



EDUCATION AND LABOR CABINET

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February 14, 2025

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South Central Workforce Development Board
2355 Nashville Road
Suite C101
Bowling Green, KY 42101

Treva Shirley, Chair South Central WDB
Fit for Life
Occupational Health & Employee Wellness
106 Shane Drive, Suite 30
Glasgow, KY 42141

Dear Mr. Sowards and Ms. Shirley,

Enclosed is the Department of Workforce Development (DWD) report of the monitoring review that was conducted on January 13, 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 South-Central 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 one (1) WIOA program finding that has been resolved and one (1) observation and no financial findings and observations for the PY23 monitoring year. Program and financial findings required corrective action within 30 days of receiving this report and was completed.

Thank you for your responses to the PY23 WIOA Comprehensive Monitoring Report issued on February 6, 2025. While these responses have been accepted, 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 or oetmonitoringteam@ky.gov.

Respectfully,

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

Attachment(s): PY23 WIOA Comprehensive Monitoring Review SC

WIOA Comprehensive Monitoring Review

SOUTH CENTRAL LWDB

January 13, 2025

Monitoring of the SOUTH CENTRAL Local Workforce Development Area

The SOUTH CENTRAL Local Workforce Development Area was monitored by the monitoring team staff on January 13, 2025. Department of Workforce Development (DWD) monitoring staff included Amanda Cummins, Lisa Burton, and Donna Burke. A Wagner-Peyser visit was conducted on January 15, 2025, at the Bowling Green Career Center conducted by Lisa Burton, RMA III. 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 February 6, 2025. A brief review of monitoring was given by 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 SOUTH CENTRAL'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 SOUTH CENTRAL'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 one (1) finding 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):

1. Measurable Skills Gain not recorded in KEE Suite

Observation(s):

- A. Completion Date on ITA outcome tab of non-completed Training.

Financial Monitoring Summary

Finding(s):

No findings.

Observation(s):

No observations.

PROGRAM MONITORING DETAILS

FINDINGS

Finding (1):

Measurable Skills Gain not recorded in KEE Suite

Issue(s):

1. Adult: Workforce Case #003516631. One (1) participant began OJT 1/9/24 and ended on 3/21/24. No MSG was entered in KEE Suite. The measurable skill gains indicator is used to measure interim progress of participants. The measurable skills gain indicator is not an exit-based measure. It is intended to capture progression through the pathway.

Citation:

TEGL 10-16 change 2: Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs: Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. The measurable skill gains indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. Therefore, it is not an exit-based measure. Instead, it is intended to capture important progressions through pathways that offer different services based on program purposes and participant needs and can help fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals. Depending on the type of education or training program, documented progress is defined as one of the following: a) documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level; b) documented attainment of a secondary school diploma or its recognized equivalent; c) secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the state unit's academic standards; d) Satisfactory or better progress report, towards established milestones, such as a completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; e) successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related bench marks such as knowledge based exams.

TEGL 10-16 Change 2 was referenced rather than Change 3. The finding occurred prior to the Change 3 effective date of 6-11-2024.

Instance(s):

1/10 (10%)

Required Action:

LWDB must adhere to DOL's TEGL 10-16 change 2 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs. Training must be given to staff regarding the importance and the process of entering and completing all MSG information in KEE

Suite. A sign-in sheet for this training and the training syllabus/documents must be completed and forwarded to DWD within 30 days of receipt of this report to attest this finding has been resolved.

LWDB Response:

A training session was conducted on February 12, 2025, for Direct Service Provider case managers and the director, focusing on the importance of accurately entering and completing all MSG information in KEE Suite. A sign-in sheet, agenda, and supporting documentation for this training were submitted to DWD on February 13, 2025.

As the workforce case in question was in Follow-up Exited status, staff encountered errors when attempting to enter a MSG. To resolve this issue, the WIOA Case Manager collaborated with the KEE Suite help desk, which recorded a measurable skills gain of “Not obtained” on February 7, 2025 (Reference MSG No: MSG-0029023).

DWD Response:

DWD accepts this response. Finding has been resolved.

OBSERVATIONS

Observation A:

Two (2) DW participants, workforce #003497919 and #003511216 have “Completion Date” entered with “Reasons for Not Completing” also entered. If customer has not completed, then no completion date should be entered.

