
WIOA Comprehensive Monitoring Review

LTADD LWDB

December 16, 2024

Monitoring of the LTADD Local Workforce Development Area

The LTADD Local Workforce Development Area was monitored by the monitoring team staff on December 16, 2024. A Wagner-Peyser visit was conducted on December 18, 2024, at the Elizabethtown 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 scheduled for January 29, 2025, at 1:00 PM. A brief review of monitoring was given by Aveana Jackson, Maria Russell, 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 LTADD'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 LTADD'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 LTADD Workforce Development team. They are as follows:

PROGRAM

- All workforce cases reviewed had short and long-term goals entered for short and long-term trainings.
- 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 Lincoln Trail Kentucky Career Center was reviewed by a monitoring team member, Lisa Burton, on December 18, 2024. Wagner-Peyser Act compliance was monitored at the Elizabethtown Kentucky Career Center and met with Jennifer Carman, Office Manager. One customer was selected for an interview.

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 Elizabethtown Career Center, located at 233 Ring Rd Ste 100, Elizabethtown, KY, serve an average of 165 customers per week. According to Ms. Carman, the counts are captured by the new sign-in system "Envoy" 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, Community Action, etc. The customers select the reason they are visiting the career center which then is accounted for on the spreadsheet.

The Wagner-Peyser staff at the career center consists of one office manager and one RESEA staff, two WIOA counselors, one Business Service, one WIOA Manager (is there part time due to rotating with other WIOA sites), one front desk greeter/reception, eight Wagner-Peyser staff, one JVGS/CDO. The partners onsite are CDO, OFB/OVR, VETS, WIOA, Job Corp. Senior employment is housed off site. The adult ed rep is located at the local college site and comes to the center if needed. The OSO position is not housed at the Elizabethtown Career Center. OSO has responsibilities at each career center within the Lincoln Trail 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 OSO developed and implemented processes that are considered Best Practices such as reporting on customer involvement and working with local area businesses, industrial authority, and others. The Business Service Rep coordinates monthly regional meetings including all partner representatives, collaborates with the industrial authority, and other outreach activities and services.

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 Monday within the timeframe of 8:00 AM – 4:30 PM and Tuesday during the morning and early afternoon hours partially due to the RESEA classes. Upon entering the main lobby area, the customer is greeted warmly and asks the customer to sign-in to Envoy via iPad. 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, appropriate staff will greet the customers in the waiting area and escort them to the appropriate location (ex. Resource room, interview room, etc.). Customer max waiting time is 20 minutes but generally 10-15 minutes. There are 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 Veteran Kiosk is available near the front entrance for information regarding services and resources for veterans. A KCTCS kiosk stand with information regarding resources at the colleges is also available to customers in the waiting area. There is a board next to the reception area that displays upcoming job fairs, hiring events, etc. There is a long table that is regularly used by local employers to provide information about hiring events, job openings, and interview scheduling. When not in use by employers, it is utilized to display information regarding services and resources.

The resource area has fourteen operational computers for customer use. One workstation is accessible for those with disabilities. One of the other workstations is physically suitable for accessibility but isn't labelled as such. There are three operational phone stations with signage for interpretation needs and services. The computers and phone stations 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.

There are three interview rooms which are utilized for Employer interviews or private conversations either over the phone or with customers they may have with employers. One interview room was in use during this visit by a local employer conducting interviews for their current openings. The interview rooms are used each week on Tuesday after the RESEA class that is mandatory for RESEA identified individuals but is open and invites all other customers who are interested in attending.

The Elizabethtown Career Center hosted several job fairs onsite as well as offsite 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. Other events also provided were mock interviews, resume writing workshops, and other targeted workshops.

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.

One customer was available for an interview. The customer reported that this was her second time at this center. She is very pleased with the services she has received and the assistance that she is being given. She stated she has lived in New York and Los Angeles. She stated that her experience at the Elizabethtown Career Center was "much, much better" than her experience from the past in LA. She complimented the staff at reception, the staff in the resource room, and the communication that she received between her visits.

BEST PRACTICE

- This career center does an excellent job of building partnerships and providing job fairs for the community.
- Very well organized and professional.
- A “packet” is given out to all customers when applying for UI assistance in the resource room. This packet has a brightly colored front sheet to assist customers preventing the loss of the information. It includes pages to record their ID.ME information and UP Portal information that includes a QR code to access the Rights and Responsibilities. It also includes a calendar and a log to track employment contacts, dates, results, and method of contact.
- Customer surveys are offered via a small card that includes a QR code to access the Customer Satisfaction Survey online. 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