

MEMORANDUM OF UNDERSTANDING
 BETWEEN
EAST KENTUCKY WORKFORCE INNOVATION BOARD
 AND
EASTERN KENTUCKY CONCENTRATED EMPLOYMENT PROGRAM
LOCAL WORKFORCE DEVELOPMENT AREA
WIOA ONE-STOP PARTNERS

Jennifer Bergman & Vanessa Collier, EKCEP

jbergman@ekcep.org; vcollier@ekcep.org

**Individual designated by the Local Workforce
 Innovation Board Chair to lead MOU negotiations**

Email address

**Jennifer Bergman, Vanessa Collier &
 Tonya Collins, EKCEP**

jbergman@ekcep.org; vcollier@ekcep.org;
tcollins@ekcep.org

**Impartial individual designated by the local
 Workforce Innovation Board Chair to lead annual
 budget negotiations**

Email address

1. CONVENING OF THE PARTIES TO MOU (WIOA SEC. 121 (c) (1))	
<ul style="list-style-type: none"> List the required partner providing services in the local area. List the partner agency providing services of each required partner. 	
Required Partners as Parties to MOU	Entity Administering Program
Title I: Adult, Dislocated Worker, Youth Formula Programs Trade Adjustment Assistance (TAA) Community Services Block Grant (CSBG) Employment & Training Activities	Bell-Whitley CAA
	Big Sandy Area CAP
	Daniel Boone CAA
	Gateway CA
	Harlan CAA
	KCEOC CAP
	LKLP CAC
	Middle Kentucky CAP
Northeast KY CAP	
Title II: Adult Education and Family Literacy	Department of Workforce Investment: Office of Adult Education
Title III: Wagner-Peyser Act Employment Services	Department of Workforce Investment: Career Development Office
Jobs for Veterans State Grants	
Trade Readjustment Allowance (TRA)	

Unemployment Insurance (UI)	Department of Workforce Investment: Office of Unemployment Insurance
Title IV: Rehabilitation Services	Department of Workforce Investment: Office of Vocational Rehabilitation
Title V: Senior Community Services Employment Program (SCSEP)	Big Sandy Area CAP
	Goodwill of Kentucky
	Kentucky River Area Development District
Temporary Assistance for Needy Families (TANF) *Gov. Bevin has declared TANF exempt for FY18/19	Department for Community Based Services
Title I: Job Corps	Carl D. Perkins Job Corps Center
Title I: National Farmworker Jobs Program	Kentucky Farmworker Programs, Inc.
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Big Sandy Community & Technical College
	Hazard Community & Technical College
	Southeast KY Community & Technical College
YouthBuild	N/A
Second Chance	Cannot Identify Entity and Contacts
HUD Employment & Training Activities	Cannot Identify Entity and Contacts
Additional Partners as Parties to MOU	
Commonwealth Educational Opportunity Center (CEOC)	
SNAP Employment & Training Activities	
Teleworks USA	
Parties to the MOU	Name
East Kentucky Workforce Innovation Board (EKWIB)	Chairman, Rocky Adkins Vice Chairman, Howard Blackburn
Eastern Kentucky Concentrated Employment Program (EKCEP)	Chief Local Elected Official, John Ed Pennington
Eastern Kentucky Concentrated Employment Program, Administrative Entity	Executive Director, Jeff Whitehead

2. PURPOSE AND SCOPE OF MOU

- | |
|--|
| <ul style="list-style-type: none">• <i>Describe the general purpose and scope of the “umbrella” MOU.</i> |
|--|

The MOU is developed between the East Kentucky Workforce Innovation Board (EKWIB), Eastern Kentucky CEP (EKCEP) Chief Local Elected Official, and all EKCEP Local Workforce Development Area (LWDA) Kentucky Career Center (KCC) JobSight/American Job Center (AJC) partners in order to confirm the understanding of all parties regarding the operation and management of the two Comprehensive KCC JobSight locations and their respective Affiliates: 1) KCC JobSight, Hazard, and 2) KCC JobSight, Prestonsburg. The KCC JobSight, Hazard Affiliates include the KCC JobSight locations in Harlan, Manchester, McKee, Pineville and Whitesburg. The KCC JobSight, Prestonsburg Affiliate includes the KCC JobSight location in Pikeville.

The MOU helps to establish a cooperative working relationship, define partner roles and responsibilities, and to align, coordinate and integrate partner programs and services for better outcomes and performance to customers and clients. The MOU also includes the Infrastructure Funding Agreement (IFA) to establish a joint financial plan for partners to operate the two Comprehensive KCC JobSight locations and their respective Affiliates within the EKCEP LWDA. Individual IFA components are prepared for each Comprehensive KCC JobSight location and its respective Affiliate(s), with totals representing an umbrella IFA for the EKCEP LWDA overall.

3. VISION FOR THE SYSTEM

- | |
|---|
| <ul style="list-style-type: none">• <i>Describe the shared vision and commitment of the local board and required partners to a high quality local workforce delivery system (vision must be consistent with Federal, State, regional, and local planning priorities, as well as the Governor’s Guidelines).</i>• <i>Describe which aspects of the vision are currently in place.</i>• <i>Outline the steps to be taken and the general timeline for how required partners will implement any aspects of the vision that are not yet in place.</i> |
|---|

The vision and goals of the EKWIB were established through an inclusive strategic planning process that involved a wide array of stakeholders within the EKCEP region. EKCEP’s process was designed to create a strategic plan that defined not only the ways EKCEP spends the dollars it controls in the region, but also the ways its actions and programs reflect priorities shared with its partner organizations and therefore influence the ways they spend their allocations within the region.

To develop a consensus on regional vision and plan, EKCEP polled its partners and regional stakeholders in workforce development, secondary education, postsecondary education, government, community action, and business to determine their priorities and strategic objectives, and to consult them on their vision for role and most important functions of the workforce system and the WIB.

The resulting strategic plan is simple and very focused, clearly stating four primary results-based goals, as well as defining EKCEP’s core values, mission, and vision for the region, the region’s workforce development system, and the WIB. Because it is a strategic document, the plan does not include tactics to accomplish goals or specific methods of measurement.

The completed plan was shared with EKCEP's partners, and further comments were allowed. The plan was then adopted by the EKWIB. By using this strategic plan to guide its decisions, the EKWIB is incorporating the input and vision of its partners and other interested stakeholders into its expenditures and guidance of the workforce development system.

The strategic vision and goals of the East Kentucky Workforce Innovation Board (EKWIB) are stated in its Strategic Plan, as follows:

MISSION — The EKWIB's mission is to "Prepare, advance, and expand the workforce of Eastern Kentucky."

GOALS — The EKWIB's goals are:

- More — and better — job opportunities for the citizens of our region.
- A better-educated and better-prepared workforce in our region.
- A more diverse economy in our region.

VISION — The EKWIB's Strategic Plan includes its visions for the region of Eastern Kentucky, the workforce system in Eastern Kentucky, and the role of the WIB:

The EKWIB sees its role as including the goals below that set the course for continued innovation in service delivery and the leveraging of additional funding to create new revenue streams that shape and guide organized activity outside the scope of WIOA. The goals associated with this vision are:

- The EKWIB will continue to explore ways to influence economic development and provide citizens' access to more and better jobs through the use of innovation and telework programs.
- EKCEP will continue to identify and pursue new revenue streams and leverage funding to diversify the employment base and expand activity outside the scope of WIOA.
- The EKWIB will set the regional workforce agenda. It will be widely recognized for its excellence as a leader and governing board, and for its commitment to making a difference.

In addition to defining its mission, goals, and visions, the EKWIB's Strategic Plan also identifies five core values that the WIB believes must be embraced and practiced in order for it to succeed in its mission and attain its visions and goals. These core values are:

- Innovation — We believe we must remain creative and embrace emerging technologies and opportunities in order to not only strengthen economic development now, but also anticipate and plan for future growth and expansion.
- Diversity — We believe that if Eastern Kentucky is to grow to new levels, sustain our citizens, and support both new and existing business, we must pursue economic diversification.
- Collaboration — We believe we must seek, build, and nurture collaborative partnerships that will leverage the workforce system with other service providers to bring about more success for jobseekers and employers than we can accomplish alone.

- Vision — We believe that to positively change the economic landscape of our region, it will take a unified strategic effort and focused planning powered by a strong vision that guides the collective actions of education, economic development, and workforce partners.
- Adaptability — We believe that we must remain nimble and flexible in creating and delivering relevant workforce and employer services that have the most impact on jobseekers and employers and economic development throughout the region.

Vision and Goals for the Region of Eastern Kentucky

The EKWIB's vision for the region of Eastern Kentucky includes the goals below that expand its influence with other key components of the workforce system like economic development, secondary and post-secondary education, and others — with the outcome being that the EKWIB will have a more tangible effect on job creation, educational and skills attainment, graduation rates, economic development and diversity, and job placement and retention. The goals associated with this vision are:

- Employers — new, existing, and emerging — have an adequate supply of well-educated and well-trained workers.
- Residents have the knowledge, skills, and aptitudes to work and earn incomes that make them self-sufficient.
- The region exhibits improved college and career readiness among high school graduates.

Vision and Goals for the Region's Workforce System

The EKWIB's vision for the region's Workforce System includes the goals below for services and programs driven by the Workforce Innovation and Opportunity Act (WIOA), the current federal law that guides service delivery for adults, dislocated workers, and youth. These goals also include those shared by the EKWIB and various partner agencies in the overall, integrated workforce system, including: postsecondary education, Office of Vocational Rehabilitation, Adult Education, Department of Veterans Affairs, Career Development Office, Senior Community Service Employment Program, Job Corps, and Department for Community Based Services, as well as programs authorized under the federal Wagner-Peyser Act. The goals associated with this vision are:

- Lifelong learning and skills development are integral parts of the workforce system. Long-standing relationships between employers and educators keep education and training opportunities one step ahead of the needs of the market.
- The system partners with those industries and businesses that drive the regional economy. It also works with chambers of commerce and economic development entities throughout the region to identify and support emerging industries vital to the region's continued growth and diversification.
- Strong commitments to innovation, productivity, accountability, and results keep the system flexible and responsive to employers' and residents' ever-changing workforce needs.

Alignment with the Commonwealth of Kentucky’s Vision and Goals for the Workforce System

The goals and vision of the EKWIB and its partners in the strategic planning process align well with the initiatives and priorities of the Commonwealth of Kentucky as outlined in the “An Urgent Call to Action” plan adopted by the Kentucky Workforce Innovation Board (KWIB). Many of the initiatives and services implemented in Eastern Kentucky by the EKWIB in pursuit of its strategic vision and goals align directly with KWIB’s initiatives.

Details on these alignments and the status of the EKWIB’s implementation of its strategic vision and goals can be found in the EKCEP Local Workforce Development Area’s “Workforce Innovation and Opportunity Act Regional and Local Comprehensive Plan” for the current program year.

4. MOU DEVELOPMENT

- *Explain the process to be used if partners do not reach consensus on the MOU.*
- *Fully describe the process and efforts of the Local Workforce Development Board and required partners to negotiate the MOU.*
- *Confirm whether all required partners participated in negotiations.*
- *Please provide dates of partner meetings that specifically discussed the MOU.*

WIOA requires that consensus must be reached among all required partners through the local one-stop infrastructure funding mechanism, or the state funding mechanism must be triggered as outlined in the Federal Regulations, §678.730, in order to finalize the MOU/IFA for the EKWIB and all WIOA partners.

EKWIB staff contacted partners by email and telephone during the month of December of 2017 to develop an updated listing for the 23-county EKCEP Local Workforce Development Area, WIOA required partners and contacts. An initial meeting was held with WIOA core program and other partners on December 11, 2017 at the Kentucky Career Center (KCC) JobSight in Hazard. A total of 38 partner representatives were in attendance. Most partners attended in person, with several joining by conference call. A presentation was made about the WIOA MOU and IFA process and requirements. In addition, EKWIB staff presented an assignment to assist in completing the MOU requirements. The assignment was thoroughly reviewed with partner representatives, and all questions were answered. EKWIB staff worked with partners to prepare and submit information for the MOU. Each partner was asked to complete an outline and description of one-stop services provided at the two Comprehensive KCC JobSight locations in Hazard and Prestonsburg as well as their respective Affiliate center locations in the EKCEP local workforce development area. The response areas were broken down as follows: 1) Basic Career Services, 2) Individualized and Follow-up Career Services, and 3) System Wide Commitments. In addition, information was requested from each partner regarding the referral process utilized among their own program with other required partners in the local workforce development area.

EKWIB staff collected all of the requested information from WIOA required partners and worked to refine all information needed for the MOU. Each required partner was asked to provide information about the locations where their program provides access to their services, including Comprehensive Career Centers, Affiliate Career Centers, and other stand-alone locations in the local workforce development area. Additional information regarding full-time and part-time status of partner staff, as well as the type

of access to services, either co-location or direct linkage, is included for each Comprehensive or Affiliate Career Center location. One-stop career services, system wide commitments, and referral information for each partner is included along with the location and referral information in the MOU, Appendix A. EKWIB Staff continued to work on the MOU/IFA over the next several months through emails, phone calls, webinars, and face-to-face meetings to gain all needed information and to negotiate areas of the MOU. A draft of the MOU and Appendix A was emailed to all WIOA one-stop partners on May 8, 2018 for an opportunity to review and comment. Additions/changes were made, in response to requests by the U.S. Department of Labor and the Kentucky Department of Workforce Investment.

EKWIB staff also worked with WIOA partner leadership to obtain staff FTEs, direct and common space square footage, and infrastructure/delivery system and shared cost information for the eight comprehensive and affiliate career centers included in the IFA. These centers are: 1) KCC JobSight, Hazard, 2) KCC JobSight, Harlan, 3) KCC JobSight, Manchester, 4) KCC JobSight, McKee, 5) KCC JobSight, Pineville, 6) KCC JobSight, Whitesburg, 7) KCC JobSight, Prestonsburg, and 8) KCC JobSight, Pikeville. Leadership from the WIOA core partner programs at these career centers provided the necessary cost sharing information and contributions to EKWIB staff for the IFA. EKWIB staff contacted other required partners who plan to provide access to their services at the two comprehensive centers through direct linkage rather than through co-location to discuss their contributions to the IFA.

EKWIB staff scheduled partner meetings for December 4-5, 2018 to discuss the SharePoint operating budget and cost allocation reports, and partner contribution spreadsheets for the eight comprehensive and affiliate career centers included in the IFA portion of the MOU. In preparation for the partner meetings, a draft of the MOU/IFA, Appendix A, and all attachments were emailed to all WIOA one-stop partners for an opportunity to review on December 3, 2018, prior to the partner meetings on December 4-5. The partner meetings provided an opportunity for additional input for the MOU/IFA prior to its presentation at the EKWIB meeting on December 13, 2018. EKWIB staff continued to work on the MOU/IFA and obtain partner signatures during the month of December. Partner meetings took place as follows:

December 4, 2018

- | | |
|---|---------------|
| 1. KCC JobSight, Hazard – Comprehensive | 9:00 – 10:30 |
| 2. KCC JobSight, Whitesburg – Affiliate | 10:30 – 11:30 |
| 3. KCC JobSight, Pineville – Affiliate | 11:30 – 12:30 |
| Lunch Break | |
| 4. KCC JobSight, Harlan – Affiliate | 1:30 – 2:30 |
| 5. KCC JobSight, McKee – Affiliate | 2:30 – 3:30 |
| 6. KCC JobSight, Manchester – Affiliate | 3:30 – 4:30 |

December 5, 2018

- | | |
|--|---------------|
| 1. KCC JobSight, Prestonsburg – Comprehensive | 9:00 – 10:30 |
| 2. KCC JobSight, Pikeville – Affiliate | 10:30 – 11:30 |
| Lunch Break | |
| 3. All KCC JobSight Locations for MOU/IFA – Full Partner Meeting | 1:30 – 4:30 |

**5. NAME AND LOCATION OF COMPREHENSIVE CAREER CENTERS AND AFFILIATES/
COMMON IDENTIFIER (WIOA Sec.121 (e)(4))**

- *Define any operating titles/common identifier that the local area assigns to each center.*
- *Provide the name and address of the Comprehensive Career Centers in the Eastern Kentucky CEP local workforce development area.*
- *List each designated Affiliate Career Center's name and address associated with each Comprehensive.*

The purpose of a common identifier is to present a unifying name and brand that identifies online and in-person workforce development services as part of a single network. When considering the development of new outreach materials, one-stop delivery systems are required to include the common one-stop delivery system identifier “American Job Center”, in addition to using any State- or locally-developed identifier in the identification of products, programs, activities, electronic resources, services, facilities, and related property and materials, which includes signage and materials printed, purchased, or created by the one-stop delivery system. As outlined in Federal Regulations 20 CFR § 678.900 (c), any such products should adopt the usage of “American Job Center” or the tagline “a proud partner of the American Job Center”.

In addition, the EKWIB has designated “Kentucky Career Center (KCC) JobSight” as an additional operating title and common delivery system identifier, when distinguishing all Comprehensive, Affiliate, and Access Point career center locations within the EKCEP LWDA, which include:

1. KCC JobSight, Hazard

Comprehensive Career Center
412 Roy Campbell Drive
Hazard, KY 41701
606-436-3161

d. KCC JobSight, Pineville

Affiliate
129 North Pine Street
Pineville, KY 40977
606-337-3044

a. KCC JobSight, Harlan

Affiliate
319 Camden Street
Harlan, KY 40831
606-673-5330

e. KCC JobSight, Whitesburg

Affiliate
417 Highway 2034, Suite 101
Whitesburg, KY 41858
606-633-3154

b. KCC JobSight, Manchester

Affiliate
1535 Shamrock Road
Manchester, KY 40962
606-598-5127

i. KCC JobSight, Barbourville

Access Point
464 Court Square
Barbourville, KY 40906
606-546-2639

c. KCC JobSight, McKee

Affiliate
5758 Highway 290
McKee, KY 40447
606-364-4484

ii. KCC JobSight, Beattyville

Access Point
205 Main Street
Beattyville, KY 41311
606-464-2254

iii. KCC JobSight, Hindman

Access Point
1622 Hwy 160 S
Hindman, KY 41822
606-785-3322

iv. KCC JobSight, Hyden

Access Point
121 Maple St.
Hyden, KY 41749
606-672-2155

v. KCC JobSight, Jackson

Access Point
500 Brown St.
Jackson, KY 41339
606-666-2369

2. KCC JobSight, Prestonsburg

Comprehensive Career Center
686 North Lake Drive
Prestonsburg, KY 41653
606-889-1772

**a. Kentucky Career Center JobSight,
Pikeville**

Affiliate
138 College Street
Pikeville, KY 41501
606-433-7721

i. KCC JobSight, Frenchburg

Access Point
28B Bible Camp Lane
Frenchburg, KY 40322
606-768-3352

ii. KCC JobSight, Grayson

Access Point
1758 E. Midland Trail
Grayson, KY 41143
606-474-2412

iii. KCC JobSight, Inez

Access Point
387 East Main St
Inez, KY 41224
606-298-3217

iv. KCC JobSight, Louisa

Access Point
180 Bulldog Lane
Louisa, KY 41230
606-638-4949

v. KCC JobSight, Olive Hill

Access Point
21039 West US HWY 60
Olive Hill, KY 41164
606-286-4443

vi. KCC JobSight, Paintsville

Access Point
230 Court Street
Paintsville, KY 41240
606-789-3641

vii. KCC JobSight, Sandy Hook

Access Point
207 South KY 7
Sandy Hook, KY 41171
606-738-4731

viii. KCC JobSight, Salyersville

Access Point
131 Church St.
Salyersville, KY 41465
606-349-2217

ix. KCC JobSight, West Liberty

Access Point
151 University Drive
West Liberty, KY 41472
606-743-3133

All above Comprehensive, Affiliate, and Access point career center locations were certified by the EKWIB as of June 13, 2019.