Recommendation A:

DWD recommends that South Central LWDB instruct case managers to continue ensuring that the “Reasons for Not Completing” are entered with no “Completion Date” entered.

BEST PRACTICES

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

PROGRAM

- Assessments and IEP/ISS are complete.
- Documents are titled.
- Case notes are titled.
- Short and Long- term goals are entered for long and short-term trainings.
- Supportive Service tabs contain de-obligation amounts if needed.
- Very quick response to spreadsheet and document request.

FISCAL

- Quick response to document requests during monitoring.
- Great communication during monitoring.
- Great clarification on any questions.

WAGNER-PEYSER MONITORING

The South Central Kentucky Career Center was reviewed by a monitoring team member, Lisa Burton, on January 15, 2025. Wagner-Peyser Act compliance was monitored at the Bowling Green Kentucky Career Center and met with Vernetta Douglas, Office Manager and Michael Carter, Regional Manager. No customers were available for 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 Bowling Green Career Center, located at 803 Chestnut Street, Bowling Green, KY, serve an average of 146 customers per week. According to Ms. Douglas and Mr. Carter, the counts are captured by a Google sheet sign-in system at the reception desk. This system captures all traffic that enters the career center whether the customer is there for UI, job search, WIOA services, etc. The OSO reviews weekly and sends Ms. Douglas a report each Monday.

The staff at the career center consists of one CDO Office Manager, CDO Regional Manager splits time between this career center and Cumberland's, eight Wagner-Peyser staff (with one vacancy in process), one front desk greeter/reception, one DVOP/CDO, one LVER/CDO-who serves on Business Services team, one Security Guard, Career Team WIOA Director-Matt Bacon, one Career Team WIOA financial staff, three Career Team WIOA counselors, and the OSO.

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. 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 two-story building with visible signage and standard operation hours are from 8:00 a.m. to 4:30 pm with the busiest times are between Mondays during the timeframe of 10:00 AM through 3:00 PM and Tuesday during the morning and early afternoon hours due to the RESEA classes and Employer Showcase. There is one entrance for the customers, and it is handicap accessible. Upon entering the main lobby area, a security guard is immediately to the right and is greeted warmly then directed to the reception desk to sign in for services. The customer's information is then gathered and entered on google docs. Once the data is entered, the customer will wait in the waiting area for the staff that can assist that customer with his/her needs.

Customers can sit in the waiting area which has a television monitor that displays partner information with addresses and phone numbers of interest to career center customers. A stand with information

regarding resources, services and workshops is also available to customers in the area. There was also a Veteran Priority section that was very organized. Appropriate staff will greet the customers in the waiting area and escort them to the appropriate location (ex. Resource room, interview room, etc.). The customers' waiting time is normally around 30 minutes. 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. There is a board next to the reception area that displays upcoming job fairs, hiring events, etc.

The resource area has eight operational computers in the resource room with wheelchair accessible workstations on each side of the aisles of the computers, four operational computers in the waiting area, and eight computers located downstairs. There is one operational phone station with signage for interpretation needs and services. The computers and phone stations are located within sight of all resource assistance 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. The interview rooms are used each week on Tuesday after the RESEA class (mandatory for RESEA identified individuals but it is open and invites all other customers who are interested in attending as space allows). This center also utilizes vacant office spaces downstairs for interview rooms which are utilized for Employers.

Bowling Green considered the "Hub" and hosts large job fairs twice a year usually in January and August. The job fair scheduled for January 2025 is being rescheduled due to weather. RESEA meetings are held each Tuesday at this career center from 10:00 AM – 11:00 AM where businesses and partnering agencies provide presentations to assist in securing employers and providing job fairs with partnering counties. The Career Center has continued partnering with Barren County on the Blue Oval project (the new Ford plant).

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

Several customers were served during this visit. Customers were busy with staff and the monitor did not intervene or interrupt the process. Observations were noted that customers seemed satisfied with the service they were being given and questions were answered by staff regarding services available to them.

There are currently no Wagner-Peyser issues to address.

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 table is set up in the resource room next to the exit with a variety of informational and forms handouts for UI and job seeking customers. It includes pages to record their ID.ME information, the Rights and Responsibilities booklet, work search, upcoming job fairs, and openings.
- Customer surveys are offered with a locked box to deposit completed surveys at the exit. 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