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July 28, 2025

Sheila Clark, Director  
West Kentucky Workforce Development Board  
300 Hammond Drive  
Hopkinsville, KY 42240

Donnie Holland, Chair  
West Kentucky WDB  
300 Hammond Drive  
Hopkinsville, KY 42240

Sent via email: [Sheila.Clark@ky.gov](mailto:Sheila.Clark@ky.gov)  
[donniejholland@yahoo.com](mailto:donniejholland@yahoo.com)

Dear Ms. Clark and Mr. Holland:

Thank you for your responses to the Workforce Innovation and Opportunity Act Title 1B PY23 Comprehensive Monitoring Report issued on May 14, 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](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**

## **West Kentucky**

**April 28, 2025**

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## **Monitoring of the West KY Local Workforce Development Area**

The West KY Local Workforce Development Area was monitored by the monitoring team staff on April 28, 2025. A Wagner-Peyser visit was conducted on April 30, 2025, at the Hopkinsville Kentucky 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 June 16, 2025, at 3:00 PM Eastern. A brief review of monitoring was given by Maria “Tess” 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 West KY 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 guidances and/or
- local policies and procedures

The monitoring team appreciates the time and information provided by West KY’s LWDB staff. This report is critical for the continuous improvement of the workforce system, leading to better services and outcomes for jobseekers and employers.

## **Title 1B Executive Summary**

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

The Program monitors identified one (1) finding 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):**

1. Violation of DWD WIOA Case Notes Policy 22-002

#### **Observation(s):**

No Observations

### **Financial Monitoring Summary**

#### **Finding(s):**

No findings.

#### **Observation(s):**

No observations.

# PROGRAM MONITORING DETAILS

## FINDINGS

### Finding (1):

Violation of DWD WIOA Case Notes Policy 22-002

### Issue(s):

Youth: Workforce case #003492983. 1 participant had follow-up case note entered in KEE Suite for January 25, 2024. However, this case note was not entered in KEE Suite until February 12, 2024, and this was beyond the 10-business day timeframe allowed in the DWD WIOA Case Notes Policy 22-002. This participant also had another follow-up case note entered in KEE Suite for June 2024. However, this case note was not entered in KEE Suite until July 12, 2024, and this was beyond the 10-business day timeframe allowed in the DWD WIOA Case Notes Policy 22-002.

DW: Workforce cases #003472172, #002974162, #003465929, and #003451506. Four participants received supportive services as shown under the service program tab in KEE Suite. Case notes do not indicate that supportive services were provided. All services should be documented in case notes and the case notes must tell a story and provide details of an individual's participation in services.

### Citation(s):

DWD WIOA Case Notes Policy 22-002: Case notes shall be entered for each customer in the case management system of record documenting relevant information beginning with intake and continuing through case management, training, and follow-up services. Case notes shall be written at the time of the event or contact and entered into the case management system of record as soon as possible, but no later than 10 business days following the event or contact. Extenuating circumstances such as system unavailability may be grounds for a brief extension to enter case cases, and such extensions will be considered on a case-by-case basis.

The purpose of case notes is to provide a detailed description of an individual's participation in services. Case notes must be clear, relevant and useful. Effective case management practices include comprehensive case notes to detail intake, evaluations, participation, outcomes, service decisions, one-on-one meetings, achievements and follow-up services.

Detailed case notes should individualize the customer and, at minimum, include the following information:

- the needs of the customer;
- history and details of the customer's situation, including both strengths and barriers;
- activities provided or planned (if applicable);
- brief description of how the customer will benefit from designated services;
- details of significant events;
- any need for modifications in the customer's training or services;
- information provided verbally or electronically by service providers;
- customer's progress toward goals;

- any need for additional services;
- any new information pertaining to customer’s employability; and
- verification of post-exit outcomes.

**Instance(s):**

5/17 (29%)

**Required Action:**

LWDB must ensure that all follow-up case notes as well as monthly case notes are completed in KEE Suite at the time of event or contact. Case notes must be detailed and include information for every training service the participant received, including supportive services. A training must be given to all staff regarding the DWD WIOA Case Note Policy 22-002. A sign-in sheet for this training, the training syllabus, and training 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:**

**Youth – A training session was conducted on June 26, 2025, for West Kentucky Workforce Board staff, Youth Contractor staff, and Direct Service Provider staff who support youth programs. During the session, the importance of timely and accurate case note entry was strongly emphasized. The staff member responsible for the delayed entry of this particular case note is no longer employed.**