WIOA Title IB Adult, Dislocated Worker, and Youth Contractors

- Bell-Whitley CAA
- Big Sandy Area CAP
- Daniel Boone CAA
- Gateway CA
- Harlan CAA
- KCEOC CAP
- LKLP CAC
- Middle KY CAP
- Northeast KY CAP

American Job Centers

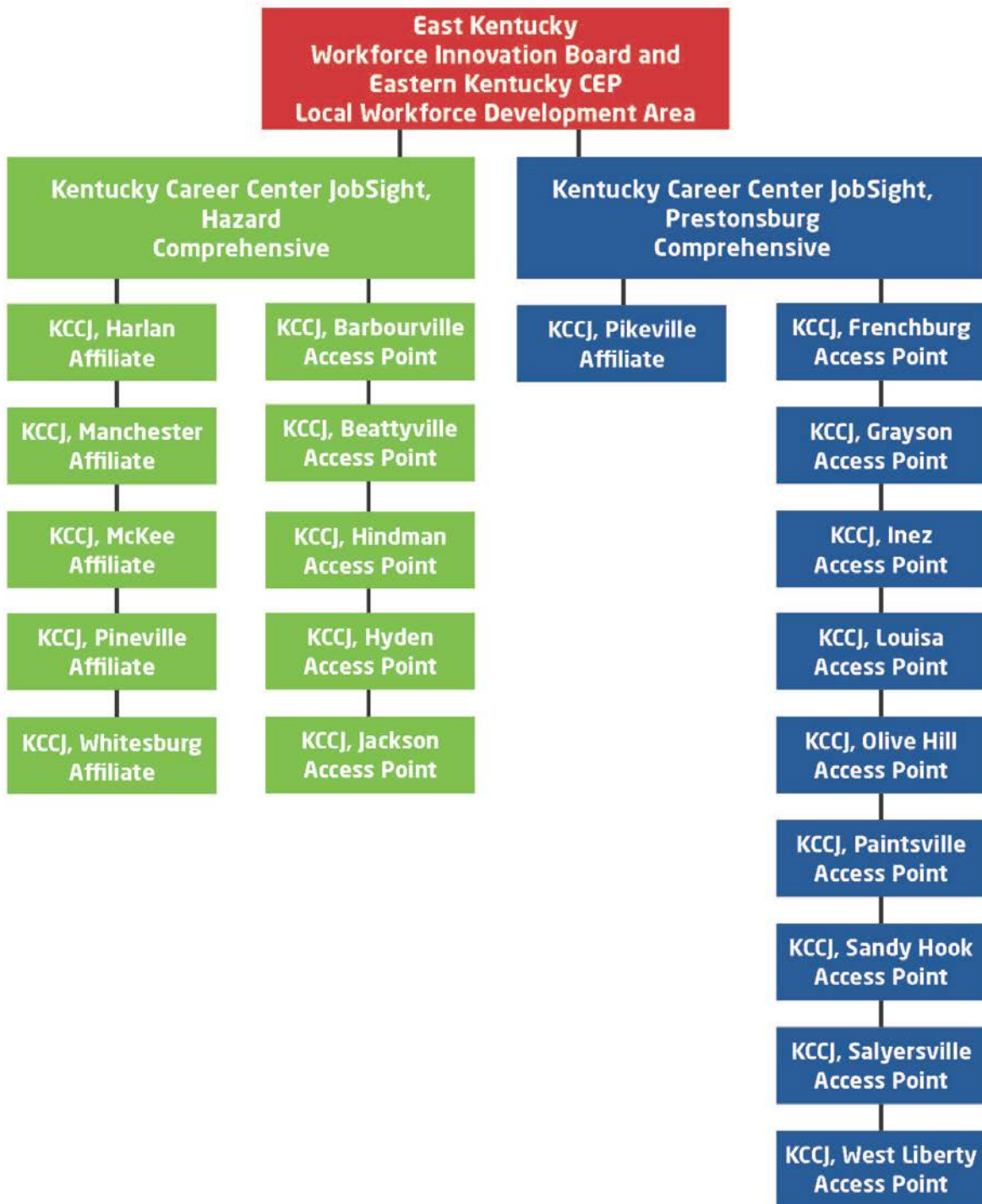
- ★ Comprehensive Career Centers
- ★ Affiliate Career Centers



WIOA Office Locations

- Bell - 606-337-3044**
- Breathitt - 606-666-2369
- Carter: Grayson - 606-474-2412
- Carter: Olive Hill - 606-286-4443
- Clay - 606-598-5127
- Elliott - 606-738-4731
- Floyd - 606-889-1772
- Harlan - 606-573-5330
- Jackson - 606-364-4484
- Johnson - 606-789-3641
- Knott - 606-785-3322
- Knox - 606-546-2639
- Lawrence - 606-638-4949
- Lee - 606-464-2254
- Leslie - 606-672-2155
- Letcher - 606-633-3154
- Magoffin - 606-349-2217
- Martin - 606-298-3217
- Menifee - 606-768-3352
- Morgan - 606-743-3133
- Owsley - 606-666-2369
- Perry - 606-436-3161
- Pike - 606-433-7721
- Wolfe - 606-666-2369

KCC JobSight One-Stop Delivery System



6. DESCRIPTION OF PARTNER SERVICES TO BE PROVIDED THROUGH THE ONE-STOP DELIVERY SYSTEM (WIOA Sec. 121(c)(2)(A)(i)) (Final Rules § 678.500(b)(1))

- *Complete the local service matrix for the Comprehensive Career Centers in the Eastern Kentucky CEP local workforce development area (Kentucky Career Center, Hazard, Attachment I, and Kentucky Career Center JobSight, Prestonsburg, Attachment II) illustrating local methods of service delivery which include career services and other programs and activities to be provided by each required partner.*
- *Describe the required partners' combined commitment to integration and "manner in which the services will be coordinated and delivered through the system" in the Eastern Kentucky CEP LWDA (§ 678.500(b)(1)).*

The EKWIB has two designated Comprehensive Career Centers in the EKCEP LWDA, which include the Kentucky Career Center JobSight, Hazard, located at 412 Roy Campbell Drive and the Kentucky Career Center JobSight, Prestonsburg, located at 686 North Lake Drive. All required and additional partners work together and are committed to a fully integrated Comprehensive Career Center at each location. The Kentucky Career Center JobSight, Hazard Services Matrix, Attachment I, and the Kentucky Career Center JobSight, Prestonsburg Services Matrix, Attachment II, documents the career services that are provided by all of the required partners as specified in the WIOA law, federal regulations and TEGLS.

In Appendix A, on the form provided, each partner entity will specify the locations where their program services are offered within the EKCEP LWDA and how they will provide access to their services: a) co-located (full-time or part-time) or b) "direct linkage". The following categories are listed for center locations: 1) Comprehensive KCC JobSight, Hazard, 2) Comprehensive KCC JobSight, Prestonsburg, 3) Affiliates of the two Comprehensive Career Centers that include KCC JobSight locations in Harlan, Manchester, McKee, Pineville, Whitesburg, and Pikeville, and 4) stand-alone center and the county in which each is located.

In Appendix A, each partner entity will provide a narrative of their commitment to integration and a description of the manner in which the services will be coordinated and delivered through the KCC JobSight/AJC workforce network, utilizing the outline below for Basic Career Services, Individualized and Follow-Up Career Services, and System Wide Commitments.

In Appendix A, each partner entity will include information on how referrals take place between their program and the other WIOA one-stop partners.

I. Basic Career Services:

1. Eligibility for Title 1B;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;

9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. Internships and work experience;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

IV. Business/Employer Services

The EKCEP LWDA and EKWIB have established the Business/Employer Services Team (BEST) which consists of three teams, under the brand Eastern Kentucky Business Network. Each team is based on an assigned geographical location within the EKCEP 23-county area and is aligned with one of three KCTCS campuses in the EKCEP LWDA. Below is the county breakdown of each team:

- Floyd, Johnson, Pike, Magoffin, Martin, Morgan, Menifee, Carter, Lawrence and Elliott counties meet bi-monthly at the Paintsville campus of Big Sandy Community & Technical College.
- Leslie, Letcher, Perry, Knott, Lee, Owsley, Breathitt, and Wolfe counties meet bi-monthly at the KCC Jobsight location in Hazard.
- Knox, Bell, Harlan, Jackson, and Clay counties meet bi-monthly at the Middlesboro campus of Southeast Kentucky Community & Technical College

The goal of the BEST is to provide seamless and integrated solutions for Businesses/Employers in the LWDA. Members include required WIOA partners, and additional partners. The EKWIB appoints the team leader of the BEST. The BEST leader and BEST facilitator for each of the three teams organize bi-monthly meetings and maintain minutes for each meeting. A single point of contact is designated for

each business/employer, based on existing relationships and/or a team member's experience within that sector. The EKCEP regional sectors are: Business Services (including Information Technology), Healthcare, Energy (including Energy Transmission), Skilled Trades (such as Construction), and Manufacturing.

Business/Employers services provided by the teams may include:

- 1) Job Order Posting/Job Matching and Referral
- 2) Recruitment and Screening
- 3) Use of KCCJ for Business/Employer Interviews
- 4) On-the-Job Training
- 5) Customized Training
- 6) Registered Apprenticeships
- 7) Rapid Response
- 8) Layoff Aversion Strategies
- 9) Incumbent Worker Training
- 10) Job Fairs
- 11) Internships
- 12) Work SENSE
- 13) Work Experience
- 14) Business/Employer Workshops
- 15) Sector Partnerships
- 16) Labor Market Information (LMI)
- 17) National Career Readiness Certificate (NCRC)
- 18) Trade Adjustment Assistance (TAA)
- 19) Information for Small Businesses
- 20) Assistance with Disability Accommodations

Please refer to Attachment IV, Business Services Chart on pg. 1 for additional information regarding services.

7. PROCUREMENT OF ONE-STOP OPERATOR (Kentucky Memorandum Guidelines for One-Stop Operator Procurement)

- *Name the procured one-stop operators. The following bullet points should be explained in this section.*
- *Describe the functions and scope of work of the one-stop operator as defined in the Request for Proposal or as planned for the competitive procurement process.*
- *Assure that each one-stop operator will not perform any of the prescribed functions (§678.620(b)) to avoid a conflict of interest.*

Because it oversees a large (23-county) rural service area that includes a complex One-Stop Delivery System (please refer to chart on page 11), the EKWIB chose to conduct a procurement process that allowed respondents to bid on providing One-Stop Operator services for the network partners in one or more specific counties within the EKCEP LWDA. As a result of that process, the EKWIB procured the services of nine entities as One-Stop Operators for the One-Stop Delivery System in the LWDA. Those One-Stop Operators are:

- Entity Name and Address: LKLP Community Action Council
398 Roy Campbell Drive, Hazard, KY 41701
Phone: 606-436-8853
Contact Person: Abby Little, Compliance Officer, a.little@lklp.net
Counties Served: Leslie, Knott, Letcher, Perry
Certified Centers: KCC JobSight, Hazard, KCC JobSight, Whitesburg, KCC JobSight, Hindman, KCC JobSight, Hyden
- Entity Name and Address: Big Sandy Area Community Action Program
230 Court Street, Paintsville, KY 41240
Phone: 606-789-3641
Contact Person: Renny Hall, IT Manager, rhall@bsacap.org
Counties Served: Floyd, Johnson, Magoffin, Martin, Pike
Certified Centers: KCC JobSight, Prestonsburg; KCC JobSight, Pikeville; KCC JobSight, Inez; KCC JobSight, Paintsville; KCC JobSight, Salyersville
- Entity Name and Address: Bell-Whitley Community Action Agency
P.O. Box 159, Pineville, KY 40977
Phone: 606-337-3044
Contact Person: Sandy Hoskins, CSBG Director, shoskins@bellwhitley.com
Counties Served: Bell
Certified Centers: KCC JobSight, Pineville

- Entity Name and Address: Daniel Boone Community Action Agency
 1535 Shamrock Road, Manchester, KY 40962
 Phone: 606-598-4330

Contact Person: Mike Buckles, Executive Director, mike.buckles@danielboonecaa.org
 Counties Served: Clay, Jackson
 Certified Centers: KCC JobSight, Manchester; KCC JobSight, McKee
- Entity Name and Address: Gateway Community Action Agency
 151 University Dr., P.O. Box 367, West Liberty, KY41472
 Phone: 606-743-3133

Contact Person: Charlene Engle, Executive Director, charlene.engle@gatewaycaa.org
 Counties Served: Menifee, Morgan
 Certified Centers: KCC JobSight, Frenchburg; KCC JobSight, West Liberty
- Entity Name and Address: Harlan County Community Action Agency
 319 Camden St., P.O. Box 1556, Harlan, KY 40831
 Phone: 606-573-5335

Contact Person: Donna Pace, Executive Director, dpace@harlancountycaa.com
 Counties Served: Harlan
 Certified Centers: KCC JobSight, Harlan
- Entity Name and Address: KCEOC Community Action Partnership
 P.O. Box 490, Barbourville, KY 40906
 Phone: 606-546-3152

Contact Person: Shawn Bingham, CSBG Manager, sbingham@kceoc.com
 Counties Served: Knox
 Certified Centers: KCC JobSight, Barbourville
- Entity Name and Address: Middle Kentucky Community Action Partnership
 1137 Main St., Suite 107, Jackson, KY 41339
 Phone: 606-666-5902

Contact Person: Brenda Begley, CSBG Manager, mkcadirector@mkcap.org
 Counties Served: Breathitt, Lee, Owsley, Wolfe
 Certified Centers: KCC JobSight, Beattyville; KCC JobSight, Jackson
- Entity Name and Address: Northeast Kentucky Community Action Agency
 21039 West US 60, Olive Hill, KY 41164
 Phone: 606-286-4443

Contact Person: David Carroll, Executive Director, david.carroll@nkcaa.net
 Counties Served: Carter, Elliott, Lawrence
 Certified Centers: KCC JobSight, Grayson; KCC JobSight, Louisa; KCC JobSight, Olive Hill;
 KCC JobSight, Sandy Hook

The request for proposal (RFP) issued by the EKWIB contained the following definition of the One-Stop Operator services it was seeking for the workforce development network in the EKCEP LWDA:

One-Stop Operator

WIOA establishes the position of One-Stop Operator (Section 121[D]) and allows Local Workforce Development Areas a great deal of latitude in defining the specific functions for these services. In the EKCEP LWDA, the functions of the One-Stop Operator are to:

- Coordinate the delivery of services of participating one-stop partners and service providers in the county or counties that the One-Stop Operator serves. (In addition to the Direct Workforce Services for Adults, Dislocated Workers, and Youth funded under Title I-B of WIOA and awarded under this RFP, the one-stop partners in any county include, but are not limited to, Adult Education, Vocational Rehabilitation, Career and Technical Education, Unemployment Insurance, Veterans Services, and employment services under the Wagner-Peyser Act.) This coordination of services may involve multiple offices and/or service outlets, including a certified Comprehensive career center or Affiliate career center, if such exist within the One-Stop Operator's service area.
- Foster a culture of collaboration and excellent customer service among one-stop partners that promotes delivery of the innovative, high quality workforce development services to all customers of the workforce development system, including adults, dislocated workers, youth (both in-school and out-of-school), and employers. The One-Stop Operator must convene and lead regularly scheduled meetings (e.g., monthly, quarterly) of the one-stop partners to build this collaborative culture, improve service delivery, and evaluate progress toward shared goals.
- Serve as a resource for staff of all partner agencies in regard to the objectives, processes, requirements, and regulations of WIOA and the workforce services delivery system.
- Provide support, assistance, and resolution to all staff in response to collaboration issues, facilities needs, or other problems.
- Provide direction for the team leads of the partners and function-based groups.
- Ensure that comprehensive cross-training and development plans are established for the staff of partners present in the area to be served.
- Measure customer satisfaction with the workforce delivery system in the service area.
- Lead the establishment of performance goals for the workforce services network in the service area, and track and evaluate performance in pursuit of those goals.

If and when appropriate, the One-Stop Operator will also be required to participate in the Kentucky Career Center certification process for any locations within its counties that apply for certification as a Comprehensive or Affiliate Career Center.

Additionally, if the Governor chooses to so require, the One-Stop Operator must also collect specific performance information from providers of on-the-job training, customized training, incumbent worker training, internships, paid or unpaid work experience opportunities, and transitional employment; and use the information to determine whether the providers meet the performance criteria required by the Governor.

In coordinating local services, the One-Stop Operator must not establish practices that create disincentives to providing services to individuals with barriers to employment that may require longer-term services, such as intensive employment, training, and education services.

EKCEP prefers to contract with entities that are knowledgeable about workforce development services, their objectives, and the regulations that govern them, including:

- Career services (described in WIOA Section 134(c)(2)).
- Training services (described in WIOA Section 134(c)(3)).
- Employment and training activities carried out under WIOA Section 134(d), if any.
- Programs and activities carried out by one-stop partners, including Wagner-Peyser, Vocational Rehabilitation, Adult Education, postsecondary education, Unemployment Insurance, and Veterans Services.
- Data, labor market information, and analysis from Wagner-Peyser (described in Section 15(a) of the Wagner-Peyser Act).
- Labor exchange services authorized under the Wagner-Peyser Act.

Entities that apply should possess and have demonstrated the following characteristics:

- Competent management skills,
- Commitment to excellent customer service,
- Cooperative culture among management and staff,
- Commitment to the integrated service delivery model,
- Willingness to partner with others, and
- Flexibility and ability to adapt to change.

An entity that applies to be a One-Stop Operator in the EKCEP service area must disclose in its application any potential conflicts of interest that could arise from its relationship(s) with particular training service providers or other service providers, including, but not limited to, other Direct Workforce Services providers.

The East Kentucky Workforce Innovation Board (EKWIB) will oversee and evaluate the performance of the entity or entities selected as the One-Stop Operator(s) for the local workforce development area.

As shown by the complete excerpt above, the EKWIB's RFP did not include among the required functions of the One-Stop Operators any of the functions prohibited by §678.620(b) of the federal regulations, which include:

- Convening system stakeholders to assist in the development of the local plan;
- Preparing or submitting local plans (under Sec. 107 of WIOA);
- Being responsible for oversight of itself;
- Managing or significantly participating in the competitive selection process for One-Stop Operators;
- Selecting or terminating One-Stop Operators, career services, and youth providers;
- Negotiating local performance accountability measures; and
- Developing and submitting budgets for activities of the Local WDB.

The One-Stop Operators selected have neither participated nor been encouraged to provide input or assistance in any of these prohibited activities.

8. PHYSICAL ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b) (4))

Describe how—through specific examples and commitments—required partners will assure the physical accessibility of the Comprehensive one-stop center(s), including the following:

- *The Comprehensive one-stop center’s layout supports a culture of inclusiveness.*
- *The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities.*

Kentucky Career Center (KCC) JobSight locations/American Job Centers (AJC) serve a wide variety of clients, including those with physical disabilities. All Parties agree to comply with applicable statutes and regulations pertaining to The Americans with Disabilities Act (ADA) of 1990. Each center will provide services in a physically accessible environment, while maintaining a culture of inclusiveness. This can be achieved through the active partnership with the Office of Vocational Rehabilitation (OVR) who lends their expertise and specialized resources to Kentucky Career Center (KCC) JobSight locations. This may include providing technical assistance and performing reviews for ADA Compliance certifications, and requests for assistive technology and materials for disabled job seeker customers.

Adequate parking, including parking clearly marked for individuals with disabilities, is available at all comprehensive and affiliate centers. Furthermore, the layout of each center is designed in an “equal and meaningful” manner to provide access for individuals with disabilities. The two Comprehensive Career Center locations offer the following accommodations for individuals with disabilities with regard to parking and accessible entrance(s). The KCC JobSight, Hazard has a total of eight accessible parking spaces and two accessible entrances. The KCC JobSight, Prestonsburg has a total of three accessible parking spaces and one accessible entrance.

The respective Affiliate Career Center locations offer the following accommodations for individuals with disabilities with regard to parking and accessible entrance(s). The KCC JobSight, Pikeville has a total of two accessible parking spaces and one accessible entrance. The KCC JobSight, Harlan has a total of four accessible parking spaces; with two accessible entrances. The KCC JobSight, Manchester has a total of four accessible parking spaces; with two accessible entrances. The KCC JobSight, McKee has a total of three accessible parking spaces; with one accessible entrance. The KCC JobSight, Pineville has a total of four accessible parking spaces; with two accessible entrances. The KCC JobSight, Whitesburg has a total of three accessible parking spaces and one accessible entrance. Accessibility reviews have been completed by OVR staff and submitted to the ADA Coordinator.

Note: The Kentucky Career Center Certification process requires that state staff perform an ADA accessibility review. All certified KCC JobSight Comprehensive, and Affiliate locations have been reviewed and awarded ADA Letters of Compliance.

9. PROGRAMMATIC ACCESSIBILITY (WIOA Sec. 121 (c)(2)(A)(iv)) (WIOA Final Rules §678.500(b)(4))

- *Describe how the Comprehensive Career Center provides access to all required career services in the most inclusive and appropriate settings for each individual participant.*
- *Describe specific arrangements and resources available to assure that individuals with barriers to employment, including individuals with disabilities, can access available services and how outreach will be conducted to these groups. (§678.500(b)(4)).*
- *Explain how services will be provided using technology that is actually available and in accordance with the “direct linkage” requirement under WIOA.*

The EKCEP LWDA includes two Comprehensive Career Centers: KCC JobSight, Hazard and KCC JobSight, Prestonsburg. Both Comprehensive Career Centers provide access to all required basic and individualized career services, training services, and follow-up services through partner integration and a seamless approach to providing services to each individual job seeker. Any and all partners are prepared to make reasonable accommodations if a customer requires special assistance when services are being provided.

Outreach is conducted in surrounding communities to all targeted customer groups, including individuals with barriers to employment, as well as individuals with disabilities. The intention of outreach activities is to make potential customers aware of all services that are available at the KCC JobSight Comprehensive Career Centers and all other certified centers in the KCC JobSight One-Stop Delivery System. This includes word of mouth, flyers and brochures, partner cross training for effective referrals, career fairs at high schools, job fairs, and other employer events.

When customers come in to the center, staff complete initial assessment, orientation, and referrals to partners for all appropriate services. All basic and individualized career services, training services, and follow-up services are provided to individuals with barriers to employment, as well as individuals with disabilities, as needed. Individuals with disabilities have access to special accommodations at the two Comprehensive Career Centers including spacious resource room layout and design, special adjustable desks and chairs, adjustable font size on all computers, headsets, and a TTY phone.

“Direct linkage” is available for customers to access services from any of the WIOA required partners that are not co-located at either of the two Comprehensive Career Centers. As defined by WIOA Regulations (§678.305), “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. “Direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials. When a customer needs services from any required partner that is not physically co-located at either of the two comprehensive career centers, “direct linkage” can be accomplished through Skype and/or a large television monitor with ZOOM software for teleconferencing capabilities at both locations. Training for KCC JobSight Comprehensive Career Center staff and required partners is proposed to take place in July 2019, to familiarize staff with the technology and correct contact information for all partners that are not

physically located. During this training, EKWIB staff and partners will collaborate to establish the most beneficial procedure to contact partners utilizing “direct linkage”.

10. DATA SHARING AND COLLECTION
--

- | |
|---|
| <ul style="list-style-type: none">• <i>Describe how core program partners will share data and information and will collaborate to assure that all common primary indicators of performance for the core program partners in the local area will be collectively achieved.</i>• <i>Provide assurances that participants’ Personally Identifiable Information (PII) will be kept confidential.</i> |
|---|

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers and job seekers. Currently, WIOA core program partners are utilizing separate data systems in the state of Kentucky. The Wagner-Peyser program, administered by the Career Development Office (CDO), and WIOA Title I Adult, Dislocated Worker, and Youth formula programs, administered by LWDAs, previously utilized the Employ Kentucky Operating System (EKOS), along with Focus Suite (Focus Career, Focus Assist, and Focus Talent), and Salesforce (additional employer data system). Beginning October 1, 2018 EKOS was replaced by the new data and information system KEE-Suite. WIOA Title IV Rehabilitation programs administered by the Office of Vocational Rehabilitation (OVR) are utilizing the CMS data system. Adult Education/Kentucky Skills U is utilizing the KAERS data system. It is very difficult to share data and information and to collaborate effectively when the core program partners are using completely separate systems. Future release dates for KEE-Suite to include other WIOA core program partners have been tentatively planned.

All data collected, used and disclosed by WIOA partners will be subject to the following:

- Customer personally identifiable information (PII) will be properly secured and kept confidential, as required Federal and State privacy laws and regulations, including WIOA law and/or partner statutes.
- The collection, use, and disclosure of customer education records, and the PII contained therein shall comply with FERPA and applicable State privacy laws.
- All confidential data contained in UI wage records must be protected in accordance with requirements set forth in 20 CFR part 603. Appropriate confidentiality and security documents must be executed and processed for all partner staff that have approved and given access to UI wage records to complete their job duties.
- All personal information contained in Vocational Rehabilitation (OVR) records must be protected in accordance with the requirements set forth in 34 CFR 361.38.
- Customer data may be shared with other partner programs within the Kentucky Career Center JobSight network, as needed in order to provide services to the customer, but only after the informed written consent of the individual has been obtained (where required).
- All Kentucky Career Center JobSight partner staff will be trained in the protection, use and disclosure requirements governing PII and any other confidential data for all applicable programs as outlined above.

