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GOVERNOR

## EDUCATION AND LABOR CABINET

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May 19, 2025

Correy Eimer, Workforce Director  
Northern Kentucky LWDB  
22 Spiral Drive  
Florence, KY 41042

Dean McKay, Chair  
Northern Kentucky WDB  
SHRM-SCP Director, Skilcraft  
1973 International Way,  
Hebron, KY 41048

Dear Mr. Eimer and Mr. McKay:

Enclosed is the Department of Workforce Development (DWD) report of the monitoring review that was conducted on April 7, 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 Northern Kentucky 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 no observations 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 [etmonitoringteam@ky.gov](mailto:etmonitoringteam@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**

**NORTHERN KENTUCKY LWDB**

**April 7, 2025**

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## **Monitoring of the NORTHERN KENTUCKY Local Workforce Development Area**

The NORTHERN KENTUCKY Local Workforce Development Area was monitored by the monitoring team staff on April 7, 2025. A Wagner-Peyser visit was conducted on April 8, 2025, at the Covington Kentucky Career Center by Amanda Cummins. 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 May 19, 2025, at 11:30AM EST. A brief review of monitoring was given by 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 NORTHERN KENTUCKY'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,
- 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/or guidance's and/or
- local policies and procedures.

The monitoring team appreciates the time and information provided by NORTHERN KENTUCKY'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 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 Northern Kentucky Workforce Development team. They are as follows:

### **PROGRAM**

- Utilization of Peer Review of Workforce Cases is very effective.
- Monthly case notes are entered timely with detailed notes.
- Excellent documentation of KEE Suite issues or file issues including helpdesk request, screen shots, notes, and resolution of issues.
- Titles of case notes are useful.
- Documents being titled is useful.

### **FISCAL**

- Quick response to document requests during monitoring
- Responses were very clear and precise.

## WAGNER-PEYSER MONITORING

The Covington Kentucky Career Center was monitored by the monitoring team member, Amanda Cummins on April 8, 2025. The team met with Connie Schnell, Regional Manager. There were no customers on-site to 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 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 Covington Career Center, located at 1324 Madison Avenue, Covington, KY, serve 203 customers on average per week. The staff at the career center consists of 7 Career Development Office employees and 6 Wagner-Peyser employees. The local partners at this location are Brighton Center, Office for the Blind (OFB), Office for Vocational Rehabilitation (OVR), Goodwill Industries is on site three times per week, Cincinnati Job Corp just signed a lease to come back to the center, Transit Authority of Northern Kentucky (TANK), Northern Kentucky Area Development District, Northern Kentucky Community Action Commission (Senior Employment for 55 year old and older as well as resume job search), Life learning center, Ky Apprenticeship, Per Scholas is onsite and teach IT Certifications, and the Career Development Office (CDO). Adult Education is not on the premises. There are 2 JVSG positions that are vacant, but interviews have taken place and are hoping to have new hires on board by June 1, 2025.

The Career Center is a one-story building with visible signage and standard operation hours are from 8:00 a.m. to 4:30 pm with the busiest times on Mondays. Upon entering the main lobby area, a security guard is immediately to the right and customers can approach the reception desk to the left where Senior staff or CDO 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. Customers can sit in the waiting area which has a television monitor that displays information of interest to career center customers, including resume tips, phone numbers, career center services, etc. A stand with information regarding resources, services and workshops is also available to customers in the area with round tables. The associate providing services will then greet the customer in the lobby. Customer wait time is generally less than 5 minutes.

The resource area has 20 operational computers, one wheelchair accessible workstation, one telephone station, and two private rooms which are utilized for employer interviews or private telephone conversations customers may have with employers.

When the participants have completed their appointment for the day, they are asked to complete an anonymous survey at a KIOSK. The survey takes less than 30 seconds.

Covington, considered the “Hub”, hosts a Career Center Orientation meeting every Thursday for participants in the Covington Room which seats 70 people. RESEA meetings start the meeting and each of the partners review 2-3 pages of the 37-page Power Point Presentation. After the meeting, there is a break-out session where the participants can meet with Career Counselors, receive CDO assessments, or meet with any of the partners.

The facility has a very large meeting room “Covington Room” for Career Center Orientation, Job Fairs and Investment Board Meetings. “Innovation Center” is another large room with computers for training (Kee Suite) plus employers utilize this room for training. “Advancement Center” is a smaller room with computers that is mostly used by CDO for resume building.

The TEN 08-23 “File A Complaint’ forms in English and Spanish were in the waiting room on the bulletin board. The bulletin board and the waiting room very neat and the forms included contact information to file a complaint. These forms were very visible and at eye level.

There are no Wagner-Peyser issues to address at this time.

### **BEST PRACTICES**

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

- This career center does and excellent job of building partnerships within the community.
- Very well organized and professional.

## **END OF REPORT**