**Attached are the sign-in sheet, agenda, and training materials from the June 26, 2025, training.**

**DW – Workforce cases #003472172, #002974162, #003465929 – In the Services Module, under the Supportive Service tab, the General Comments section outlines the items that may be covered under supportive services. Although a formal case note was not entered, the relevant information is documented within the Supportive Service tab. Would this documentation be considered sufficient? Screenshots of the referenced Supportive Service entries were provided previously for review.**

**A training session was held on July 24, 2025, for West Kentucky Workforce Board staff and Direct Service Provider (DSP) staff. The training emphasized the importance of entering timely and comprehensive case notes, clearly documenting the services provided, and specifically including entries related to supportive services. One staff member, (Amie Chronister), was unable to attend this session; however, she participated in the youth contractor training, where the same information was covered.**

**Attached are the email invitation, attendee spreadsheet, training agenda, and the state case note policy related to the July 24, 2025, Zoom training with DSP staff.**

**DWD Response:**

**DWD accepts this response. Finding has been resolved.**

**In response to the question above: “Would this documentation be considered sufficient?” It is not sufficient to meet the case note policy requirements. However, the documented training that occurred on July 24, 2025, satisfies the Required Action.**

## **BEST PRACTICES**

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

### **PROGRAM**

- Title on document links is useful.
- Requested documents and spreadsheets were returned quickly.
- Documents were uploaded to Dropbox in a very organized manner.

### **FISCAL**

- Quick response to document requests during monitoring.
- Very cooperative and professional.
- Explains questions in detail.

## **WAGNER-PEYSER MONITORING**

The West KY Kentucky Career Center was reviewed by a monitoring team member, Lisa Burton, on April 30, 2025. Wagner-Peyser Act compliance was monitored at the Hopkinsville Kentucky Career Center and met with Charles Eaves, Office Manager and Jonathon Pendergrass, 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 Hopkinsville Career Center, located at 110 Riverfront Dr., Hopkinsville, KY, serve an average of 120 customers per week. According to Mr. Eaves and Mr. Pendergrass, 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 sign in sheet is reviewed weekly.

The staff at the career center consists of one CDO Office Manager, a CDO Regional Manager who splits time between this career center and Owensboro, eight Wagner-Peyser staff, one Security Guard, and one Team WIOA counselor.

The partners onsite are CDO, OFB/OVR, and WIOA. Job Corp is in Paducah and travels to Hopkinsville as needed. The VETS CDO DVOP/LVR who serves on Business Services team is housed at Fort Campbell but is available as needed. Senior employment is housed off site. OSO is housed off site. The adult ed rep is located at the local college site and comes to the center if needed. Coordination with Adult ED provides basic computer user skills to participants several times throughout the year. 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 and standard operation hours are from 8:00 a.m. to 4:30 pm with the busiest times are between Mondays, Tuesdays, and Thursdays during the timeframe of 10:00 AM through 2:00 PM due to the RESEA classes and Employer events. There are two entrances for the customers, one with handicap accessibility. Upon entering the main lobby area customers are greeted warmly and assisted with signing in for services. The customer's information is then gathered and entered in scanned file for the designated staff providing service. 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. All WP enrollees are assigned a designated case manager who will provide follow up and share employment opportunities.

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. Two new larger monitors are going to be installed soon in cooperation with WIOA. 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 15 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 resource room that displays upcoming job fairs, hiring events, etc. It is regularly updated as new information is garnered.

The resource area has nine operational computers in the resource room with one wheelchair accessible workstation. 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 to enhance the privacy of the customers. Current plans are being discussed to rearrange the resource room to allow greater accessibility of Wagner-Peyser staff.

There is one interview room which are utilized for Employer interviews or private conversations either over the phone or with customers they may have with employers. The interview room is 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, training room, and small conference room as needed for additional use by employers.

Hopkinsville is considered the "Hub" and hosts large job fairs twice a year with weekly offerings of small employer events weekly. 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. Regular additional events are conducted with targeted employers in the area including US Tobacco and T. RAD.

The TEN 08-23 "File A Complaint" form in English and Spanish is posted on the main bulletin board in the resource room, which was very neat and clean. These forms were very visible and at eye level. They were also displayed in the staff break area.

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.

Per Charles Eaves, "Customer Surveys are used via the "Team Kentucky/KCC.Ky.gov" website. Customers are encouraged to give feedback on their experience while visiting the KCC. Those reports are viewed by Leadership to improve the services that are provided by the Kentucky Career Center throughout the Commonwealth.

There are currently no Wagner-Peyser issues to address.

## **BEST PRACTICES**

- This career center does an excellent job of building partnerships and providing job fairs for the community.
- Very well organized and professional.
- A “library” area is in the resource room with a variety of print materials to assist the customers with resume writing, interview tips, geographical information, and LMI.

**END OF REPORT**