11. COST SHARING OF SERVICES (WIOA Sec. 121 (c)(2)(A)(ii) (WIOA Final Rules §678.755 and §678.760)

- *Provide a narrative of the cost sharing of services for the Infrastructure Funding Agreement process.*

The cost sharing of services was negotiated through the Infrastructure Funding Agreement (IFA) for the two Comprehensive Career Centers along with their respective Affiliates in the EKCEP LWDA: 1) KCC JobSight, Hazard with Affiliates in Harlan, Manchester, McKee, Pineville, and Whitesburg, and 2) KCC JobSight, Prestonsburg with an Affiliate in Pikeville.

The One-Stop Operating Budget and Infrastructure Funding Agreement (IFA) shall determine how the EKWIB and WIOA one-stop partners will fund the infrastructure costs and additional delivery system costs at two Comprehensive Career Centers and six Affiliate Career Centers in the EKCEP LWDA as outlined above. The EKWIB, EKCEP Chief Local Elected Official, and WIOA one-stop partners agree to the methods of calculating the amounts that each partner will contribute for one-stop infrastructure funding as described herein. The One-Stop Budget and IFA for the eight KCC JobSight locations were prepared under the guidelines established in the OMB Circulars/Common Rule and the One-Stop Comprehensive Financial Management Technical Assistance Guide. The standards contained in the cost principles budgetary structures and generally accepted accounting principles (GAAP) were combined in order to identify the direct and common characteristics of each expenditure category.

The costs in the IFA are infrastructure costs and additional delivery system costs that are shared jointly with the partners in the MOU/IFA. The WIOA one-stop partner program's proportionate share of funding has been calculated in accordance with the Uniform Administrative Requirements Cost Principles, and Audit Requirements for Federal Awards in 2 CFR part 200.306 based upon a reasonable cost allocation methodology whereby infrastructure costs are charged to each partner in proportion to relative benefits received and have been determined to be allowable, necessary, and allocable. The cost allocation bases utilized in the IFA are square footage and staff FTEs. The EKWIB, as identified in the MOU, hereby certifies that this plan has been prepared in accordance with these guidelines.

The Job Center Database and SharePoint site captures all components for each career center in the IFA, including the following: 1) Job Center Budget, to include Infrastructure Costs, Additional Delivery System Costs, and Cash Contributions, 2) Job Center Cost Allocation Summary, and 3) Detailed Cost Allocation. EKWIB staff worked with WIOA partner leadership to obtain staff FTEs, direct and common space square footage, and shared cost information for the eight comprehensive and affiliate career centers included in the IFA. Square footage was used as the cost allocation base for Infrastructure Costs, and staff FTEs were used as the cost allocation base for Additional Delivery System Costs in the Job Center Database and SharePoint site. Utilizing all budget and cost allocation data from the Job Center Database and SharePoint site, EKWIB staff developed comprehensive spreadsheet reports, One-Stop Operating Budget and Partner Contributions FY2019-2020, for each career center in the IFA. These centers are: 1) KCC JobSight, Hazard, 2) KCC JobSight, Harlan, 3) KCC JobSight, Manchester, 4) KCC JobSight, McKee, 5) KCC JobSight, Pineville, 6) KCC JobSight, Whitesburg, 7) KCC JobSight, Prestonsburg, and 8) KCC JobSight, Pikeville.

Consensus must be reached among all required partners through the local one-stop infrastructure funding mechanism, or the state funding mechanism must be triggered as outlined in the Federal Regulations, §678.730, in order to finalize the MOU/IFA for the EKWIB and all WIOA partners.

The initial IFA will remain in effect, following the full execution and signatures of all Parties involved, for a period beginning July 1, 2019 until June 30, 2020. Each IFA thereafter will remain in effect for one full budget year, beginning July 1 through June 30, throughout the three-year period of the MOU.

12. DURATION/AMENDMENT/APPEAL PROCEDURES (WIOA Sec. 121 (c)(2)(A)(v)) (WIOA Final Rules §678.500(b) (5)) and RENEWAL PROVISIONS (WIOA Sec. 121(c)(2)(A)(v)) (WIOA Final Rules §678.500(b)(6))

Describe the duration of the MOU.

Describe the required renewal process if substantial changes occur before the MOU's expiration date. Describe amendment procedures, including annual negotiation of infrastructure and shared system costs to address the following:

- *The procedures for informing other partners of the pending and/or completed amendment*
- *The procedures for amending the MOU to incorporate the final approved budget on an annual basis*
- *The process and timeline in which the MOU will be reviewed and renewed prior to expiration*
- *The process for resolving any disputes that evolve after the agreement is reached*
- *The appeals process for any disputes that evolve after the agreement is reached*
- *The process for terminating the MOU or a specific partner's participation in the MOU*

The duration of the MOU will be three years. However, the MOU/IFA is intended to be a living document and partnership agreement. EKWIB staff may make small changes that are needed and update the MOU/IFA. As the need arises for substantial changes in the MOU, EKWIB staff or partner staff may provide notice to all partners to request a meeting to discuss and reach consensus regarding the needed changes. Once approved, the MOU/IFA will be amended and updated to accurately reflect these changes. Partner signatures are not required for amendments to the MOU/IFA. This process may be utilized throughout the three-year duration of the MOU.

Each time an amendment is completed, all parties to the MOU/IFA will be notified by email to include the MOU/IFA revision date. EKWIB staff will post the MOU/IFA (with revision date) electronically on the EKCEP website, www.ekcep.org, each time an update or amendment is made to ensure that the most recent version is documented and available to partners. A direct link to access the site on the web location will be distributed to all partners for quick access to the information at all times. A log in for each Party to the MOU/IFA will be provided to partner leadership in order to maintain appropriate security.

The IFA will be updated on an annual basis to reflect changing costs/partner contributions within the EKCEP LWDA. EKCEP accounting staff will update the IFA monthly as partners submit documentation of actual costs for their contributions for line items in the operating budget. The IFA will be reconciled on a quarterly basis. However, a full reconciliation for the two Comprehensive centers and their

respective Affiliates will be conducted annually, that will include a final review of the actual costs and partner contributions for each center and for the overall umbrella IFA for the EKCEP LWDA.

EKWIB staff will provide notice and initiate meetings with all WIOA partners involved in the IFA, to be scheduled no later than one month prior to the annual deadline, to renegotiate the operating budget details as needed for infrastructure costs and additional shared costs, as well as to review partner contributions for the eight Kentucky Career Center JobSight locations included in the umbrella IFA for the EKCEP LWDA.

A thorough review and renewal process for the MOU/IFA by EKWIB staff and all one-stop partners in the EKCEP LWDA will be implemented every three years, at a minimum. EKWIB will initiate and schedule meetings three months prior to the MOU expiration date to ensure that appropriate negotiation, discussion, and required updates are completed within the timeframe and deadline to renew the MOU/IFA. Partner signatures must be obtained during the MOU/IFA renewal process every three years.

When an issue(s) reaches a level of disagreement that cannot be resolved during the development and negotiation of the MOU/IFA, the following impasse/dispute resolution process should be utilized. It is the responsibility of EKWIB staff to coordinate the MOU/IFA impasse/dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process.

The impasse/dispute resolution shall consist of a three-tiered process. First, all parties involved in the dispute will attempt to resolve the dispute through a mutually agreed upon meeting between the management of each involved party.

Second, the EKWIB, as the responsible party for the oversight of the Kentucky Career Center JobSight One-Stop Delivery System, will moderate if the issue is not resolved through open communication between the involved parties. Management of each party involved in the dispute agrees to meet with the Executive Committee of the EKWIB.

Third, if, after a decision is made and provided to the involved parties by the EKWIB Chair, the parties involved are still in dispute, the Department of Workforce Investment (DWI) will preside over the third tier of the process, with the decision being final. All parties have termination rights, as identified below.

Any Party may request to terminate its inclusion in this MOU by providing written notice to the EKWIB Chair (or designee) thirty (30) days in advance of the proposed termination. The EKWIB Chair (or designee) will call a meeting of all Parties to the MOU to notify, review and discuss implications and necessary actions to be taken as a result of the termination. Once the termination is finalized, the EKWIB Chair (or designee) must convene all Parties to the MOU within thirty (30) days of the breach of the MOU to make plans to implement necessary actions and address the resulting changes in the IFA.

This MOU will remain in effect three years following the full execution and signatures of all Parties involved.

The initial IFA will remain in effect, following the full execution and signatures of all Parties involved, for a period beginning July 1, 2019 until June 30, 2020. Each IFA thereafter will remain in effect for one full budget year, beginning July 1 through June 30, throughout the three-year period of the MOU.

13. ADDITIONAL LOCAL PROVISIONS (OPTIONAL) (WIOA Sec. 121(c)(2)(B)) (WIOA Final Rules §678.500(c))

The EKWIB and EKCEP LWDA do not have additional local provisions at this time.

14. ADDITIONAL PARTNERS (WIOA Sec. 121 (b)(2))

Additional partners include Commonwealth Educational Opportunity Center (CEOC), Teleworks USA, and SNAP Employment & Training.

15. OTHER CONTRIBUTIONS (TEGL 16-16)

- *Describe contributions made to the one-stop system through other avenues, such as donations made by a non-partner entity.*
- *Document third party in kind contributions made to supplement the operation of the American Job Center.*

Acceptable contributions from partners toward their cost allocation requirement include non-cash contributions, third-party contributions, and cash contributions. All partner contributions are defined and documented by the “One Stop Operating Budget and Partner Contributions FY2019-2020” spreadsheets for each career center included in the IFA. EKCEP LWDA Area will make third-party contributions on behalf of its direct service providers delivering the Title I: Adult, Dislocated Worker, and Youth Formula Programs.

16. NON-DISCRIMINATION & EQUAL OPPORTUNITY (WIOA SECTION 188)

- *Describe how all partner staff will comply fully with all non-discrimination requirements.*

In compliance with WIOA Section 188 and regulations (29 CFR Part 38), all parties agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, religion, national origin, disability, veteran’s status, or on the basis of any other classification protected under state or federal law. Thus, all parties agree to comply with all statutes and regulations pertaining to following laws:

- The Age Discrimination Act of 1975
- Section 504 of the Rehabilitation Act of 1973
- Title IX of the Education Amendments of 1972
- Title VI of the Civil Rights Act of 1964
- The American with Disabilities Act of 1990

All parties must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. All parties further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues.

17. PRIORITY OF SERVICE (Kentucky Veteran Priority of Service Policy) (WIOA Section 134 (c)(3)(E))

- | |
|---|
| <ul style="list-style-type: none">• <i>Describe how each partner staff will comply with the priority of service requirements set forth in the Veteran Priority of Service Policy as well as priority of service outlined in WIOA section 134 (c)(3)(E).</i> |
|---|

All parties certify that they will adhere to all statutes, regulations, policies, and plans regarding priority of service, including, but not limited to, priority of service for veterans and their eligible spouses, and priority of service for the WIOA title I Adult program, as required by 38 U.S.C. sec. 4215 and its implementing regulations and guidance, and WIOA sec. 134(c)(3)(E) and its implementing regulations and guidance. Partners will target recruitment of special populations that receive a focus for services under WIOA, such as individuals with disabilities, low-income individuals, basic skills deficient youth, and English language learners.

In compliance with the Jobs for Veterans Act, as prescribed in 38 USC 4215 and following guidance provided in TEGL 10-09 and Kentucky Guidance 19-001, all parties agree to provide priority of service to veterans and eligible spouses over non-covered persons for the receipt of employment, training, and placement services under a qualified job-training program.

To ensure veterans and eligible spouses are aware of their entitlement to priority of service upon point of entry, all Kentucky Career Center JobSight locations will prominently display a Veteran Priority of Service poster. The poster defines priority of service for veterans and/or their spouses and describes who is eligible. Information included on the poster is shown below.

Veterans Priority of Service

If you have served in the military and were discharged under conditions other than dishonorable, you are considered a “covered person” and may be eligible for “Priority of Service.” Additionally, some spouses of covered persons may also be eligible for Priority of Service.

Priority of Service

Priority of Service means, with respect to any qualified job training program, that a covered person shall be given priority over a non-covered person for the receipt of employment services provided under that program, notwithstanding any other provision of the law.

Priority of Service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining DOL-funded services (20 CFR 1010.200(b)).

Depending on the type of service or resource being provided, taking precedence may mean:

1. The covered person receives access to the service or resource earlier in time than the non-covered person; or
2. If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person. If you feel that you are entitled to priority of service, please inquire about priority of service with an available staff member.

Additionally, to further identify eligible customers, referral/intake forms are used to determine whether the customer is entitled to priority of service.

18. MONITORING

The EKWIB, or its designated staff, officials from the State and Local administrative entities, the U.S. Departments of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring to ensure that:

- Federal awards are used for authorized purposes in compliance with law, regulations, and State policies,
- Those laws, regulations, and policies are enforced properly,
- Performance data are recorded, tracked, and reviewed for quality to ensure accuracy and completeness,
- Outcomes are assessed and analyzed periodically to ensure that performance goals are met,
- Appropriate procedures and internal controls are maintained, and record retention policies are followed, and
- All MOU terms and conditions are fulfilled.

All parties to this MOU should expect regular fiscal and programmatic monitoring to be conducted by each of the above entities, as appropriate.

19. INDEMNIFICATION/LIABILITY CLAUSE

All parties to this MOU recognize the partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. Provided, however, in the event the party is a state agency or subcontracts for services with a state agency subject to the jurisdiction of the Kentucky Claims Commission pursuant to KRS 49.040 through KRS 49.170, the state agency's tort liability shall be limited to an award from the Kentucky Claims Commission up to the jurisdictional amount. No partner assumes any responsibility for any other party, state or non-state, for the consequences of any act or omission of any third party. The parties acknowledge the EKWIB and the One-Stop Operator have no responsibility and/or liability for any actions of the one-stop center

employees, agents, and/or assignees. Likewise, the parties have no responsibility and/or liability for any actions of the EKWIB or the One-Stop Operator.

20. DRUG AND ALCOHOL FREE WORKPLACE

All parties to this MOU certify they will comply with the Drug-Free Workplace Act of 1988, 41 U.S.C. 702 et seq., and 2 CFR part 182 which require that all organizations receiving grants from any Federal agency maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for suspension or debarment under 2 CFR part 180, as adopted by the U.S. Department of Education at 2 CFR 3485, and the U.S. Department of Labor regulations at 29 CFR part 94.

21. SEVERABILITY CLAUSE

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in force.

22. DEBARMENT & SUSPENSION

All parties shall comply with the debarment and suspension requirements (E.O.12549 and 12689) and 2 CFR part 180 and as adopted by the U.S. Department of Labor at 29 CFR part 2998 and by the U.S. Department of Education at 2 CFR 3485.

23. GOVERNING LAW

This MOU will be construed, interpreted, and enforced according to the laws of the State of Kentucky. All parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements.

24. DEFINITIONS FOR MOU

One-Stop Delivery System

The one-stop delivery system (herein also referred to as the American Job Center network) brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers.

[20 CFR 678.300(a); 34 CFR 361.300(a); and 34 CFR 463.300(a)]

Required One-Stop Partners

Department of Labor

- WIOA title I programs:
 - Adult, Dislocated Worker, and Youth formula programs;
 - Job Corps;
 - YouthBuild;
 - Native American programs;
 - Migrant Seasonal Farmworkers (MSFW) that includes the National Farmworker Jobs Program (NFJP);
- Wagner-Peyser Act Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title III;
- Senior Community Service Employment Program (SCSEP) authorized under title V of the Older Americans Act of 1965;
- Trade Adjustment Assistance (TAA) activities authorized under chapter 2 of title II of the Trade Act of 1974;
- Unemployment Compensation (UC) programs;
- Jobs for Veterans State Grants (JVSG) programs authorized under chapter 41 of title 38, U.S.C.;
- Reentry Employment Opportunities (REO) programs (formerly known as Reintegration of Ex-Offenders Program (RExO)) authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) and WIOA sec. 169;

Department of Education

- Adult Education and Family Literacy Act (AEFLA) program, authorized under WIOA title II;
- Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins);
- The State Vocational Rehabilitation (VR) Services program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA title IV;

Department of Housing and Urban Development

- Employment and training programs;

Department of Health and Human Services

- Employment and training activities carried out under the Community Services Block Grant (CSBG) programs (42 U.S.C. 9901 et seq.); and
- Temporary Assistance for Needy Families (TANF) program authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under 20 CFR 678.405(b).

[WIOA sec. 121(b)(1)(B); 20 CFR 678.400-405; 34 CFR 361.400-405, and 34 CFR 463.400-405]

Additional One-Stop Partners

Other entities that carry out a workforce development program, including Federal, State, or Local programs and programs in the private sector, may serve as additional Partners in the American Job Center network if the Local WIB and chief elected official(s) approve the entity's participation.

Additional partners may include employment and training programs administered by the Social Security Administration, including the Ticket to Work and Self-Sufficiency Program established under sec. 1148 of the Social Security Act (42 U.S.C. 1320b–19), employment and training programs carried out by the Small Business Administration, Supplemental Nutrition Assistance Program (SNAP) employment and training programs, authorized under secs. 6(d)(4) and 6(o) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015(d)(4) and 2015(o)), Client Assistance Program authorized under sec. 112 of the Rehabilitation Act of 1973 (29 U.S.C. 732), programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.), and other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector, programs providing transportation assistance, and programs providing services to individuals with substance abuse or mental health issues.

[20 CFR 678.410; 34 CFR 361.410; 34 CFR 463.410; and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (p. 7)]

Infrastructure Costs

Non-personnel costs that are necessary for the general operation of the one-stop center, including but not limited to applicable facility costs (such as rent), costs of utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the one-stop center, including technology used for the center’s planning and outreach activities. Common identifier costs may be considered as costs of one-stop infrastructure.

[WIOA sec. 121(h)(4); 20 CFR 678.700(a)-(b); 34 CFR 361.700(a)-(b); and 34 CFR 463.700(a)-(b)]

Additional Costs

Must include the costs of the provision of career services in Sec. 134(c)(2) applicable to each program consistent with Partner program’s applicable Federal statutes and allocable based on cost principles of the Uniform Guidance at 2 CFR Part 200 and may include shared operating costs and shared services.

[WIOA Sec. 121(i)(1); 20 CFR 678.760(a); 34 CFR 361.760(a); 34 CFR 463.760(a); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

Shared Operating Costs and Shared Services

Shared operating costs and shared services costs may include costs of shared services that are authorized for and may be commonly provided through the One-Stop partner programs, including initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other one-stop partners, and business services.

[WIOA sec. 121(i)(2); 20 CFR 678.760(b); 34CFR 361.760(b); 34 CFR 463.760(b); and TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 4-5, Attachment II)]

One-Stop Operating Budget

The one-stop operating budget of one-stop centers or American Job Centers (AJC) is the financial plan that the one-stop partners, the CLEO, and the Local WIB have agreed to in the MOU that will be used to achieve their goals of delivering services in a local area. The MOU must contain, among other things, provisions describing how the costs of shared services provided by the one-stop system and the operating costs of such system will be funded, including the infrastructure costs for the one-stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b)).

The one-stop operating budget may be considered the master budget that contains a set of individual budgets or components that consist of costs that are specifically identified in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the one-stop delivery system and do not constitute infrastructure costs. These additional costs are described in

WIOA sec. 121(i). The one-stop operating budget must be periodically reconciled against actual costs incurred and adjusted accordingly. This reconciliation helps to ensure that the budget reflect a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the one-stop center and relative benefit received. The one-stop operating budget may be further refined by the one-stop partners, as needed, to assist in tracking their contributions. It may be necessary at times to separate the budget of a comprehensive one-stop center from a specialized one-stop center or an affiliate one-stop center.

One-stop operating costs include infrastructure costs and additional costs, which are made up of applicable career service, shared operating costs and shared services.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 3-4)]

Infrastructure Funding Agreement (IFA)

The IFA contains the infrastructure costs budget that is an integral component of the overall one-stop operating budget. The other component of the one-stop operating budget consists of applicable career services, shared operating costs, and shared services, which are considered additional costs. While each of these components covers different cost categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functioning and successful local one-stop delivery system. Therefore, the Departments strongly recommend that the Local WIBs, one-stop partners, and CLEOs negotiate the IFA, along with additional costs when developing the operating budget for the local one-stop system. The overall one-stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, described in WIOA sec. 121(c) and 20 CFR 678.500 and 678.755. Similar to MOUs, the Local WIB may negotiate an umbrella IFA or individual IFAs for one or more of its one-stop centers.

The Departments also consider it essential that the IFA include the signatures of individuals with authority to bind the signatories to the IFA, including all one-stop partners, CLEO, and Local WIB participating in the IFA.

Changes in the one-stop partners or an appeal by a one-stop partner's infrastructure cost contributions will require a renewal of the MOU.

[TEGL 17-16, RSA TAC 17-03, and OCTAE Program Memo 17-3, Infrastructure Funding of the One-Stop Delivery System (pp. 17-18 and Attachment II)]

Funding Types

Cash

- Cash funds provided to the Local WIB or its designee by one-stop Partners, either directly or by an interagency transfer, or by a third party.

Non-Cash¹

- Expenditures incurred by one-stop partners on behalf of the one-stop center; and
- Non-cash contributions or goods or services contributed by a partner program and used by the one-stop center.

Third-party In-kind

- Contributions of space, equipment, technology, non-personnel services, or other like items to support the infrastructure costs associated with one-stop operations, by a non-one-stop partner to:
- Support the one-stop center in general; or
- Support the proportionate share of one-stop infrastructure costs of a specific partner.

[20 CFR 678.720; 20 CFR 678.760; 34 CFR 361.720; 34 CFR 361.760; 34 CFR 463.720; and 34 CFR 463.760]

Allocation

Allocation means the process of assigning a cost, or a group of costs, to one or more cost objective(s), in reasonable proportion to the benefit provided or other equitable relationship. The process may entail assigning a cost(s) directly to a final cost objective or through one or more intermediate cost objectives.

[2 CFR 200.4]

Cost Objective

Cost objective means a program, function, activity, award, organizational subdivision, contract, or work unit for which cost data are desired and for which provision is made to accumulate and measure the cost of processes, products, jobs, capital projects, etc. A cost objective may be a major function of the non-Federal entity, a particular service or project, a Federal award, or an indirect (Facilities & Administrative (F&A)) cost activity, as described in Subpart E—Cost Principles of this Part. See also §§ 200.44 Final cost objective and 200.60 Intermediate cost objective.

