local bus route has added the Owensboro Career Center on the list of regularly scheduled stops.
- Customer surveys are offered, and responses are reviewed by the One Stop Operator and then shared with all staff and the workforce board.

END OF REPORT