[2 CFR 200.28]

¹ The value of non-cash and third-party in-kind contributions must be fairly evaluated in accordance with the Uniform Guidance at 2 CFR 200.306.

25. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d))

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.*

Eastern Kentucky CEP Local Workforce Development Area WIOA Partners and Contacts

Federal	Program	Partner	Authorization	Signatory Official	Contact Information	
Department of Labor	WIOA Title I Programs	Bell-Whitley CAA	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Craig Brock	Craig Brock, Executive Director Janet Jackson, WIOA Director cbrock@bellwhitley.com jjackson@bellwhitley.com	606-337-3044
		Big Sandy Area CAP	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Whanda Thacker	Wanda Thacker, Executive Director Erica Ash, WIOA Director wthacker@bsacap.org eash@bsacap.org	606-789-3641
		Daniel Boone CAA	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Mike Buckles	Mike Buckles, Executive Director Mona Whitaker, WIOA Director mike.buckles@danielboonecaa.org mona.whitaker@danielboonecaa.org	606-598-5127
		Gateway CA	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Charlene Engle	Charlene Engle, Executive Director Wendy Crain- Lawson, WIOA Director charlene.engle@gatewaycaa.org wendy.crain-lawson@gatewaycaa.org	606-743-3133
		Harlan CAA	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Donna Pace	Donna Pace, Executive Director Jill Blevins, WIOA Director dpace@harlancountycycaa.com jblevins@harlancountycycaa.com	606-573-5330
		KCEOC CAP	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Paul Dole	Paul Dole, President/CEO Becky Miller, WIOA Director pdole@kceoc.com bmiller@kceoc.com	606-546-3152 606-546-2639
		LKLP CAC	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Rick Baker	Rick Baker, Executive Director Allison Brown, WIOA Director r.baker@lklp.net a.brown@lklp.net	606-436-8853 606-436-3161
		Middle KY CAP	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	Darrell Shouse	Darrell Shouse, Executive Director Beth Spencer, WIOA Director mked@mkcap.org mkwioadirector@mkcap.org	606-666-2452 606-666-2369
		Northeast KY CAP	WIOA Title IB - Adult, Dislocated Worker and Youth Programs	David Carroll	David Carroll, Executive Director Bonnie Conn, WIOA Director david.carroll@nkcaa.net bonnie.conn@nkcaa.net	606-286-4443 606-638-4949
		Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I - Job Corps	Paulena Davis	Paulena Davis, Center Director davis.paulena@jobcorps.org
	Frenchburg Job Corps Civilian Conservation Center		WIOA Title I - Job Corps	Ira Young	Ira Young, Center Director Tyson Arnold, Principal Teacher ieyoung@fs.fed.us tcarnold@fs.fed.us	606-768-7035
	Pine Knot Job Corps Civilian Conservation Center		WIOA Title I - Job Corps	Brandon Pfeilmeier	Brandon Pfeilmeier, Center Director Darin DeShazor, Vocational Development Specialist brpfeilmeier@fs.fed.us dldeshazor@fs.fed.us	606-354-2176
	National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc	WIOA Title I - Section 167	Vickie Hutcheson	Vickie Hutcheson, Executive Director Michiel Hunter, Field Representative vhutcheson@kyfarmprograms.com mhunter@kyfarmprograms.com	270-782-2330 502-863-0203
	Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Title I - Section 166	Kerry Jevsevar	Kerry Jevsevar, WIOA Director Lisa Higgins, WIOA E&T Counselor kjevsevar@cotraic.org lhiggins@cotraic.org	412-782-4457 859-252-0493
	Trade Adjustment Assistance (TAA)	EKCEP's (9) WIOA Title IB Contractors	Chaper 2 of Title II, Trade Act of 1974	Please see above contact information for EKCEP's (9) WIOA Title IB Contractors Bell-Whitley CAA, Big Sandy Area CAP, Daniel Boone CAA, Gateway CA, Harlan CAA, Knox County EOC CAP, LKLP CAC, Middle KY CAP and Northeast KY CAP		
	Trade Readjustment Allowance (TRA)	Career Development Office	Chaper 2 of Title II, Trade Act of 1974	DWI Commisioner & Legal Authority	Jim Beyea, Executive Director Darlene Bussell Trina Allen, Acting Regional Manager Robin Haynes, Acting Office Manager Melissa Miller, Office Manager jim.beyea@ky.gov darlenek.bussell@ky.gov trina.allen@ky.gov Robin.Haynes@ky.gov melissaj.miller@ky.gov	502-782-3032 606-889-1772
	Wagner-Peyser Employment Services	Career Development Office	Wagner-Peyser Act	Please see above contact information for the Office of Employment & Training		
	Unemployment Insurance	Career Development Office	Unemployment Insurance	Please see above contact information for the Office of Employment & Training		
	Jobs for Veterans State Grants	Career Development Office	Chapter 41 of Title 38, United States Code	Please see above contact information for the Office of Employment & Training		
	Senior Community Service Employment Program	Kentucky River Area Development District	Title V, Older Americans Act of 1965	Michelle Allen	Michelle Allen, Executive Director Sherry Burchell, Title V Stacie Noble, Aging Services Director michelle@kradd.org sherry@kradd.org stacie@kradd.org	606-436-3158
Big Sandy Area CAP		Title V, Older Americans Act of 1965	Wanda Thacker	Wanda Thacker, Executive Director Mike Goble, SCSEP Program Manager wthacker@bsacap.org mgoble@bsacap.org	606-789-3641	
Goodwill Industries International		Title V, Older Americans Act of 1965	Marsha Berry	Marsha Berry, VP of Program Services Sonya Johnson, SCSEP Manager Lou Ann Akers, SCSEP Coordinator marsha.berry@goodwillky.org sonya.johnson@goodwillky.org louanne.akers@goodwillky.org	859-277-3661	

Eastern Kentucky CEP Local Workforce Development Area WIOA Partners and Contacts

Federal	Program	Partner	Authorization	Signatory Official	Contact Information		
Department of Education	Adult Education	Kentucky Adult Education	WIOA Title II	Reecie Stagnolia	Reecie Stagnolia, Executive Director, Kentucky Skills U	reecie.stagnolia@ky.gov	502-892-3060
					Terry Pruitt, Director, System Support	terry.pruitt@ky.gov	502-892-3078
					Janet Slayden, Associate, Administration & Accountability	janet.slayden@ky.gov	502-892-3022
					Cody Davidson, Executive Director, Administration & Accountability	cody.davidson@ky.gov	502-892-3509
					Anna Larson, Director, Strategic Partnership	alarson@ky.gov	606-886-7379
					Tammy Castle, KY Skills U Director, BSCTC	tcastle0030@kctcs.edu	606-666-7351
					Charlene Fugate, KY Skills U Director, HCTC	cfugate0045@kctcs.edu	606-589-3210
					Travis Cox, KY Skills U Director, SKCTC	tcx0002@kctcs.edu	859-622-8065
					Aileen Perkins, KY Skills U Director, ECU	aileen.perkins@eku.edu	502-875-1481
Rita Rector, KY Skills U Director, Thorn Hill	rita.rector@ffclc.com						
Department of Rehabilitation Services	Office of Vocational Rehabilitation	Title IV, Rehabilitation Act of 1973	Cora McNabb, DWI Commisioner & Legal Authority	Cora McNabb, Executive Director	cora.mcnabb@ky.gov	502-564-4754	
				Brent Sturgill, Regional Program Manager	anthonyb.sturgill@ky.gov		
				Tony Perry, Branch Manager, Prestonsburg District	anthonyl.perry@ky.gov		
Community College	Big Sandy Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	Sherry Zylka	Janet Blair, Branch Manager, Hazard District	janet.blair@ky.gov		
				Alan Gullett, Branch Manager, East Kentucky Blind Services	alanj.gullett@ky.gov		
				Dr. Sherry Zylka, President/CEO	sherry.zylka@kctcs.edu	606-886-7371	
Community College	Hazard Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	Jennifer Lindon	Rachelle Burchett, Workforce Solutions	rachelle.burchett@kctcs.edu		
				Dr. Jennifer Lindon, President/CEO	jennifer.lindon@kctcs.edu	606-487-3100	
				Keila Miller, Workforce Solutions	keila.miller@kctcs.edu	606-487-3287	
Community College	Southeast Kentucky Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	Vic Adams	Dr. Vic Adams, President/CEO	vic.adams@kctcs.edu	606-242-2145	
				Sherril Clark, Workforce Solutions	sherril.clark@kctcs.edu	606-248-2224	
Department of Health and Human Services	Community Services Block Grant	Bell-Whitley CAA	Community Services Block Grant Act	Craig Brock	Craig Brock, Executive Director	cbrock@bellwhitley.com	606-337-3044
		Big Sandy Area CAP	Community Services Block Grant Act	Wanda Thacker	Sandy Hoskins, CSBG Director	wthacker@bsacap.org	606-789-3641
		Daniel Boone CAA	Community Services Block Grant Act	Mike Buckles	Alecia Conley-Knox, CSBG Manager	aconley@bsacap.org	606-598-5127
		Gateway CA	Community Services Block Grant Act	Charlene Engle	Mike Buckles, Executive Director	mike.buckles@danielboonecaa.org	606-743-3133
		Harlan CAA	Community Services Block Grant Act	Donna Pace	Shirley Bush, CSBG Director	shirley.bush@danielboonecaa.org	606-573-5330
		KCEOC CAP	Community Services Block Grant Act	Paul Dole	Charlene Engle, Executive Director	charlene.engle@gatewaycaa.org	606-546-3152
		LKLP CAC	Community Services Block Grant Act	Rick Baker	Angie Elliot, CSBG Director	angie.elliott@gatewaycaa.org	606-436-8853
		Middle KY CAP	Community Services Block Grant Act	Darrell Shouse	Donna Pace, Executive Director	dpace@harlancountycaa.com	606-435-7960
		Northeast KY CAP	Community Services Block Grant Act	David Carroll	Mistie Sanders, CSBG Director	msanders@harlancountycaa.com	606-666-2452
	Temporary Assistance for Need Families	Department for Community Based Services	Part A of Title V, Social Security Act	Eric Clark	Paul Dole, President/CEO	pdole@kceoc.com	606-286-4443
				Shawn Bingham, CSBG Manager	sbingham@kceoc.com	606-286-4486	
				Rick Baker, Executive Director	r.baker@lklp.net		
				Jimmy Perry, CSBG Director	j.perry@lklp.net		
				Darrell Shouse, Executive Director	mked@mkcap.org		
				Brenda Begley, CSBG Director	mkcadirector@mkcap.org		
				David Carroll, Executive Director	david.carroll@nkcaa.net		
				Karen Mosier, CSBG Director	karen.mosier@nkcaa.net		
				Eric Clark, DCBS Commissioner	erict.clark@ky.gov		
				Kevin Newton, Director Division of Administration and Financial Management	kevin.newton@ky.gov		
				Susan Howard, Eastern Mountain Region SRA	susan.howard@ky.gov		
				Billy Fore, Cumberland Region SRA	billy.fore@ky.gov		
				Shannon Hall, Northeastern Region SRA	shannonr.hall@ky.gov		
				Rhonda Blanton, SRAA	rhonda.blanton@ky.gov	606-788-7108	

Additional Partners	Signatory Official	Contact Information
Commonwealth Educational Opportunity Center	Tom Rowland	Tom Rowland, Project Director t.rowland@moreheadstate.edu 606-783-2385
Teleworks USA, Hazard Hub	Jeff Whitehead	Jeff Whitehead, Teleworks USA Theresa Noble, Hazard Hub Manager jwhitehead@ekcep.org tnoble@ekcep.org 606-435-8492 606-436-3161

Kentucky Dept. of Workforce Investment	
Darlene Bussell	darlenek.bussell@ky.gov
Lana Gordon, Commissioner	

EKWIB Staff Contact Information		
Jeff Whitehead, Executive Director	jwhitehead@ekcep.org	606-435-8492
Tonya Collins, Director of Financing	tcollins@ekcep.org	606-435-8483

Eastern Kentucky CEP Local Workforce Development Area WIOA Partners and Contacts

Federal	Program	Partner	Authorization	Signatory Official	Contact Information	
					Vanessa Collier, Systems Coordinator	vcollier@ekcep.org 606-438-6964

Eastern Kentucky CEP Local Workforce Development Area
One-Stop Operators

One Stop Operator				
Contractor	Name	Title	Email	Phone
Bell Whitley	Sandy Hoskins	CSBG Director	shoskins@bellwhitley.com	606-337-3044
BSACAP	Renny Hall	IT Manager	rhall@bsacap.org	606-789-3641
Daniel Boone	Mike Buckles	Executive Director	mike.buckles@danielboonecaa.org	606-598-5127
Gateway	Charlene Engle	Executive Director	charlene.engle@gatewaycaa.org	606-743-3133
Harlan	Donna Pace	Executive Director	dpace@harlancountycaa.com	606-573-5335
KCEOC	Shawn Bingham	Community Services Block Grant Manager	sbingham@kceoc.com	606-546-3152
LKLP	Abby Little	Compliance Officer	a.little@klp.net	606-436-8853
Middle KY	Brenda Begley	Community Services Block Grant Director	mkcadirector@mkcap.org	606-666-2453
Northeast	David Carroll	Executive Director	david.carroll@nkcaa.net	606-286-4443

EKCEP LWDA WIOA MOU/IFA

Financial Contacts

Kentucky Career Center JobSight	Agency	Name	Email	Phone
Hazard	LKLP	Cena Whitaker	cena.whitaker@lklp.net	
Manchester	Daniel Boone	Robin Whitaker	robin.whitaker@danielboonecaa.org	
McKee	Daniel Boone	Robin Whitaker	robin.whitaker@danielboonecaa.org	
Harlan	Harlan	Betty Joseph	bjoseph@harlancountycaa.org	
Pineville	Bell Whitley	Leighanne Eldridge	leldridge@bellwhitley.com	
Whitesburg	LKLP	Cena Whitaker	cena.whitaker@lklp.net	
Prestonsburg	BSACAP	Sharon Mullins	sharon@bsacap.org	
Pikeville	BSACAP	Sharon Mullins	sharon@bsacap.org	
	Adult Ed	Terry Pruitt	terry.pruitt@ky.gov	
	Dept. of Workforce Investment Goodwill (SCSEP) KRADD (SCSEP) JobCorp	Jacob Fouts	jacob.fouts@ky.gov	

APPENDIX A
TABLE OF CONTENTS
DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES, BY PARTNER

REQUIRED PARTNERS

- I. Title I: Adult, Dislocated Worker, Youth Formula Programs**
 - a. [Bell-Whitley CAA](#)
 - b. [Big Sandy Area CAP](#)
 - c. [Daniel Boone CAA](#)
 - d. [Gateway CA](#)
 - e. [Harlan CAA](#)
 - f. [KCEOC CAP](#)
 - g. [LKLP CAC](#)
 - h. [Middle Kentucky CAP](#)
 - i. [Northeast Kentucky CAP](#)
- II. Trade Adjustment Assistance (TAA)**
 - a. [Bell-Whitley CAA](#)
 - b. [Big Sandy Area CAP](#)
 - c. [Daniel Boone CAA](#)
 - d. [Gateway CA](#)
 - e. [Harlan CAA](#)
 - f. [KCEOC CAP](#)
 - g. [LKLP CAC](#)
 - h. [Middle Kentucky CAP](#)
 - i. [Northeast Kentucky CAP](#)
- III. Community Services Block Grant (CSBG) Employment & Training Activities**
 - a. [Bell-Whitley CAA](#)
 - b. [Big Sandy Area CAP](#)
 - c. [Daniel Boone CAA](#)
 - d. [Gateway CA](#)
 - e. [Harlan CAA](#)
 - f. [KCEOC CAP](#)
 - g. [LKLP CAC](#)
 - h. [Middle Kentucky CAP](#)
 - i. [Northeast Kentucky CAP](#)
- IV. Title II: Adult Education and Family Literacy**
[Kentucky Skills U](#)
- V. Title III: Wagner-Peyser Act Employment Services**
[DWI: Kentucky Office of Employment and Training](#)
- VI. Unemployment Insurance (UI)**
[DWI: Kentucky Office of Employment and Training](#)
- VII. Jobs for Veterans State Grants**
[DWI: Kentucky Office of Employment and Training](#)
- VIII. Trade Readjustment Allowance (TRA)**
[DWI: Kentucky Office of Employment and Training](#)
- IX. Title IV: Rehabilitation Services**
[DWI: Kentucky Office of Vocational Rehabilitation](#)

- X. **Title V: Senior Community Services Employment Program (SCSEP)**
 - a. [Big Sandy Area CAP](#)
 - b. [Goodwill Industries of Kentucky](#)
 - c. [Kentucky River Area Development District](#)
- XI. **Temporary Assistance for Needy Families (TANF)**
[Department for Community Based Services](#)
- XII. **Title I: Job Corps**
[Carl D. Perkins Job Corps Center](#)
- XIII. **Title I: National Farmworker Jobs Programs**
[Kentucky Farmworker Programs, Inc.](#)
- XIV. **Title I: Indian and Native American Programs**
[Council of Three Rivers American Indian Center, Inc.](#)
- XV. **Carl D. Perkins Career & Technical Education Act Post-Secondary Programs**
 - a. [Big Sandy Community & Technical College](#)
 - b. [Hazard Community & Technical College](#)
 - c. [Southeast Kentucky Community & Technical College](#)

ADDITIONAL PARTNERS

- XVI. [Commonwealth Educational Opportunity Center](#)
- XVII. **SNAP Employment & Training Activities**
 - a. [Bell-Whitley CAA](#)
 - b. [Big Sandy Area CAP](#)
 - c. [Daniel Boone CAA](#)
 - d. [Gateway CA](#)
 - e. [Harlan CAA](#)
 - f. [KCEOC CAP](#)
 - g. [LKLP CAC](#)
 - h. [Middle Kentucky CAP](#)
 - i. [Northeast Kentucky CAP](#)
- XVIII. [Teleworks USA](#)

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

a. Bell-Whitley CAA

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Bell-Whitley Community Action Agency, Inc. (BWCAA) is designated as a Kentucky Career Center Jobsight and provides One-Stop services to their clients through a variety of means including interagency and partner referrals, that include but are not limited to the following: Workforce Innovation and Opportunity Act (WIOA), Community Services Block Grant (CSBG), Kentucky Works, Kentucky Adult Education (KYAE), Kentucky Office of the Blind, Kentucky Department of Community Based Services (DCBS), Kentucky Housing Corporation, Vocational Rehabilitation, Office of Employment and Training (OET), Kentucky Community and Technical College System (KCTCS) and partner's within the county. BWCAA also coordinates and hosts regular partner and multi-agency meetings to address the needs of employers and remain update on partner services.

BWCAA operates the Kentucky Career Center Jobsight and has administered the Workforce Innovation and Opportunity Act program since July 2014 when it was signed into law as the first reform to the public workforce system in 15 years. Prior to that, BWCAA administered the Workforce Investment Act program from its implementation in 1998 to 2014. The agency had administered programs under previous Acts, prior to WIA, for more than 30 years. Our current partners within the agency are Community Services Block Grant (CSBG), Office of Employment and Training (OET) and Kentucky Adult Education (KYAE).

BWCAA Workforce Services provide the following career services to unemployed and underemployed clients:

Basic Career Services:

- Eligibility for Title 1B; Individuals must show proof of birth, US citizenship and income or like of income. If male born after 1/1/60 and 18 years of age must be registered with Selective Service.
- Outreach, intake and orientation; Outreach it completed to an array of methods, social media, radio, flyers, television, word of mouth and partners. Intake and orientation is provide to the client to determine the service path.
- Initial skills assessment; Assessment include but at not limit to an array of formal assessments as well as the career advisor's conclusions drawn from interviewing and working with the client.
- Labor Exchange services, including job search and placement assistance; clients are directed to several sites for job search including but not limited to www.CareerOneStop.org , www.onetonline.org , www.kylmi.ky.gov , <http://laborinsight.buring-glass.com>, focus career, etc.
- Referral coordination with other programs; Clients needs are assessed and referrals are made to the appropriate partners to help eliminate barriers
- Workforce and labor market information and statistics; information is accessed and www.kylmi.ky.gov and also provided by the funding source EKCEP
- Performance and cost information on providers of education, training and workforce services; determined by funding source for cost per client. \$7000 max on training cost
- Performance information for the local area as a whole; determined by funding source and provided to contractor at the beginning of each fiscal year to determine goals
- Information on the availability of supportive services; When needed and when funds are available client are assisted with Supportive Services to help eliminate barriers to education, training or employment as related to those needs.
- Information and meaningful assistance with UI claims; Clients are referred to a representative from OET to assist with claims, when one is not available clients are assisted with filing a claim if needed.

- Assistance establishing eligibility for financial aid for non-WIOA training and education. Clients are assisted with filing paperwork for financial assistance if needed or referred to the higher education they will be attending for further assistance.

Individualized and Follow-up Career Services:

- Comprehensive and assessments; an array of formal assessment are available for each career advisor to utilize for their clients to help create the most comprehensive training and employment plan.
- Development of and Individuals; Individual IEP and career counseling are provided to clients to develop their training and employment plan
- Group counseling; when needed other partners can be included in the career counseling
- Individual counseling; this involves getting to know the client, gathering information and interpreting that information through a variety of resources that will help guide the client toward his/her career choices
- Career planning; this involves getting to know the client, gathering information and interpreting that information through a variety of resources that will help guide the client toward his/her career choices
- Short-term pre-vocational services; made available to clients through educational partnerships
- Internships and work experience; made available to clients through partnership with local employers
- Workforce preparation activities; soft skills trainings, job clubs, interview trainings and other workshops that are available to the clients for workforce preparation
- Financial literacy services; budget workshops are available to clients
- Out-of-area job search assistance; career advisors can assist clients with out of arear job search and when funds are available, client can receive assistance with travel, meals and lodging for out of area interviews
- English language acquisition;
- Follow-up services for participants in Title IB Adult and Dislocated Worker Programs. Follow up services are available to clients that include some supportive services, when funds are available and career advising

System Wide Commitments:

- Common data collection system and metrics, including customer satisfaction; for partners who have access, EKOS and Focus Career and burning glass
- Information sharing; clients sign a release of information to be able to share information among partners to help provide services to clients
- Cross agency training and professional development; service providers meeting are utilize to train partners on services provided. Any and all professional development trainings are provided through the funding source or associated with workforce, community development or leadership within the organization
- Common referral system; referrals are made via email, referral forms, in person or over the phone at this time.
- Workforce skill standards (common set of work readiness competencies); Soft Skills training, TABE and NCRC.
- Common Technology; Technology needs are up to date at this time. There are accessible computers, fax, and internet at the facility.

- Single point of contact for businesses and employers. A Employment Services Representative is on staff.

Commitment to Integrated Services:

BWCAA is very committed to providing quality services to both the jobseeker and the employer, as well as maintaining excellent working relationships with all partnering agencies and organizations through the process of integrated services. The BWCAA WIOA staff follows EKCEP's service model, which focuses on two relationships: the relationship between the career advisor and their clients and the relationship between the Business Services Representative and their partners. To ensure that all partner services are provided to clients the BWCAA will ensure that all services are performed through career services, employment and training services and activities, labor exchange services and leveraging partnership collaboration.

(a) BWCAA will ensure that partner's agencies are collaborating and cooperating in the delivery of comprehensive workforce services by holding regular one-stop partner meetings to ensure that partners understand the scope of services in order to give the most comprehensive services to the clients. These meetings will also ensure that partners and staff are kept up-to-date on any changes in policies and services that could affect customer service. Regular meetings help partners and stakeholders become more invested in their community as a whole instead of only their operations. They become true stakeholders.

(b) Training of One-Stop Staff. Staff will be trained in customer service, partner services and resources, technology based services and resources across, internal and external forms. These trainings will help ensure an overall comprehension of partner services in order to make the appropriate referrals.

(c) BWCAA will encourage and host partner agency trainings that can highlight one or more partners at each meeting to provide training to One-Stop staff as well as partner staff and other agencies. The highlighted partner will train all attendees on the process they utilize for customers. These cross trainings will be in-depth and very important so that front line staff and partner staff will be knowledgeable and able to make informed decisions and referrals.

BWCAA also works closely with the local colleges and universities, Chamber of Commerce, Cumberland Valley Area Development District, local government offices, Center for Rural Development, the Industrial Park Committees, as well as local employers to help fill the economic development goals of the community. We work within our business sectors and strive to help create new sectors to grow our community. BWCAA worked closely with all entities to apply for and received the status of Work Ready in Progress Communities. This is a collaborated effort among the community to increase the work ready status in order to retain and attract new businesses to the area. The status of a Work Ready Community is very important to the industry inside that community as well as creating the ability to attract industry outside the community to the area. The completion of this status states that the area, along with its workforce, is educated, trained and meet the technology needs to support growth. The Direct Workforce services in an integral part to growing our county's economy through a qualified workforce. The Direct Workforce services work closely with the businesses and industry to address their needs for a qualified workforce.

The services that are provided through an integrated system strengthen the relationship of the partners, the clients and the overall economy of the county as well as help to lead to community revitalization. The

career advisors at BWCAA have had all updated training that pertain to the delivery of services and the WIOA laws. Staff continue to attend and are provided trainings that enhance their abilities and knowledge of their trade. Because the workforce system is constantly evolving, continuing education will be provided and is necessary to keep up with the latest changes and trends that affect the workforce. BWCAA has strong relationships with the county that help with the delivery of all services.

Location where WIOA Services are provided:

BWCAA is the owner of the facility and the “host agency” for the Kentucky Career Center JobSight in Bell County. The center is located at 129 North Pine Street in Pineville, Kentucky. This has been the location and fiscal address that has occupied since incorporated in 1969, however; the old facility was demolished and the new and current facility was erected in 2008. The facility is conveniently located close to US HWY 25E. The facility offers office space, an assessment area, conference room and resource room with all the necessary equipment to successfully meet the needs of the job seekers, employers and staff.

Title I clients will be referred to services to partners outside the agency that cannot be provided directly.

The partners include and are not limited to the following:

Kentucky Works, Kentucky Adult Education (KYAE), Kentucky Office of the Blind, Kentucky Department of Community Based Services (DCBS), Kentucky Housing Corporation, Vocational Rehabilitation, Office of Employment and Training (OET), Kentucky Community and Technical College System (KCTCS), local churches, food banks and partners within the county. The referral process can be completed several ways, through email, phone, internal referral form, escorting the clients directly and verbal referrals. At this time, we do not have a shared data system for referrals. Clients can be referred, but not limited, the following services as needed: Education and training, GED, Numeracy Literacy, tutoring, work experience, disabilities, assistance with sight or hearing needs, counseling, housing, food and clothing.

In-house referrals will follow the same process and will include the following programs: Weatherization, HeadStart, Community Service Block Grant (CSBG), and Housing. Adult Education and Office of Employment and Training are also located onsite according to scheduled days.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

b. Big Sandy Area CAP

Revision Date: 05/02/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Martin County – Inez; Magoffin County – Salyersville; Johnson County – Paintsville; Floyd

County – Allen; Pike County – Town Mountain

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Big Sandy Area Community Action Program (BSACAP), is one of the state's 23 Community Action Agencies and one of over 1,000 Community Action Agencies nationwide. Throughout its 52 year history, BSACAP has partnered with various community, state, and federal organizations to provide essential services to the region's economically disadvantaged families by aggressively pioneering some of the nation's most innovative public service programs, including home repair and senior citizen employment programs. BSACAP's record of competent management and commitment to customer service allows the Agency to successfully operate 16 separate programs with a 2016-2017 fiscal year funding of over \$14 million. Daily program operations and administration require a staff of close to 70 employees housed in service offices throughout the five Big Sandy counties of Floyd, Johnson, Magoffin, Martin, and Pike, with the administrative offices located in Johnson County.

BSACAP's comprehensive service model ensures that clients have access to and connection with programs and partners whose mission is to help them reach self-sufficiency and prevent them from re-entering the cycle of poverty. BSACAP not only provides extensive job seeker services through Workforce Innovation and Opportunity Act (WIOA) programs and the Senior Community Service Employment Program (SCSEP), but also serves the job seeker's basic and family needs. Through assistance with housing, nutrition, home heating, home health and safety, early childhood education, college scholarships, and much more made available through the Community Services Block Grant (CSBG), Head Start, the Weatherization Assistance Program, Tenant-Based Rental Assistance, and others, BSACAP is able to meet client needs and help them move toward success.

BSACAP's goal of comprehensive service to clients is further enhanced by participation in and commitment to the Kentucky Career Center JobSight Certified Affiliate Career Center in Pikeville. The integrated service delivery made possible through the Pikeville OneStop and the partnerships therein allow the Agency not only provide clients with a solid path out of poverty, but also ensures that the Agency is able to share, utilize, and build upon the strengths, information, and insight available within a strong, united coalition. BSACAP will assist in the replication of the success of the Pikeville JobSight in Floyd County with the certification of the Prestonsburg Kentucky Career Center as a comprehensive One-Stop.

Basic Career Services

1. Eligibility for Title 1B;

- All WIOA staff assess job seekers and other individuals for WIOA eligibility. Interested parties are evaluated through formal and informal processes to determine if an individual is eligible for WIOA services according to policies and laws, which also allows for referrals to required partners.

2. Outreach, intake and orientation;

- BSACAP WIOA staff participate and plan community events that reach job seekers through Job Fairs, City and County Events, and through local schools to provide information in regards to WIOA services. Staff utilizes social media to connect with those seeking employment opportunities and assistance. WIOA created an online video that gives job seeking tips and where services can be accessed. All new job seekers complete a basic customer information form that provides the Career Advisors with the knowledge to assess a job seekers needs. All interested WIOA applicants are given an overview of WIOA services and partners during a brief orientation to determine the needs of the client.

3. Initial skills assessment;

- WIOA Career Advisors perform initial assessments of skill levels (including literacy, numeracy, and English language proficiency, educational levels), interest areas, aptitudes, abilities (including skills gaps), and an assessment of supportive service needs (includes a “go to” person for basic needs resources). Initial assessments are a combination of staff directed and self-guided assessments.
- 4. Labor Exchange services, including job search and placement assistance;**
- BSACAP WIOA staff provide basic services to all job seekers include Labor exchange services. Customers are assisted and directed to job search and are provided job placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, and deliver information on nontraditional employment. Customers are also directed to participate in local job seeker support groups known and Job Clubs. Job Clubs Facilitators and Employer Account Representatives work with each participant to address the individual and group needs to effectively job seek.
- 5. Referral and coordination with other programs;**
- BSACAP WIOA will provide referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs. WIOA participates in quarterly interagency meetings, quarterly One-Stop meetings, Regional Business Services Team meetings, and Work Ready Community Meetings. All of this coordination works to provide uniform unduplicated services in the workforce system of the Big Sandy Counties. Referrals are provided through electronic communication methods and phone calls.
- 6. Workforce and labor market information and statistics;**
- All WIOA Staff are trained to compile and interpret workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations. Staff utilizes this information to assist businesses as they look to build and grow, as well as customers as they choose employment and educational paths.
- 7. Performance and cost information on providers of education, training and workforce services;**
- BSACAP WIOA will use the Kentucky ETPL, and approved sector strategies, to evaluate the performance and outcomes of training and education providers. Completion of trainings and employment in the area of training must be looked at to determine the success of providers and training in workforce services. Cost information is submitted electronically at the state level each year.
- 8. Performance information for the local area as a whole;**
- BSACAP WIOA uses electronic methods to track performance, currently KEE-Suite and ROMA. Information is entered and sent to the Local Investment Board and Community Action Kentucky (CAK) both of which is then sent on to the federal level as required by grants and law.
- 9. Information on the availability of supportive services;**
- During orientation to WIOA services, customers are given an over view of supportive services and their availability. It is explained that each supportive service is dependent on need and availability of partner’s ability to assist with the purchase. The Big Sandy Region has a Resource Guide shared with all partners to be able to direct customers to the appropriate agency for supportive services.

10. Information and meaningful assistance with UI claims;

- BSACAP WIOA has available resource computers for access to the state UI system for filing claims. Staff will work with customers that have issues navigating computers to assist with filing claims. Staff will also assist those that have difficulty reading the forms required to complete. Staff will not file or explain any correspondence with the UI system. BSACAP WIOA staff will work with clients in a non-invasive way to assist their self-directed application for UI. Any questions or problems that are more directly related to UI Claims customers are directed to the UI call center line in Frankfort.

11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

- BSACAP WIOA has available resource computers for access to the FAFSA. Staff understands the role this Free Application is for all WIOA participants and those that only receive basic services. The application for financial aid allows people to determine if they are eligible for other assistance to cover the cost of advanced training that doesn't now fall into the services that WIOA will assist with. Staff will also assist customers in locating other potential paths to pay for non-WIOA education and training, including grants and scholarships.

Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;

- BSACAP WIOA staff will utilize comprehensive and specialized evaluations to identify barriers to employment and employment goals, these assessments can be electronic or paper based on the needs of the client. Career Advising Staff will look at aptitudes, skills, interests and work history to assist the client in determining an appropriate career path and employment plan.

2. Development of an Individual Employment Plan (IEP);

- BSACAP WIOA staff work with the client to assist in the development of the Individual Employment Plan. The client develops with the assistance of the career advisor the path to reentering the workforce.

3. Group counseling;

- BSACAP WIOA staff work with groups of Job Seekers in group counseling called Job Clubs. This is an option for all job seekers in the region. Group counseling is also available to those seeking improvement on interviewing through Mock Interviewing sessions.

4. Individual counseling;

- BSACAP WIOA staff meet one on one with Job Seekers to plot a course of action to gain employment. Career Advisors work with all job seekers to identify the needs of the client and assist in removing barriers to employment.

5. Career planning;

- BSACAP WIOA staff work with clients in an adaptive career planning session to create a career path. Each person works to develop their own individual plan with a career advisor.

6. Short-term pre-vocational services;

BSACAP WIOA staff train job seekers through a workshop called Ethic Sense. This training covers Attendance, Communication, Dependability, Attitude, Teamwork, Appearance, Respect, Honesty, Initiative, Loyalty, and Gratitude. Staff also work through group and individual advising sessions to cover Interview Skills and skills needed to maintain unsubsidized employment.

7. Internships and work experience;

- BSACAP WIOA staff work with local businesses and employers to create on the job opportunities through internships and work experience. These individualized services are developed through the needs of job seekers and employers to allow matching of skills needed to be successful in employment. The goal of these services are to provide both hands on skills and soft skills transferable for all employment opportunities.

8. Workforce preparation activities;

- BSACAP WIOA staff prepare the workforce through community events addressing the needs of employers in the area. These workshops are at local schools, community centers, and with any person seeking employment. Staff are also a part of the Kentucky initiative of Work Ready Community designation committees, working to preparing the workforce of Floyd, Johnson, Magoffin, Martin and Pike Counties.

9. Financial literacy services;

- BSACAP WIOA Staff works in coordination with local banks and adult education to provide financial literacy services, referrals are made as appropriate and community sessions are developed as needed. Career Advisors assist in removing barriers from employment this includes discussions on budgets and costs of training and being unemployed.

10. Out-of-area job search assistance;

- BSACAP WIOA Staff work with job seekers that may need to look outside the BSACAP services region to gain self-sufficient employment opportunities. Career Advisors work with the clients to remove the barriers of travel from Employment.

11. English language acquisition;

- BSACAP WIOA staff refer all those that need additional language acquisition to Adult Education, Vocational Rehabilitation and other community partners.

12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

- BSACAP WIOA staff work with employed clients to ensure that they maintain employment through advising sessions. Job keeping skills include; attendance, Tardiness, Loyalty to the employer and communication. Advisors discuss how to address employers in regards to wage increase negotiations and job advancement. Referral will be made for other supportive services as needed.

System Wide Commitments

In addition to the career services, each agency shall be committed to providing and/or linking customers to additional services as described in Appendix A, which include participation in:

- Common data collection system and metrics, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development
- Common Referral System
- Workforce Skill Standards (common set of ‘work readiness competencies’)
- Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
- Single point of contact for business

1. Common data collection system and metrics, including customer satisfaction;

- BSACAP WIOA will participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods including Survey Monkey electronic surveys.

2. **Information sharing;**
 - BSACAP WIOA will share information through the use of the common referral system and technology, agree to share information that the customer agrees to release, to the extent that the law allows, that is related to workforce development activities.
3. **Cross agency training and professional development;**
 - BSACAP WIOA will work with all required partners to develop opportunities to train cross agency and professional development to allow for all partners to work to serve customers and client in Floyd, Johnson, Magoffin, Martin and Pike Counties.
4. **Common referral system**
 - BSACAP WIOA will utilize current system of emails, phone calls and other communication methods to ensure that all services are available as needed. WIOA will utilize the KEE Suite system to expedite the partner referrals when it becomes available.
5. **Workforce skill standards (common set of work readiness competencies);**
 - BSACAP WIOA staff are a part of the Work Ready Community of Kentucky. Staff are assigned to committees to work towards the common goals of the area. Career Advisors, Employer Account Representatives and the Regional Business Service Team all work together to make sure employers and businesses have the qualified workforce to ensure that employees are successful.
6. **Common technology**
 - BSACAP WIOA will participate in the development and use of common technologies that assist in:
 - Integration of services within and across agencies and systems through agreed upon technological approaches
 - Streamlining resources and programs
 - Sharing information on customers, agency services, and labor market needs
 - Unifying measurement and accountability,
 - Developing common data systems to track progress,
 - Providing access to information (as allowed by law)
 - Providing access for customers, and
 - Aligning internal processes to allow technology interface.
7. **Single point of contact for businesses and employers.**
 - BSACAP WIOA staff will participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Regional Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:
 - **Talent Development and Retention Services** including assessments and skill gap analysis, assessment of job applicants for the National Career Readiness Certificate (NCRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
 - **Consultation, Planning and Growth Services** including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and

organizational needs assessments and information on and referral to business start-up, retention and expansion services.

- **Recruitment, Screening and Placement Services** including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Title I will use appropriate referral systems when America Job Centers (AJC) customers are in need of further services. Currently, referrals are made through emails and phone conversations with partners, in addition to providing the customer with information on accessing the assistance requested. Over the course of the next year, there will be an upgrade to a uniform electronic system for all required WIOA partners. This will provide a standardized referral form for all partners. BSACAP WIOA staff will work with Adult Education to ensure that those in need of high school equivalency testing and English-language learners receive proper assistance. Staff will refer clients to the Kentucky Department of Employment and Training through Focus Assist and will refer clients to Vocational Rehabilitation through the AJC referral form for services not available through Title I. SNAP and TANF service referrals will be made through the AJC referral form should those services be needed. WIOA staff will work with CSBG and SCSEP to give and gain referrals as appropriate. WIOA will coordinate with the local staff of the Office of Employment and Training to serve Dislocated Workers in order to create a seamless flow of services so that workers can return to the workforce as quickly as possible. WIOA will ask that Adult Education, Vocational Rehabilitation, Office for the Blind, OET, Kentucky Community and Technical College campuses, SNAP and TANF will make referrals for youth (under age 25) to Title I for youth work experience and paid internships. WIOA will utilize the expertise of each partner to ensure that customers and clients are able to develop and implement a well-rounded and ideal employment plan so that they may reach their fullest potential.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

c. Daniel Boone CAA

Revision Date: 12/03/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Daniel Boone Community Action Agency, Inc. (DBCAA) operates the Kentucky Career Center JobSight, at our Clay County location. This center has several partners and community resources operating in one centralized location. Current partners: Office of Employment and Training (OET), Kentucky Adult Education, Office of Vocational Rehabilitation, Office of the Blind, Community Services Block Grant and the Workforce Innovation and Opportunity Act (WIOA). The partners work together and are committed to providing an integrated workforce center. The Kentucky Career Center JobSight is located at 1535 Shamrock Road, Manchester, KY. The career center is in a dedicated wing of our facility and has private office space to ensure client confidentiality. The facility has a resource room, conference room, and all necessary office equipment required to successfully meet the needs of our job seekers, employers and staff.

DBCAA is designated as the Kentucky Career Center Workforce Service Center at our Jackson County location. Current partners: Community Services Block Grant, Office of Employment & Training and WIOA services. The partners work together and are committed to providing an integrated workforce center. The Career Center JobSight is located 5748 Hwy 290, McKee, KY. The facility has private office space to ensure client confidentiality, a resource room and all necessary office equipment required to successfully meet the needs of the job seekers, employers and staff. This is not a working Comprehensive One-Stop certified Center.

DBCAA hosts regular meetings with partners and multi-agencies to ensure that clients are given access to the full array of services available.

DBCAA's Workforce Services shall provide the following Career Services for Job Seekers and Workers:

Basic Career Services

Eligibility for Title 1B

Outreach, intake and orientation;

Initial skills assessment;

Labor Exchange services, including job search and placement assistance;

Referral coordination with other programs;

Workforce and labor market information and statistics;

Performance and cost information on providers of education, training and workforce services;

Performance information for the local area as a whole;

Information on the availability of supportive services;

Information and meaningful assistance with UI claims;

Assistance establishing eligibility for financial aid for non-WIOA training and education.

Description Basic Career Services for Job Seekers and Workers:

Eligibility for Title 1B- Basic services are designed to inform and educate clients about labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. Ad these are considered to be informational in nature, Basic Career Services are available to all individuals seeking services. Basic Career Services may utilize Non-Common and/or Common Measures activities. When utilizing Non-Common Measures activities, no eligibility is required. When utilizing Common Measures activities, eligibility verification required is the DOB/Vet verification for Adults and Dislocated Workers. Out-of-School Youth require full WIOA eligibility documentation.

Outreach, intake and orientation- Providing information on the full menu of WIOA services.

Initial skills assessment-Conducting and discussing initial assessments with clients, assessment of career interests and supportive services. Example Career Coach.

Labor Exchange services, including job search and placement assistance- Providing information on in-demand industry sectors, and occupations provision of information on nontraditional employment. Basic resume assistance through Career Coach. This includes providing the client with the fundamental information for resume development and assisting the client in navigation the Resume Builder section of Career Coach. Workshop attendance, such as Job Club.

Referral coordination with other programs- Providing information and making referrals to partner agencies (Adult Education, Vocational Rehabilitation, Office of the Blind, Community Services Block Grant, etc.).

Workforce and labor market information and statistics- Providing information and discussing Labor Market including employment statistics information that includes accurate information relating to local, regional, and national labor market area. Example Career Coach, Focus, Hot Jobs, O*Net.

Performance and cost information on providers of education, training and workforce services- Provide information on eligible training providers and performance information for the local area.

Information on the availability of supportive services- Provide information and make referrals to partner or non-partner agency. Referral of the client for support services is designed to assist client to achieve physical, mental, social or economic well-being and reduce or eliminate barriers to employment.

Information and meaningful assistance with UI claims- Provides UI information such as directing the client to use the phone for UI assistance or placing the client on a computer to submit a UI claim or review.

Assistance establishing eligibility for financial aid for non-WIOA training and education- Provide information and make referrals to partner or non- partner agency.

Individualized and Follow-up Career Services

Description of Individualized Services:

- 1) Eligibility determination.
- 2) Conducting and discussing comprehensive and specialized assessments.
- 3) Developing an Individual Employment Plan (IEP).
- 4) On-going and in-depth career advising.
- 5) Specialized resume writing. Providing clients with employer-targeted resumes designed and created by Career Advisors utilizing templates.
- 6) Interview preparation skills and coaching. This may be in-depth guidance with the client that includes mock interviewing and practice sessions to assist the client in overcoming any barriers faced during the interview process.
- 7) Paid Services may be offered, when deemed necessary (from career advising assessments, evaluations, etc.), to help a client obtain or retain employment (work experience, Internships, On-the-Job Training (OJT), Incumbent Worker Training, Customized Training, Non-Individual Training Accounts, Supportive Services, Out-of-Area Job Search, Needs- Based Payments, Relocation Assistance).

- 8) Follow-up services for Adults and Dislocated Workers will be provided for 12 months following completed to unsubsidized employment for all clients who have successfully completed individualized or paid services.
- 9) Follow up for Out- of-School Youth clients will be provide for 12 months following completion to unsubsidized employment or to post-secondary education.

Description of Individualized and Follow-up Career Services:

Eligibility determination- Individualized Career Services are in-depth WIOA staff services. These services are made available if deemed appropriate and necessary for a client to obtain and retain employment. These services may include providing financial assistance to a client. Individualized Career Services may only be provided to client who are WIOA eligible and do required all WIOA eligibility documentation to be completed. Individualized Career Services may utilize Non-Common and/or Common Measures activities.

Comprehensive and assessments- Conducting and discussing comprehensive and specialized assessments.

Development of and Individuals Employment Plan (IEP) - Developing an Individual Employment Plan (IEP). This plan a living document that is updated when necessary and is an overall reflection of how the client is moving through WIOA services process.

On-going and in-depth career advising- Services provided which include the provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions.

Group counseling- This service is provide by a trained counselor, using the principles of group dynamic group discussion assists selected customers with similar employment problems (such as inability to fine or hold a job).

Individual counseling & Career planning- Provides individual counseling and career planning in which the an employment counselor/career advisor provides ongoing or one-time assistance to help a client gain a better understanding of themselves so they can more realistically choose or change an occupation, or make a suitable job adjustment.

Short-term pre-vocational services-Internships and work experience- Paid services may be offered, when deemed necessary (from career advising assessments, evaluations, etc.), to help a client obtain or retain employment (work experience, Internships, On-the-Job Training (OJT), Incumbent Worker Training, Customized Training, Non-Individual Training Accounts, Supportive Services, Out-of-Area Job Search, Needs- Based Payments, Relocation Assistance).

Workforce preparation activities- Interview preparation skills and coaching. This may be in-depth guidance with the client that includes mock interviewing and practice sessions to assist the client in overcoming any barriers faced during the interview process. Specialized resume writing. Providing clients with employer-targeted resumes designed and created by Career Advisors utilizing templates.

Financial literacy services- Provided through workshops and/or referrals to partner or non- partner agencies for financial literacy services.

Out-of-area job search assistance- Provided to a client who is seeking employment by an out-of-area employer usually needs additional assistance in conducting job search activities, attending interviews or completing other pre-employment requirements. An Out-of-Area Job search payment may be provided for a client seeking employment over 50 miles from their residence.

English language acquisition- Bilingual staff serves as translators for customers needing services who are limited English proficient.

Follow-up services for participants in Title IB Adult and Dislocated Worker Programs

Follow-up services for Adults and Dislocated Workers will be provided for 12 months following exit to unsubsidized employment and for all clients who have successfully completed individualized or paid services.

Follow up for Out- of-School Youth clients will be provide for 12 months following completion to unsubsidized employment or to post-secondary education.

System Wide Commitments:

In addition to the career services, DBCAA will be committed to providing and/or linking customers to additional services available. DBCAA will participate in:

- Common data collection system and metrics, including customer satisfaction;
- Information sharing;
- Cross agency training and professional development;
- Common referral system;
- Workforce skill standards (common set of work readiness competencies);
- Common Technology;
- Single point of contact for businesses and employers.

System Wide Commitments:

Common Data Collection System and Metrics, Including Customer Satisfaction

DBCAA will participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through random survey methods, focus groups, etc. Agree to use the data to improve service delivery and customer satisfaction.

Information Sharing

DBCAA agrees to share information that the customer agrees to release, to the extent that the law allows, that is related to the workforce development activities.

Cross Agency Training and Professional Development

DBCAA will hold regular meetings with partner agencies to ensure that all partners are “on the same page”. We will ensure that all partners are working together so that clients are given access to the full array of services available.

DBCAA will host trainings for staff in (1) Customer service; (2) Partner services and resources; (3) Technology-based platforms, services and resources. These training and meetings will help ensure that staff are familiar with partner services and are making the appropriate referrals.

DBCAA will host partner agency training so that staff from other agencies can attend and cross training will be provided. Cross training for DBCAA staff and partner staff will be an ongoing process.

Common Referral System

DBCAA will participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the Kentucky Career Center JobSight and includes providing information back to the referring agency on the status of the referral.

Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities.

Common Technology

DBCAA will participate in the development and use of common technologies that assist in:

- 1) Integration of services within and across agencies and systems through agreed upon technological approaches.
- 2) Streamlining resources and programs.
- 3) Sharing information on customers, agency services, and labor market needs.
- 4) Unifying measurement and accountability.
- 5) Developing common data systems to track progress.
- 6) Providing access to information.
- 7) Providing access for customers, and aligning internal processes to allow technology interface.

Single Point of Contact for Businesses

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system.

DBCAA will help employers with recruiting qualified employees, screening potential employees during the hiring process, providing labor market information to assist business planning, and providing access to workforce programs such as on-the-job training, customized training, incumbent worker training, and work experience programs. With these services, the employer will benefit by retaining a well-trained employee at affordable cost.

Commitment to Integrated Services

Since 2001, DBCAA has been fully committed to the delivery of integrated services at our career center. DBCAA will conduct regular meetings with partners to ensure that all are working toward the common goal of serving the client and making sure clients have access to an entire range of services. DBCAA will use these meetings to discuss strategies for client recruitment, service procurement and data sharing among partners. As a result, services provided will be streamlined and seamless.

Each partner will have the opportunity to discuss program goals and how those goals can be met through an integrated service model. DBCAA will be the consolidated training center for the Affiliate Career Center ensuring that all partners are trained and aware of the full range of services offered by partner agencies. This will integrate the program knowledge throughout the partner agencies and allow coherent delivery of services.

DBCBA collaborates with local employers to provide such services as job placements, job referrals, on-the-job training, work experience, screening job applicants, job training, etc. The overall local economy is greatly improved by the job services provided to our job seekers and local employers through our career center.

DBCBA is committed to operate a job driven career center that meets our local employers' hiring needs as well as our job seekers' needs. DBCBA will achieve this mission by working closely with the employers in our area to determine their hiring and training needs.

DBCBA's vision for providing workforce services throughout our community is to be perceived as the "go to" place by job seekers for their employment needs and to be perceived by employers as the best resource for their employment needs. In addition, DBCBA's goal for our service area is to become a "Work Ready Community". DBCBA will collaborate with our local Board of Education, Chamber of Commerce, Industrial Authorities and other community organizations in achieving the "Work Ready Community" certification for Clay and Jackson Counties.

DBCBA serves customers through a broad array of services consisting of career advising and linkage to employers and community partners. DBCBA's foremost strategy is to provide programs and services that assist our customers in gaining access to community resources (i.e., training & employment opportunities, job preparation, assessment, referrals, job fairs, supportive services and job clubs). Such resources, in turn, lead them to become productive and viable citizens in their respective communities. DBCBA has strong relationships with local employers and community partners.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

d. Gateway CA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 3. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 4. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight, Frenchburg – 28 B Bible Camp Lane, Frenchburg, KY 40322 (Menifee Co)

KCC JobSight, West Liberty – 151 University Drive, West Liberty, KY 41472 (Morgan Co)

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Gateway Community Action Agency's Workforce Innovation and Opportunity Act (WIOA) offices are located in Menifee and Morgan Counties. We administer the One Stop for our two counties by partnering with all necessary entities including surrounding counties where those main offices are housed in the Tenco area. Our Business Services Representatives with EKCEP and Tenco areas collaborate in working with businesses and by providing services collaboratively as needed at Job Fairs.

WIOA for Menifee and Morgan have very few partners physically in our counties. Menifee County has partners that visit the county weekly or monthly while Adult Education, Job Corps and WIOA have physical offices. Morgan County has physical offices for WIOA, Adult Education and Vocational Rehabilitation who work closely together. The Kentucky Career Center's for Unemployment Insurance is located within Gateway's five county area, but not EKCEP's. They are located in Montgomery and Rowan County which is covered by Tenco. WIOA offices for both areas work closely together and utilize the EKOS system.

All One Stop partners attend meetings bi-monthly with our service area and surrounding counties including the Tenco area. Partners meet and discuss activities currently going on as well as ways to work closely together and refer between programs. Face to face meetings are important as we do not see each other on a daily basis. These meetings have been very helpful and have been extremely beneficial.

By hosting the One Stop Partner meetings as well as having Career Advisors attend REA classes at the Kentucky Career Center in Morehead each Tuesday we have really developed a great working relationship with our Career Center partners located within their facility. We are committed to partnering and referring as needed to fully utilize our services which will benefit the client in all aspects as needed. Our integration of services in the two counties are mostly with local physical partners such as Adult Education, Vocational Rehabilitation and Job Corps, but by assisting with the Kentucky Career Center offices in Mt. Sterling and Morehead as well as working with their Business Services Representative, we've really seen a better working relationship over the last few years.

GCA will offer comprehensive, high quality services as One-Stop Operator in Menifee and Morgan Counties as a Workforce Services Office. The Menifee County Kentucky Career Center JobSight is located within the Clark Energy Community Building in Frenchburg. Also located in the building is the City of Frenchburg, Clark Energy and the CSBG Outreach Office and within walking distance, the offices of Adult Education and the Department for Community Based Services. The Morgan County Kentucky Career Center JobSight will be located within the GCA Central Office building in West Liberty and Adult Education is across the parking lot with Vocational Rehabilitation in city limits about 5 miles away.

We will work closely with partnering organizations to promote a seamless referral system for clients. In order to promote effective and ongoing communication, bi-monthly meetings will be held with Kentucky Career Center Office of Employment and Training (KCC/OET), Office of Vocational Rehabilitation, Office for the Blind, Workforce Innovation and Opportunity Act (WIOA) – Title 1B and Adult Education which are in the Kentucky Career Center (KCC) Network. These meetings will serve as an open forum for discussions related to a variety of topics which will include current funding, slots available, new program funding opportunities, as well as-business service updates. Bi-monthly partner meetings will be documented by agenda's, sign-in sheets, and minutes.

In addition to bi-monthly meetings, our staff work collaboratively with our one stop partners on a daily basis through formal as well as informal meetings. We have an inclusive approach to services that promotes a system of effective communication that will best support the unique and diverse needs of our clients. Maintaining effective partnerships allows a greater network of outreach, referral, and community awareness. GCA is a trusted partner, known for offering quality services throughout our five county

jurisdiction. This will continue as we work closely to nurture current partnerships as well as build new contacts that promote our holistic approach to service.

Gateway Community Action Agency WIOA Basic Career Services:

1. Eligibility for Title 1B;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
1. Eligibility for Title 1B;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

13. Comprehensive and specialized assessments;
14. Development of an Individual Employment Plan (IEP);
15. Group counseling;
16. Individual counseling;
17. Career planning;
18. Short-term pre-vocational services;
19. Internships and work experience;
20. Workforce preparation activities;
21. Financial literacy services;
22. Out-of-area job search assistance;
23. English language acquisition;
24. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

GCA is very committed to working with all required workforce partners. We currently collaborate with all partners in Interagency Meetings, Business Services Meetings with Tenco and Big Sandy, receive referrals from multiple partner agencies, Reemployment and Eligibility Assessment classes (formerly KEN's class) and Community Partner email notifications of services. We meet quarterly with Tenco Business Services

and Big Sandy teams. When clients meet with Kentucky Career Center (Office of Employment and Training) staff they are referred to Gateway's WIOA team if they live in Menifee and Morgan Counties. By using the same case management system we are able to check case notes of a client to see what information has been entered on the client before contacting OET for further information that may be needed.

Bringing all partners together on a bi-monthly basis for team meetings will be beneficial to the services that WIOA provides. Partners are located throughout the service area therefore; these meetings will keep everyone up to date on potential funding and services that are available to all clients in our area.

Gateway has strong ties within the business community, especially in the two counties served by WIOA funds through EKCEP. This has been accomplished through interagency meetings which meet quarterly in all five Gateway counties and through work experience opportunities provided to local businesses. The WIOA staff maintains strong working relationships with the high schools, the vocational school located in Morgan County, Maysville Community and Technical College and Morehead State University located in Rowan County along with funded providers such as Emergency Medical Training (EMT), Certified Nurse Aide (CNA), Welding, Sarah's Place, Job Corps and other local short term training providers. We collaborate with the County Extension Offices, sit on the local Unite Board, and are members of the local Work Ready Community Committee's. WIOA staff are members of Chambers of Commerce and work with local government and businesses throughout Menifee and Morgan as well as surrounding counties. Many of the citizens in the counties we serve commute, some long distances, to other counties for employment; therefore we ensure our community involvement is far reaching in order to best serve our clients.

Referrals are made through email, phone and EKOS. Title I will refer clients needing further services via phone or email to Adult Ed for those needing High School equivalency (GED) testing. Will refer to Vocational Rehabilitation, DCBS, Adult Education, Job Corps, Office of the Blind, Veteran's Services via phone or email. Adult Ed, VR and DCBS will make referrals for youth (under age 25) to Title I youth coordinators work experience, etc. Job Corp, Office of the Blind, Veteran's Services work with WIOA when doing referrals by phone or email.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

e. Harlan CAA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Harlan WIOA along with partners OET, Adult Education, Southeast KCTCS, Vocational Rehabilitation, Goodwill Industries are committed to a combined integration. This is fostered by quarterly meetings discussing the services offered and necessary updates for the integrated services. Each partner provides an important part to the success of the client. WIOA initially coordinates and refers the clients to training or support services. Each partner plays a significant role in the success of the client, by conducting assessments, providing tutoring, tuition assistance, and workshops or trainings to increase employability skills.

Basic Career Services for Job Seekers and Workers

- 6.1 Eligibility for Title 1b will be determined by obtaining pertinent client information and documentation
- 6.2 Outreach, intake and orientation of information and services available through the one-stop delivery system through all partners
- 6.3 Initial skills assessment of skill levels, employment barriers, literacy, numeracy, educational levels aptitudes and abilities, including skills gaps, social/emotional skills, and supportive service needs along with a career counselor to assist with support services
- 6.4 Labor exchange including services of job search, career counseling, job placement assistance with in-demand industry sectors and occupations with a provision on non-traditional employment. Information is shared with partners.
- 6.5 Referral and coordination with other programs including AE, Voc Rehab, OET, DCBS, Goodwill, and other workforce programs will be made either electronically, paper or verbal to meet client needs
- 6.6 Workforce and labor market information and statistics will be provided by local, regional and national statistics provided by the department of labor the ONET, Including job vacancies while providing job skills necessary to obtain the jobs available in the local area or region; provide information relating to local occupations for in-demand jobs and earnings, skills requirements and opportunities for advancement
- 6.7 Performance and cost information on providers of education, training and workforce services for eligible providers of youth, WIOA activities, adult education will be provided by will be provided by each partner through partner reporting systems and provided during partner meetings by activities performed by partnering agencies.
- 6.8 Performance information for the local area as a whole will be provided to customers of the center, WIOA and partners will share this information to recruit new clients throughout the local area or county. This information will also be submitted to local employers for recruitment services as well.
- 6.9 Information on the availability of supportive services will be provided on a level that all clients can understand and will be provided by all partners through word of mouth, videos, pamphlets, social media outlets, flyers, and videos
- 6.10 Information and meaningful assistance with UI claims; clients will receive all assistance possible through WIOA for UI claims and information. Referrals may be made to the OET state offices. Clients will be provided websites and numbers to phone in questions and receive UI assistance.
- 6.11 Assistance establishing eligibility for financial aid for non-WIOA training and education will be determined by Southeast KCTCS or other educational institutions and partners to determine the best possible career/educational pathway for the client.

Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments will assist client and career counselor with finding interest in diverse fields of training, assist career counselors with client Aptitudes, abilities and barriers to employment to coach the client into the right career or educational pathway
2. Development on an Individual Employment Plan (IEP) will be conducted by the career counselor by day 10 of WIOA enrollment to determine client' training needs, employment needs, jobs skills, strengths and weaknesses along with goals and a pathway to obtain
Or reach those goals with a timeline to meet the goals that both client and career counselor will work on together as client progresses toward their goal and finally complete the IEP when the client has successfully attained set goals
3. Group counseling
4. Individual counseling each client will receive individual counseling from WIOA and any other partners which are necessary to meet each individual client need
5. Career planning will be a team effort to assist each client with wrap around services including assessments, job searches, resume writing, workshops, IEP's, Labor market information and referrals to AE, Voc Rehab, OET and DCBS to meet each client's individual employment needs in a timely manner
6. Short-term pre-vocational services
7. Internships and work experience will be provided to clients to increase employability skills and job opportunities
8. Workforce preparation activities will be offered to all clients including resume writing Job Club, Ethics Training, Work Sense, Mock Interviews, Job searches to increase employability skills and employee retention
9. Financial Literacy Services will be provided to all clients to assist with money and time management as they obtain employment to lead a more productive life as they strive to reach self-sufficiency
10. Out of area job search assistance will be available for all clients who are eligible and get job interviews out of Harlan County that are Title 1B or a Dislocated Worker.
11. English language acquisition assistance, an interpreter will be available as needed.
12. Follow-up services for participants n Title 1B Adult and Dislocated Worker programs all clients who complete the WIOA programs will be followed for one year to ensure that all needs are met by client and employer. Services such as tools, work clothes or other supplies to maintain employment

System Wide Commitments:

1. Common data collection system and metrics, including customer satisfaction. A system with direct linkage technology will soon be installed so data can be shared and collected with a common data base system where all partners have access to each client and will work collaboratively assisting the client to employment and ultimately obtain self-sufficiency. A customer satisfaction sheet will be provided to all clients to gauge WIOA and partners successes and customer service satisfaction. Clients will be served with excellent customer services
2. Information sharing will be conducted monthly at the Team Based Case Management meetings where each is client is discussed and partners are updated on client success/failures and progress of each client. Partner client information will also be shared electronically and will be shared by all partners to better serve the clients of Harlan County.
3. Cross Agency Training is provided and taking place through partner meetings. Partners meet to collaborate about job seekers, job vacancies and services available through each partner. Cross

training will enhance services provided by each provider by strengthening the partnerships that provide much needed shared information.

Partners will shadow or receive job descriptions to determine what a typical day is like with each partner. This will alleviate clients unable to receive assistance at any given from any partner.

4. Common Referral System: Harlan County WIOA makes referrals on a daily basis to many different partners. Many referrals are electronic, however, most are verbal by phone. A call is made to a partner to see if the client can make an appointment or be seen at the present time, as many clients have transportation issues. Most days the client will get to have direct contact with referred partner to meet the need. We are currently working to change to an integrated referral database system to track, schedule and monitor referrals. This system will allow all partners to gain access to all client records, referrals and services requested and provided for the client/job seeker.
5. Workforce skills standards (common set of work readiness competencies) Assessments will be conducted along with workshops and trainings will be provided to ensure that clients meet workplace competencies and skills before being placed on a job. Harlan WIOA will collaborate with partners to complete necessary assessments workshops and or trainings.
6. Common technology. A new system is currently being installed with direct linkage technology to ensure that all partners can access client information, make referrals and provide assessments to work as a team and help each client meet his or her employment goals.
7. Single point of contact for business and employers in Harlan County will be the Kentucky Career Center JobSight, Harlan - Harlan County Community Action Agency. We will be known due to providing excellent career services for clients and providing employers and business with work ready employees due to assessing and training clients before starting a job.

The Harlan County Community Action Agency will play a major role in coordinating referrals among the required partners in the Kentucky Career Center JobSight, Harlan. Harlan County Community Action Agency will provide a referral system. To make referrals, track and monitor referrals made among partners through our agency. Follow-up will be conducted by our Career Coaches within 10 days of receiving a referral or making a referral. All referrals will be made through electronic email or by phone and tracked by notes entered into the reporting system to partners of Title 1, (Adult, Dislocated Worker and Youth), Title II (Adult Education and Family Literacy) Title III (Employment Services under Wagner-Peyser), Vocational Rehabilitation Services, Employment Insurance (UI), Jobs for Veterans State Grants, Veterans, Community Service Block Grants(CSBG), Senior Community Employment Program, (SCSEP) TANF, Perkins/Post-Secondary Career and Technical Education and Job Corp.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

f. KCEOC CAP

Revision Date: 05/11/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCEOC, 464 Court Square, Barbourville, KY 40906

606-546-2639

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

KCEOC Community Action Partnership Narrative: “Helping people, changing lives” – four words that serve as the tag on the agency logo, but represent a rich tradition for over 50 years now. The OEO, EOC, Kentucky Communities Economic Opportunity Council, KCEOC Community Action Partnership or just simply KCEOC has stood as a pillar in the community for decades. From its humble beginning in December of 1964, the agency has grown not only serving the area’s neediest, but also providing opportunities for the entire community through involvement in programming at both the state and national levels.

KCEOC Community Action Partnership is a private, community action agency, designated as a 501c3 nonprofit organization. KCEOC offers a variety of services to the region; Community Services Block Grant, Child Development Program (Head Start and Early Head Start), Emergency Funded Services, Low Income Home Energy Assistance Program, Project Winter Care, Women’s Emergency Shelter, Rental Services, Homeowner Rehabilitation Program, Housing Development Program, Housing Counseling, Weatherization, Tenant Based Rental Assistance, Summer Feeding, Volunteer Income Tax Assistance, Aquatic Club, Volunteering, Kentucky Career Center JobSight, Paths 2 Promise, Safe Sitter, and Economic Development.

The KCEOC Kentucky Career Center JobSight strives to provide the best services to the clients and employers of Knox County. KCEOC WIOA programs provided over 3,000 direct services last program year, assisted over 200 people with job placements, and serviced over 900 non duplicated individuals. The agency is a well-respected presence in the community and a strong force in not only helping those individuals in need, but also serving as a catalyst for change in many areas. KCEOC WIOA program currently partners with Berea College on additional funding to service the Out of School and In School Youth to become prepared for post-secondary education and employment. KCEOC is seeking outside opportunities to offer more in depth serves to those seeking employment or training needs.

In 2015 KCEOC Community Action Partnership received The Award for Excellence. This award showcases Community Action Agencies that demonstrate agency-wide excellence through responsiveness to the needs of their low-income program participants and their communities. It is a voluntary program that involves a thorough and rigorous selection process. CAAs must successfully complete a comprehensive organizational self-study, a peer expert review, and an on-site verification review to earn this award.

KCEOC continues to have an immense impact through job creation; increases in customer personal capital, assets, and skills; community revitalization; business recruitment; entrepreneurial development; adaptive reuse; green technology awareness and usage; and many other factors.

KCEOC has a strong network of relationships with other stakeholders in its region, documenting 226 partnerships across coalitions that include child development, economic development, housing, and participation in numerous advisory boards.

With over 50 years of serving communities, KCEOC’s mission aligns directly with EKCEP’s service model and goals for the workforce system in Eastern Kentucky. Conducting workforce services has a direct correlation with the focus on helping people help themselves. By providing quality workers for quality jobs and providing quality jobs for qualified workers, KCEOC will improve communities and create opportunities for change. KCEOC is rooted in both advocacy and service provision; thus, case management/career advisement is at the heart of this structure.

KCEOC Community Action Partnership is a private, community action agency, designated as a 501©3 nonprofit organization. For over 52 years, the agency has operated programs and services designed to fight and alleviate the causes of poverty. The mission of the agency is: **“KCEOC Community Action Partnership is dedicated to recognizing human potential, improving communities, and creating opportunities for change.** The primary purpose of the agency is to assist individuals and families in their fight against the causes of poverty; this is accomplished by providing a variety of workforce programming and services designed to empower residents with the tools and resources needed to overcome the barriers they face. Although there are seven vision statements addressed in KCEOC’s strategic plan, vision statement 3 addresses the agency’s commitment to the provision of employment services. It states: To improve the economic wellbeing of area residents, KCEOC serves as the catalyst for industrial recruitment/retention, micro enterprise/ entrepreneur development, and employment training.

KCEOC has been involved with a number of successful workforce programs. For example, in 1973 the Comprehensive Employment and Training Act (CETA) funding was the first multi-billion dollar federal jobs program, allowing for the employment of up to 500 people locally. KCEOC utilized this opportunity to provide employment training efforts including welding, concrete, masonry, plumbing, specialized machine applications, mechanics, and others. Women also worked in toy manufacturing, quilt making, sewing, and crafts. KCEOC has also operated programs such as the Job Training Partnership Act (JTPA), Adult Basic Education, Economic Development, Youth Fair Chance, and the current WIOA programs.

EKCEP’s service model and goals for the workforce system in Eastern Kentucky fit with KCEOC’s mission. Conducting workforce services has a direct correlation with the focus on helping people help themselves. By providing quality workers for quality jobs and providing quality jobs for qualified workers, KCEOC will improve communities and create opportunities for change. KCEOC is rooted in both advocacy and service provision; thus, case management/career advisement is at the heart of this structure.

EKCEP’s progressiveness, illustrated by the formal instigation of Job Clubs and other programs, also supports KCEOC’s mission. It is without reservation that KCEOC supports EKCEP’s momentum in finding unique methods to improve the job seekers ability to secure employment. Not only do the Job Clubs have an element of employment support, but it also builds upon the camaraderie of those who share similar needs. In regard to KCEOC’s mission, these ties in with helping people help themselves and each other.

Business services is a component of the WIOA Program that is necessary to ensure that employer’s workforce needs are met, and that the workforce is trained in areas accommodating to these needs. KCEOC has accomplished a number of successes in transactions with employers; thus the agency has seen the impact business services have on the employer, the workers, and the community as a whole. In regard to KCEOC’s mission, not only have these services improved the community, but it has also provided opportunities for change.

Basic Career Services:

Eligibility for Title 1B;

Outreach, intake and orientation;

Initial skills assessment;

Labor Exchange services, including job search and placement assistance;

Referral coordination with other programs;
Workforce and labor market information and statistics;
Performance and cost information on providers of education, training and workforce services;
Performance information for the local area as a whole;
Information on the availability of supportive services;
Information and meaningful assistance with UI claims;
Assistance establishing eligibility for financial aid for non-WIOA training and education.

Individualized and Follow-up Career Services:

Comprehensive and assessments;
Development of and Individuals;
Group counseling;
Individual counseling;
Career planning;
Short-term pre-vocational services;
Internships and work experience;
Workforce preparation activities;
Financial literacy services;
Out-of-area job search assistance;
English language acquisition;
Follow-up services for participants in Title IB Adult and Dislocated Worker Programs.

System Wide Commitments:

Common data collection system and metrics, including customer satisfaction;
Information sharing;
Cross agency training and professional development;
Common referral system;
Workforce skill standards (common set of work readiness competencies);
Common Technology;
Single point of contact for businesses and employers.

KCEOC has been managing and providing case management services in a workforce development environment since the agency began providing workforce related services in the early 1970s. Throughout the years, case management services have been refined and cultivated into the exceptional service provided today. In 2006, EKCEP delegated EKOS data entry to the contracting agencies, permitting the agencies to help fulfill this role. As a result, KCEOC provides an even more intricate style of case management, with comprehensive individual career counseling for each client. Career Advisors services include, but not limited to: Career Advising, Assessments, Basic Skills Instruction, Workshops, Work Experience, WIOA Enrollments, Training, On the Job Training, Incumbent Worker Trainings, and Customized Trainings. Career Advisors employ appropriate tools and administer assessments to help each client find the best fit for his/her future academic and/or occupational goals. Career Advisors evaluate each client's needs and circumstances through in depth analysis of administered assessments, and then develop a career action plan of further assessments, services (funded and soft skills), and guidance that will empower the clients to make realistic decisions about their employment goals. KCEOC staff gathers information to determine the career aspirations, sets milestone dates for goal accomplishments, and follows up with each client. Career Advisors provide on-going case management with regular feedback until attainment of career goals. Additionally, referrals to local agencies are

provided when appropriate. Career advisors also follow a strict follow up procedure to ensure long term client success. Should a client come in need once their initial goals are met, the follow up process will allow our staff to identify those needs and take appropriate actions to steer our clients back onto their designated career pathway.

Commitment to Integrated Services:

KCEOC is strongly committed to providing quality services to both job seekers and businesses within Southeastern Kentucky and understands the importance of providing different combinations of services to clients/ businesses on a case by case basis to ensure the client's needs are met. KCEOC will continue to assist unemployed and under employed job seekers by providing career guidance, workshops, assistance with job search activities, resume writing and referrals to other services as needed. KCEOC will continue to utilize the Office of Employment and Training as applicable, assist job seekers with navigating the labor exchange process, and accept referrals from the OET when sent. The KCEOC staff will also provide Community Job Clubs throughout the year to assist these job seekers. The Job Club facilitator will work closely with clients and provide information on best practices during job searches, leads to local job opportunities, and assistance with applying for and interviewing for these positions. Career advisors will continue to assist with placement and skills development of clients, including assisting with attending local trainings to obtain certifications that are found to be highly needed and likely to result in employment. This section of the service model may also include partnering with Adult Education for basic skills gains, partnering with local employers and colleges to complete On-The-Job trainings for new employees and customized trainings for current employees who need to gain a higher level of skill. KCEOC plans to create a new position of Job Club Facilitator / Employer Service Representative to focus solely on expanding the Job Clubs program and enhancing / increasing the employer services that are offered. Having this position focus only on those two programs will greatly increase the quality of services provided to both the employer and the Job Club participants. KCEOC will also utilize a Team Based Case Management approach, ensuring that each partner is included in the planning and execution of the client's career plan. This Team Based Case Management approach will provide more inclusive and integrated services and is proven to lead to more successful completions of programs and removal of barriers.

Review yearly or more frequently as needs arise. All lead / management staff will meet regularly to review / discuss how services are being provided and take action to remedy any issues that arise where quality comprehensive services are not being provided.

All staff will participate in a multi-day training session that will encompass all aspects of the One Stop Operation and the flow of how services/ referrals will be provided. Focus will be on ensuring all staff is aware of the partner programs and services provided, seamlessly assisting a customer /client through multi services, creating and navigating a team based approach, and how to document / communicate the needs of the client and the services provided to partner programs. Webinars and / or conference calls will also be utilized as needed to ensure all staff is aware of changes.

Cross training of staff will occur as needed. WIOA staff will first meet with one partner staff lead member to obtain an overview of services and requirements. WIOA Staff member will then shadow the partner staff member as available to better learn the processes. Partner staff will then engage in conversation with WIOA staff about WIOA programs and shadow as well so that both staff members understand each other's programs. This process will be repeated until all staff has had the opportunity to

be trained / shadow each of the other partner programs. Once the initially cross training period is complete, staff will engage in this process again only as needs or as significant changes in programs occur.

A Customer satisfaction team has developed customer satisfaction surveys will be distributed to all clients who receive services. Each program will be provided with their own surveys that are assigned / coded to their program to help track the satisfaction with each program as well as the overall satisfaction with the One Stop. These will be submitted on a monthly basis and each quarter a report will be compiled to determine what areas of customer satisfaction need to be addressed.

KCEOC WIOA program works collaboratively with local colleges, universities, Chamber of Commerce, Cumberland Valley Area Development District, local government offices, Center for Rural Development, Southeast Industrial Park, and with employers. KCEOC Community Action Partnership has over 200 collaborative partnerships that are utilized to better help identify employer's needs, raise awareness of business services programs and develop future relationships that will lead to successful workforce development. KCEOC worked closely with partners to successfully complete Knox County as a Work Ready in Progress Community. A Kentucky Work Ready Community certification is a measure of a county's workforce quality. It is an assurance to business and industry that the community is committed to providing the highly-skilled workforce required in today's competitive global economy.

The Kentucky Work Ready Community program has the ability to transform a community. It encourages counties to take a credible inventory of the current and future workforce, identify the gaps and carry out strategies to achieve a more knowledgeable, trained workforce. KCEOC will continue to work with new and emerging industries to ensure employment opportunities and skilled workforce.

Location where WIOA Services are provided:

KCEOC Kentucky Career Center JobSight services Knox County as a One Stop Operator. We are located at 464 Court Square Barbourville, Kentucky 40906. This location provides WIOA services along with Office of the Blind, Office of Vocational Rehabilitation, Parole and Probation, and Kentucky Works Program. Space is also available for other service providers, including Vocational Rehabilitation and USDA-Rural Development, Parole and Probation classes, and Kentucky Works Program. The Kentucky Career Center JobSight location serves as a catalyst for job seekers, employer services and referral system for other services. KCEOC also provides other programs operated by the agency, especially when it is beneficial for WIOA clientele, such as free tax preparation services, housing services, and home ownership counseling. The facility offers office space, an assessment area, conference room and resource room with all the necessary equipment to successfully meet the needs of the job seekers, employers and staff.

Referral Process

KCEOC Community Action Partnership has over 200 signed community partnerships that allows for an extensive referral system. This agreement ensures that both KCEOC and our partners conduct daily operations with the goal in mind of connecting all clients in need of services to appropriate partners. This reciprocal agreement challenges all involved to continually educate themselves and fellow staff members as community partners and to always strive to make appropriate referrals for our clients in order to foster a strong network of open and continual communication. We must not forget that we did not arrive here by chance. This agency was built on the backs of giants with tremendous support from many. Below is just a few of the Community Partners:

- Knox County Chamber of Commerce
- Southeast Kentucky Chamber of Commerce
- Local Colleges/Universities (Union College, Southeast KCTCS, Somerset KCTCS, Berea College, Eastern KY University, Lincoln Memorial University)
- Knox County Board of Education
- Barbourville Independent Board of Education
- Vocational Rehabilitation
- Kentucky Child Care Coalition
- Cumberland Valley Area Development District
- Knox County Library
- Local Government Offices
- Kentucky Works Kentucky Adult Education (KYAE)
- Kentucky Office of the Blind
- Kentucky Department of Community Based Services (DCBS)
- Kentucky Housing Corporation
- Vocational Rehabilitation
- Office of Employment and Training (OET)
- local churches
- food banks

The referral process can be completed several ways, through email, phone, internal referral form, escorting the clients directly and verbal referrals. At this time, we do not have a shared data system for referrals. Clients can be referred, but not limited, the following services as needed: Education and training, GED, Numeracy Literacy, tutoring, work experience, disabilities, assistance with sight or hearing needs, counseling, housing, food and clothing.

In-house referrals will follow the same process and will include the following programs (over 40 programs): Weatherization, Child Development, Community Service Block Grant (CSBG), and Housing

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

g. LKLP CAC

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

LKLP Knott 1622 Hwy 1605, Hindman, KY 41822, LKLP Leslie, 121 Maple St, Hyden, 41749 .

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

LKLP is committed to integrated service delivery and ensures that it will follow the WIOA Integrated Service Delivery Model by assimilating all required Kentucky Career Center Workforce Partners and the American Job Centers. In order to coordinate the integrated delivery of services, the One-Stop Operator will work with partners and managers individually, and as a group, for optimum engagement in the seamless provision of services, resources, and sharing of data. Team based Case Management builds on the functional alignment of partners within the Full Service Career Center as all parties providing services to a specific customer/client have a seat at the table. This approach is critical to providing the efficient holistic services and referrals necessary for optimal customer outcomes. Some partners are already sharing a common intake and service delivery approach based on the SalesForce platform and data input into EKOS and will be moving to a new more integrated system for sharing information called KEE-Suite. LKLP's plan for the integration of service delivery at every location will enhance the level of partner engagement, cross-training, and inclusive information sharing and referrals to develop a more unified and collaborative approach.

Basic Career Services:

6.1 Throughout outreach and the intake practices the client will receive orientation with information containing initial services offered at the American Job Center and the Kentucky Career Center. Clients will also be referred to and coordinate activities to other partnering programs within the one stop deliver system.

6.2 Eligibility determination, initial assessments will occur that will determine skill levels, aptitudes, abilities and support service needs. Once eligibility is established referrals are made to partners as needed for education, training and financial aid assistance for all costumers WIOA eligible or not.

6.3 Intense career advising includes labor market information along with information for in-demand industry occupations is shared including job listings and the unemployment rate per area, job search and work based learning opportunities are shared.

6.4 Career advising including the job listing in the area with the occupational demands, the earnings, skill requirements and opportunities for advancement for such occupations.

6.5 Information shared to all American Job Center and the Kentucky Career Center customers in a format easily understood about the opportunities for the variety of support services offered; including but not limited to transportation, tuition, training tools and materials, testing fees, etc.

6.6 Outreach and recruitment to employers to provide information of the services available to employers through WIOA. This includes employee recruitment and screening, job fairs, specialized training, On-the- Job training, Work Experiences and other services not traditionally offered through the one stop delivery system.

6.7 Program cost and performance information on eligible providers of training services and other work force investment activities. Referrals to all relevant partners that provide and assist with trainings.

6.8 Provision of information and assistance regarding filing claims for unemployment compensation.

Individualized and Follow-up Career Services

6.9 Comprehensive and specialized evaluations to identify barriers to employment and employment goals.

6.10 Development of the Individualized Employment Plan (IEP)

- 6.11 Group Counseling such as Job Clubs and Individualized counseling during Career Advising.
- 6.12 Career and vocational information and planning
- 6.13 Short- Term Pre-employment and Vocational Services
- 6.14 Work based learning such as Internships, Externships, apprenticeships, On the Job training and work experiences.
- 6.15 Preparing for the Workforce with Mock Interviews, Pre-employment workshops, and Ethic Sense training.
- 6.16 Financial Literacy services
- 6.17 Support services for out of area job search and limited relocation assistance.
- 6.18 English language acquisition
- 6.19 Follow up services including supports for adults and dislocated workers.

System Wide Commitments:

1. Common computer based data collection systems and metrics, including customer information sheet and customer satisfaction
2. Information sharing through shared computer systems and Team Based Case Management Meetings
3. Cross agency training and professional development; partner meetings
4. Common referral system such as EKOS, which is moving to **KEE-Suite**
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology- Moving to **KEE-Suite**; Salesforce is also used
7. Single point of contact for businesses and employers- Business Service Team leads and Business Service Reps

Title I (WIOA – Adult, Dislocated Worker, and Youth) – will refer customers needing additional assistance using electronic connections, telephone and in person contacts to make such referrals. Being in the same physical location with many of the partners, we are able to provide warm referrals, which typically provide a more positive experience for customers. WIOA will refer to American Job Center and Kentucky Career Center partners including, Adult Ed, OVR, Community and Technical Training Institutions, Universities, Office of Employment and Training, CSBG, and other partners needed to provide service needed to assist clients obtaining the goal of employment. Team Based Case Management and Partner Meetings allow the program to discuss and track referrals and services needed. Salesforce, EKOS, and the new KEE-Suite allow for more refined tracking methods.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

h. Middle Kentucky CAP

Revision Date: 04/27/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Lee, Owsley and Wolfe Counties

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Middle Kentucky CAP, Inc., Kentucky Career Center (WIOA) is a contracting agent of Eastern Kentucky Concentrated Employment Program, Inc. Although, we are not a comprehensive or affiliate center we do offer the same services as the comprehensive Kentucky Career Center located in Hazard, Kentucky. We offer those services through referrals' to partners and WIOA services located at 500 Brown Street, Jackson, Kentucky and 205 Main Street, Beattyville, Kentucky.

Middle Kentucky Career Advisors assess the needs of the clients through face to face meetings and then makes a referral to partners based upon those needs. Partners include but are not limited to: Office of Employment and training, Office of the Blind, Office of Vocational Rehabilitation, Kentucky Adult Education, etc. All partners attend quarterly meetings to collaborate on the quality of services and referrals to all partners for clients in the Breathitt, Lee, Owsley and Wolfe County service area.

I. Basic Career Services:

1. Eligibility for Title 1B - Client is given list of possible eligibility documents needed to determine eligibility and must fill out the Pre Application.
2. Outreach, intake and orientation – Outreach includes word of mouth, social media and newspaper PSA. Intake and orientation includes description of services, Focus Career registration, and setting up an appointment if client cannot be seen on that day.
3. Initial skills assessment – Client is asked to complete and initial assessment depending on the services needed which include Career Coach and Career Scope.
4. Labor Exchange services, including job search and placement assistance – Client is given information to access O*Net to research career paths as well as local job listings from our Employer Representative to help with job search and placement assistance.
5. Referral and coordination with other programs – Client needs are assessed and are referred to other partners via electronic communication.
6. Workforce and labor market information and statistics – Local job listings are given to those clients requesting information through our Employer Representative.
7. Performance and cost information on providers of education, training and workforce services – Director tracks all performance and cost information for each client and education/training source.
8. Performance information for the local area as a whole – Director of WIOA tracks performance for WIOA services
9. Information on the availability of supportive services – Career Advisors assess the needs of each client through face to face counseling and submits request to Director for approval.
10. Information and meaningful assistance with UI claims – Career Advisors are available for needed assistance with UI claims but may also refer to local OET office.
11. Assistance establishing eligibility for financial aid for non-WIOA training and education – Career Advisors assist client with information such as website and information needed when applying for financial aid.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments – Clients needs are assessed and determined whether further comprehensive or specialized service are need to further their job search or career pathway.
2. Development of an Individual Employment Plan (IEP) – Career Advisors gather information from face to face meetings and document those findings in an Individual Employment Plan as well as any needs. Results are documented through case notes and on the IEP.

3. Group counseling – WIOA offers group settings through the Breathitt County Job Club located at 500 Brown Street, Jackson, Kentucky.
4. Individual counseling – Career Advisors set up individual appointments to assist with job search, training and all other needs. Monthly case notes are added to document follow up services.
5. Career planning – Career Advisors are available to assist client with career planning through assessing each individuals’ needs and offering assessments to show the likely compatibility for that career path. Face to face meetings are set and a plan is written out and documented and tracked for follow up services.
6. Short-term pre-vocational services – Career Advisors are able to assess clients’ needs to determine if short-term services are needed as well as follow up with any assistance requested.
7. Internships and work experience – Career Advisor assesses needs of client to determine whether client would benefit from an internship or work experience. These services are then discussed with client and employer.
8. Workforce preparation activities – Training is offered to help prepare clients who need basic work ethics through Ethics S.E.N.S.E. training.
9. Follow-up services for participants in Title IB Adult and Dislocated Worker programs – Career Advisors contact client on a monthly basis to follow up with them. Offering any additional assistance that may be needed and tracking performance.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – Paper survey of customer satisfaction is given after completion of program.
2. Information sharing – One – Stop meetings with partners and electronic communication.
3. Cross agency training and professional development – Career Advisors attend all trainings provided for professional development. These trainings are set up through EKCEP, Inc. and MKCAP, Inc.
4. Common referral system – Career Advisors use electronic communication to refer clients to all partners.
5. Workforce skill standards (common set of work readiness competencies) – Assessments are available for clients to demonstrate their interests and aptitude to help guide them into the most ideal career path.
6. Common technology – Career Advisors and clients are able utilize most common technology including, computers, phone, scanner, etc.
7. Single point of contact for businesses and employers – Single point of contact for business and employers is Employer Representative.

Title 1B – Referral Process

The One-Stop Operator’s responsibility for coordinating referrals among required partners include quarterly meetings for Breathitt, Lee, Owsley and Wolfe Counties. These meetings are held to discuss the quality of services/referrals with partners for clients.

Partners are notified through electronic communications of clients’ referral. Partners include but are not limited to: Office of Employment and training, Office of the Blind, Office of Vocational Rehabilitation, Kentucky Adult Education, etc. WIOA Career Advisors call/email partners after assessing clients’ needs to refer them to additional services.

WIOA Career Advisors document and track each clients’ referral through entering case notes/activities in the Employ Kentucky Operating System.

I. Title I: Adult, Dislocated Worker, Youth Formula Programs

i. Northeast Kentucky CAP

Revision Date: 12/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight Grayson/1758 E. Midland Trail, Grayson, KY 41143, KCC JobSight Olive

Hill/21039 West US HWY 60, Olive Hill, KY 41164, KCC JobSight, Sandy Hook/207 S. Hwy 7

Sandy Hook, KY 41171, KCC JobSight Louisa/180 Bulldog Lane, Louisa, KY 41230,

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Northeast Kentucky Community Action provides the following services:

(I) Basic Career Services

1. Assessment of skills, aptitudes and interest. Conducting and discussing initial assessments with clients (which can include self-guided assessments). In an initial analysis of educational level, work history, vocational skills strengths and weaknesses or identification of employment barriers. The qualifying requirements may include but are not limited to test scores, assessment criteria, or other established prerequisites or entrance criteria set by employers or training institutions.
2. Helping customers to understand the intake process, which includes an introduction and guide to providing information on full range of WIOA services as well as providing and discussing Labor Market Information.
3. Skills assessment services are designed, usually through interviewing, to determine each customer's employability, aptitudes, abilities, and interests. Assessments can also include providing customer with O*net occupational /statistical information to aid and assist in decision making process. Initial assessments can also include Career Coach, which helps customer search for a career or job title based on their interest that also shows relevant data on wages, employment and training.
4. Information to be provided to customers which is gathered from local employers, businesses by and through working with our Employer Service Representatives, through the One Stop Centers. Working with our employers to gain insight into their workforce needs to pass onto customers to help them gain skills required. Information is also provided from Hot Jobs, to show high paying fastest growing occupations in local area.
5. Providing information and making referrals to partner agencies. This information includes types of services, location and contact information, and assisting the client with creating an appointment when necessary. Examples include: As include: Adult Education, Vocational Rehabilitation, Office of the Blind, etc. And also providing information on training providers.
6. Customers are provided a wide range of Workforce, and Labor Market information and statistics, through a variety of materials and websites to help facilitate their understanding of in demand positions and hiring sectors. This information is specifically related to the customer's needs, and local area. All information is up to date, clear and made easy for customer to utilize.
7. Make available statistics on availability of training and employment opportunities. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
8. Performance information is also used as a tool to guide employment and training decisions with our customers. We readily keep information on local training providers, which includes access, requirements and cost. Performance is also readily available and provided for all one stop partners, such as Adult Ed., Voc. Rehabilitation, Veteran Services, etc.
9. One Stop delivery services ensure they are well versed and informed on all supportive services offered by every partner to assist client to ensure mental, social or economic well-being and reduce or eliminate barriers to employment. Information is also provided which can include assistance with health, medical, childcare, emergency financial services, relocation, residential support and legal services.
10. Contact names, numbers and websites are provided to any and all UI claimants that are seeking assistance through career centers. Phone and computer access is always made available to UI claimants for their convenience in processing and maintaining their claims.

11. Partnership within one stop delivery system helps us to give clients access to financial aid counselors to assist them in applying for financial assistance for training and educational providers who are Non WIOA. These counselors provide one on one or group counseling to help navigate through application process.

(II) Individualized & Follow Up Career Services

1. Providing comprehensive and specialized assessments, such as Career Scope (which takes career and educational planning to a new level. This proven assessment and reporting system is a powerful, yet easy to use program. It is a self-administered assessment that measures both aptitude and interest through valid and reliable task).
2. Developed IEP to start helping them in developing a career plan. Assistance is provided to set the tone and environment that assists clients to identify and own personal responsibility. In doing this, the individual recognized their interests, talents and skills. Each then begins to set a plan of action to establish or re-establish them in the workforce. This plan of action helps to set/obtain long and short term career and/or educational goals.
3. Using group dynamics, clients in similar situations are guided with the assistance of peer interaction, in achieving a better understanding of their problems and in clarifying or modifying attitudes and behaviors which create barriers to successful employment. Group counseling is an extension of the overall counseling process but does not replace the individual counseling.
4. By choosing appropriate WIOA services and following career advising and guidance into training, employability instruction or post-secondary education, the individual is then qualified to meet employer expectations of prepared, specially trained, highly skilled workers. Individual counseling provides that on -going support to help the client gain a better understanding of themselves and the path they need to follow to make appropriate decisions.
5. Service which includes the provision of information, materials, suggestions, or advice which will aid and assist the customer in making occupational and or career decisions.
6. Skills and preparation coaching. This may be in-depth guidance with the client that includes practice sessions to assist the client in overcoming any barriers. Information is provided along with materials, suggestions and advice to assist in vocational decisions. Partnered with assessments (such as Transferrable skills knowledge) to help client gain a better understanding of vocational needs. Paid Services may be offered, when deemed necessary.
7. Paid Services may be offered, when deemed necessary (from career advising, assessments, evaluations, etc.), to help a client obtain or retain employment. These paid services may include: internships and work experience. Each client will be evaluated through needs and circumstances, and based upon these needs maybe offered opportunities that can produce the client with a skill base. Work experience opportunities also provide a direct line for employment.
8. When skills and counseling have proven effective and show client in need and appropriate they can be placed in a job opportunity developed between career center, employer and client for internships and work experience. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
9. Workshops are approved brief trainings on a specific topic. The One Stop system offers these workshops to help provide a service for any client based upon their evaluated need or request. Workshops can play a very important part of a client's workforce education. Financial literacy workshops can accommodate a client's need to create a budget to help with cost of training or to better understand how to provide for family on job earnings. One Stop system is able to create and adapt any required workshop need.

10. Out-of-Area Supportive Services for New Hires — A client who has been hired by an out-of-area employer usually needs additional assistance to make a successful start in a new job because he/she will not receive his/her first paycheck for several weeks after beginning work. Therefore, a Supportive Services payment may be provided in advance to clients who need to relocate over 50 miles from their residence in order to accept employment. Assistance in conducting job search activities, attending interviews, or completing other pre-employment requirements are offered to those who are seeking out of area positions.
11. Diverse language guides and assistance are available, to help explanation of services.
12. Follow-Up services must be provided to Adults and Dislocated Workers who have successfully completed Individualized or Paid Services and have obtained unsubsidized employment and all Out-of-School Youth. Follow-Up activities are geared towards helping the client retain employment through services such as counseling and referral to partner agencies.

(III) System Wide Commitments

1. Partners are involved in developing a seamless customer satisfaction system to ensure that we obtain feedback from all customers. This system includes a couple of factors, one is making paper surveys available for customers who would prefer to fill out and drop into a collection box anonymously, second is online access which will allow customer to provide comments electronically.
2. Information is readily available and accessible to all One Stop Partners through state developed programs. All partners also use a release of information that is recognized and honored to allow customers a more effective and timely service experience. All releases are in accordance with state laws and guidelines. Continued evaluations will help to identify and support the need for continuous improvement.
3. Measuring our customer satisfaction will also provide the benefit of allowing us to know training needs to be provided. Partners' sessions will help to develop the ideas of training as well and training needs. These training needs will then be addressed and developed to help in the professional development of all One Stop Partners. Cross training will provide the necessary and appropriate expertise and efficiency to better serve customers.
4. One Stop partners recognize the importance of a common referral system. This is done when a customer is evaluated and the referrals are based upon customer needs. Cross training helps workers to identify all partners' expertise and is able to refer based upon a working knowledge of all services.
5. Workforce competencies come also from cross training and continuing professional development trainings. Workers are able to evaluate customers and recognize and understand their employment/educational barriers and then refer or assist accordingly. This assistance may require a referral for more one on one counseling or being able to assist a customer with required needs, such as workshops, job placement, training etc.
6. Recognizing the great need and use of modern technology is a benefit to One Stop Operators and their clients. This common technology is recognized in these forms: Information sharing, which can include services, client needs, labor market; more accessible tools and opportunities for remote clients; developing a more effective data collection system, with all partner access; and always providing staff and customers with the most recent and up to date equipment for usage.
7. Employer services are the workforce system's driver for job placements and the creation of skill development and training opportunities. It plays a vital role in ensuring that the workforce needs of the region's employers are being met.
 - Employer Services are Solution Driven-based upon employers needs

- Employer Services are relevant to business needs-services developed with the business needs
- Employer Services are to be delivered in a timely manner-must function on business timeframe and requirements

Title I (Adult, Dislocated Worker and Youth)-

Customers are screened by receptionist and then referred to Workforce Intake Worker. Intake Worker evaluates and completes initial assessment and based upon needs of customer, will make referral to Title I services. This referral will include the scheduling of an appointment with Title I worker, intake worker will provide worker with name and information on customer. Customer will be provided card with information including date and time of scheduled appointment, name of Title I worker and address of appointment, along with phone number and instructions to please call if must reschedule

II. Trade Adjustment Assistance (TAA)

a. Bell-Whitley CAA

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Bell-Whitley CAA is not currently serving any Trade (TAA) clients in Bell County. Should the need occur in the future, Bell-Whitley CAA staff will collaborate with the Office of Employment and Training (OET) for TRA to provide following services:

I. Basic Career Services:

1. Eligibility for Title 1B – OET staff complete eligibility for Trade;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. On-the-Job Training;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – EKOS (KEE Suite in the future)
2. Information sharing – EKOS
3. Cross agency training and professional development
4. Common referral system – EKOS, email
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology – EKOS (KEE-Suite in the future)
7. Single point of contact for businesses and employers – Bell-Whitley’s Employer Representative(s) will attend Regional Employer Services Team meetings and serve as the single point of contact.

II. Trade Adjustment Assistance (TAA)

b. Big Sandy Area CAP

Revision Date: 05/02/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 3. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 4. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Martin County – Inez; Magoffin County – Salyersville; Johnson County – Paintsville; Floyd

County – Allen; Pike County – Town Mountain

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Big Sandy Area Community Action Program (BSACAP), is one of the state's 23 Community Action Agencies and one of over 1,000 Community Action Agencies nationwide. Throughout its 52 year history, BSACAP has partnered with various community, state, and federal organizations to provide essential services to the region's economically disadvantaged families by aggressively pioneering some of the nation's most innovative public service programs, including home repair and senior citizen employment programs. BSACAP's record of competent management and commitment to customer service allows the Agency to successfully operate 16 separate programs with a 2016-2017 fiscal year funding of over \$14 million. Daily program operations and administration require a staff of close to 70 employees housed in service offices throughout the five Big Sandy counties of Floyd, Johnson, Magoffin, Martin, and Pike, with the administrative offices located in Johnson County.

BSACAP's comprehensive service model ensures that clients have access to and connection with programs and partners whose mission is to help them reach self-sufficiency and prevent them from re-entering the cycle of poverty. BSACAP not only provides extensive job seeker services through Workforce Innovation and Opportunity Act (WIOA) programs and the Senior Community Service Employment Program (SCSEP), but also serves the job seeker's basic and family needs. Through assistance with housing, nutrition, home heating, home health and safety, early childhood education, college scholarships, and much more made available through the Community Services Block Grant (CSBG), Head Start, the Weatherization Assistance Program, Tenant-Based Rental Assistance, and others, BSACAP is able to meet client needs and help them move toward success.

BSACAP's goal of comprehensive service to clients is further enhanced by participation in and commitment to the Kentucky Career Center JobSight Certified Affiliate Career Center in Pikeville. The integrated service delivery made possible through the Pikeville OneStop and the partnerships therein allow the Agency not only provide clients with a solid path out of poverty, but also ensures that the Agency is able to share, utilize, and build upon the strengths, information, and insight available within a strong, united coalition. BSACAP will assist in the replication of the success of the Pikeville JobSight in Floyd County with the certification of the Prestonsburg Kentucky Career Center as a comprehensive OneStop.

1. Eligibility for Title 1B;

- OET Staff determines and refers clients that are TRA eligible to BSACAP Career Advisors in order to determine receipt of TAA (TRADE) services through Title 1B eligibility process. Interested parties are evaluated through formal and informal processes to determine training needs for individuals who are eligible for TAA/WIOA services according to policies and laws, which also allows for referrals to required partners.

2. Outreach, intake and orientation;

- BSACAP TAA staff participates in Rapid Response events for companies that have laid-off individuals due to foreign relocation. All TRADE clients come from OET or Rapid Response events. Career Advisors can also refer Title 1B clients to the OET if they come into our office saying they lost their job to Foreign Trade, all initial TRADE determinations must come from OET Staff.

3. Initial skills assessment;

- BSACAP TAA (TRADE) Career Advisors perform initial assessments of skill levels (including literacy, numeracy, and English language proficiency, educational levels), interest areas, aptitudes, abilities (including skills gaps), and assessments of supportive service needs (includes a "go to" person for basic needs resources). Initial assessments are a combination of staff directed and self-guided assessments. TRADE individuals are sent to Career Advisors to find a

path back into employment through trainings or internships. Career Advisors assist TRADE clients to enter appropriate trainings and upon completion assist with job searching to earn full time employment with self-sufficient wages.

4. Labor Exchange services, including job search and placement assistance;

- BSACAP TAA (TRADE) Career Advisors will assist in providing basic services to all job seekers including Labor exchange services. TRADE clients and Career Advisors work together by creating a IEP prior to training and search for available jobs allowing for programs of study to be marketable to employers after graduation. After Training is complete TAA Career Advisors work with the clients to market themselves for job opportunities. Career Advisors can assist in finding part time employment to allow TAA Clients the ability to leverage their money from TRA when needed.

5. Referral and coordination with other programs;

- BSACAP TAA (TRADE) Career Advisors will provide referrals to and coordination of activities with other programs and services within the one-stop delivery system and other workforce development programs. TAA and TRA work in coordination to provide uniform unduplicated services in the workforce system of the Big Sandy Counties. Referrals are provided through electronic communication methods and phone calls. TAA and TRA also utilize the current system of EKOS to approve training and record performance of the clients.

6. Workforce and labor market information and statistics;

- BSACAP TAA (TRADE) Career Advisors are trained to compile and interpret workforce and labor market employment statistics data, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations. Staff utilizes this information to assist businesses as they look to build and grow, as well as customers as they choose employment and educational paths.

7. Performance and cost information on providers of education, training and workforce services;

- BSACAP TAA (TRADE) Career Advisors will research at least 3 schools that can train the client for determined training path. Career Advisors will calculate the total cost of the training and all supportive services, and travel costs to determine the lowest reasonable cost for client to be successful. Completion of trainings and full time employment in the area of desired training must be considered to determine the success of providers and training in workforce services. All Cost information is submitted electronically by TAA Career Advisor and the final approval for training is determined by OET Merit Staff.

8. Performance information for the local area as a whole;

- BSACAP TAA (TRADE) Career Advisors use multiple methods to track performance, currently in EKOS and ROMA. Information is entered into these systems and also sent to the Local Investment Board and Community Action Kentucky (CAK) both of which is then sent on to the federal level as required by grants and law.

9. Information on the availability of supportive services;

- During the Orientation of TAA (TRADE) services, customers are given an over view of all potential supportive services and their availability. It is explained that each supportive service is dependent on need and availability of law and other partner's ability to assist with the required purchases. The Big Sandy Region also has a Resource Guide to be able to direct customers to the appropriate agency for supportive services within their established network of partners.

10. Information and meaningful assistance with UI claims;

- BSACAP TAA (TRADE) Career Advisors have available resource computers for access to the state UI system for filing claims. Staff will work with customers that have issues navigating computers to assist with filing claims. Staff will also assist those that have difficulty reading the forms required to complete. Career Advisors will not file or explain any correspondence with the UI system. OET designated TRA Staff will work in Coordination with BSACAP TAA Career Advisors staff to work with clients in a non-invasive way to assist during UI claim into their TRA claims. Any questions or problems that are more directly related to UI Claim or TRA Claim customers are directed to the UI call center line in Frankfort or their TRA Service provider.

11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

- BSACAP TAA (TRADE) Career Advisors has available resource computers for access to the FAFSA. Career Advisors understand the role the FAFSA, this free application is required for all TAA (TRADE) participants. The application for financial aid allows people to determine if they are eligible for other assistance to cover the additional cost of advanced training that doesn't fall into the tuition that services that TRADE will assist with. Staff will also assist clients in locating other potential paths to pay for education and training, including grants and scholarships.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;

- BSACAP TAA (TRADE) Career Advisors will utilize comprehensive and specialized evaluations to identify barriers to employment and client goals, these assessments can be electronic or paper based on the needs of the client. Career Advising Staff will look at aptitudes, skills, interests and work history to assist the TAA client in determining an appropriate career path and employment plan.

2. Development of an Individual Employment Plan (IEP);

- BSACAP TAA (TRADE) Career Advisors will work with the client to assist in the development of the Individual Employment Plan. The client receives the assistance of the Career Advisor to develop a path to reenter the workforce.

3. Group counseling;

- BSACAP TAA (TRADE) Career Advisors can work with groups of job seekers locally in group counseling sessions called Job Clubs. This is a supportive option for all job seekers in the region. Group counseling is also available to small groups who are seeking improvement with their job search skills and interviewing through interviewing mock sessions.

4. Individual counseling;

- BSACAP TAA (TRADE) Career Advisors meet one on one with Job Seekers to plot a course of action to gain employment. Career Advisors work with all job seekers to identify the needs of the client and assist in removing barriers to employment.

5. Career planning;

- BSACAP TAA (TRADE) Career Advisors work with TRADE clients in adaptive career planning session to create a career path. Each person works to develop their own individual plan with a Career Advisor. This process is in coordination with OET TRA provider to complete a path that follows TRADE eligibility and guidelines.

6. Short-term pre-vocational services;

BSACAP TAA (TRADE) Career Advisors can train job seekers through a workshop called Ethic Sense. This training covers Attendance, Communication, Dependability, Attitude, Teamwork, Appearance, Respect, Honesty, Initiative, Loyalty, and Gratitude. Staff also works

through group and individual advising sessions to cover Interview Skills and skills needed to maintain unsubsidized employment.

7. Internships and work experience;

- BSACAP TAA (TRADE) Career Advisors & Employer Account Reps can work with local businesses and employers to create on the job trainings (OJT) opportunities through internships or work experience. These individualized services are developed through the needs of job seekers and employers to allow matching of skills needed to be successful in employment. The goal of these services is to provide both hands on hard and soft skills transferable for all employment opportunities.

8. Workforce preparation activities;

- BSACAP TAA (TRADE) Career Advisors work with all required partners to prepare the workforce through community events addressing the needs of employers in the area. These workshops are at local schools, community centers, and with any job seekers. Staff are also a part of the Kentucky initiative of Work Ready Community designation committees, working to prepare the workforce of Floyd, Johnson, Magoffin, Martin and Pike Counties. This initiative assists counties to be better prepared for potential growth of new employers to their communities.

9. Financial literacy services;

- BSACAP TAA (TRADE) Career Advisors works in coordination with local banks and adult education to provide financial literacy services. Referrals are made as appropriate and community sessions when needed to eliminate barriers to job seekers. Career Advisors assist in removing barriers from employment which includes discussions on budgets and discussions on the costs of training, how this will impact their family, and then how to navigate being unemployed.

10. Out-of-area job search assistance;

- BSACAP TAA (TRADE) Career Advisors WIOA Staff work with job seekers that may need to look outside the BSACAP services region to gain self-sufficient, full-time employment opportunities. Career Advisors work with the clients to remove the barriers of travel from employment.

11. English language acquisition;

- BSACAP TAA (TRADE) Career Advisors refer all those that need additional language acquisition to Adult Education, VocRehab and other community partners.

12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

- BSACAP TAA (TRADE) Career Advisors work with trained and newly employed clients to ensure that they maintain employment after the completion of training through advising sessions. Job keeping skills include; attendance, tardiness, loyalty to the employer and communication. Advisors discuss how to address employers in regards to wage increase negotiations and job advancement. Referrals will be made for other supportive services as needed.

III. System Wide Commitments- BSACAP TAA (TRADE) - In addition to the career services, each agency shall be committed to providing and/or linking customers to additional services as described in Appendix A, which include participation in:

- Common data collection system and metrics, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development

- Common Referral System
 - Workforce Skill Standards (common set of ‘work readiness competencies’)
 - Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
 - Single point of contact for business
1. Common data collection system and metrics, including customer satisfaction;
 - BSACAP TAA (TRADE) Career Advisors will participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods including Survey Monkey electronic surveys.
 2. Information sharing;
 - BSACAP TAA (TRADE) Career Advisors will share information through the use of the common referral system and technology, agree to share information that the customer agrees to release, to the extent that the law allows, that is related to workforce development activities.
 3. Cross agency training and professional development;
 - BSACAP TAA (TRADE) Career Advisors will work with all required partners to develop opportunities to train cross agency and professional development to allow for all partners to work to serve customers and clients in Floyd, Johnson, Magoffin, Martin and Pike Counties.
 4. Common referral system
 - BSACAP TAA (TRADE) Career Advisors will utilize current system of emails, phone calls and other communication methods to ensure that all services are available as needed. WIOA will utilize the KEE Suite system to expedite the partner referrals when it becomes available.
 5. Workforce skill standards (common set of work readiness competencies);
 - BSACAP TAA (TRADE) Career Advisors is a part of the Work Ready Community of Kentucky. Staff is assigned to committees to work towards the common goals of the area. Career Advisors, Employer Account Representatives and the Regional Business Service Team all work together to make sure employers and businesses have the qualified workforce to ensure that employees are successful.
 6. Common technology
 - BSACAP TAA (TRADE) Career Advisors will participate in the development and use of common technologies that assist in:
 - Integration of services within and across agencies and systems through agreed upon technological approaches
 - Streamlining resources and programs
 - Sharing information on customers, agency services, and labor market needs
 - Unifying measurement and accountability,
 - Developing common data systems to track progress,
 - Providing access to information (as allowed by law)
 - Providing access for customers, and
 - Aligning internal processes to allow technology interface.
 7. Single point of contact for businesses and employers.
 - BSACAP TAA (TRADE) Career Advisors will participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Regional Business Services Team, use of common

protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- **Talent Development and Retention Services** including assessments and skill gap analysis, assessment of job applicants for the National Career Readiness Certificate (NCRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- **Consultation, Planning and Growth Services** including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- **Recruitment, Screening and Placement Services** including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services

TAA is a federal program established to assist workers who lost their jobs due to foreign trade. This program will allow these workers the opportunity to regain employment in a different industry once training opportunities have been completed. They will be offered the chance to continue receiving weekly UI benefits during their training to assist with overcoming any barriers to successful program completion. WIOA Career Advisors will conduct a complete assessment profile to assist clients in determining which career path they would like to travel and then work as a liaison on their behalf with local colleges or training programs. Once a Career Advisor has established the direction a client will take, a referral contact will be put into play with connections made to Adult Education, Vocational Rehabilitation, the Office for the Blind, Vet Rep, OET and SNAP to make sure all barriers are addressed. Customers will create an Individual Employment Plan (IEP) with Career Advisors to determine if internships or apprenticeships are needed in order to secure full-time employment once training is completed. Clients will be offered tuition assistance, supportive services and other monetary help to complete their training successfully and obtain a credential.

II. Trade Adjustment Assistance (TAA)

c. Daniel Boone CAA

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Daniel Boone CAA is not currently serving any Trade (TAA) clients in Clay or Jackson Counties. Should the need occur in the future, Daniel Boone CAA staff will collaborate with the Office of Employment and Training (OET) for TRA to provide following services:

I. Basic Career Services:

1. Eligibility for Title 1B – OET staff complete eligibility for Trade;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. On-the-Job Training;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – EKOS (KEE Suite in the future)
2. Information sharing – EKOS
3. Cross agency training and professional development
4. Common referral system – EKOS, email
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology – EKOS (KEE Suite in the future)
7. Single point of contact for businesses and employers – Daniel Boone CAA’s Employer Representative(s) will attend Regional Employer Services Team meetings and serve as the single point of contact.

II. Trade Adjustment Assistance (TAA)

d. Gateway CA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 8. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 9. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight, Frenchburg – 28 B Bible Camp Lane, Frenchburg, KY 40322 (Menifee Co)

KCC JobSight, West Liberty – 151 University Drive, West Liberty, KY 41472 (Morgan Co)

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Gateway CA is not currently serving any Trade (TAA) clients in Morgan or Menifee Counties. Should the need occur in the future, Gateway CA staff will collaborate with the Office of Employment and Training (OET) for TRA to provide following services:

I. Basic Career Services:

1. Eligibility for Title 1B – OET staff complete eligibility for Trade;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. On-the-Job Training;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – EKOS (KEE Suite in the future)
2. Information sharing – EKOS
3. Cross agency training and professional development
4. Common referral system – EKOS, email
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology – EKOS (KEE Suite in the future)
7. Single point of contact for businesses and employers – Gateway CA's Employer Representative(s) will attend Regional Employer Services Team meetings and serve as the single point of contact.

II. Trade Adjustment Assistance (TAA)

e. Harlan CAA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Harlan CAA is not currently serving any Trade (TAA) clients in Harlan County. Should the need occur in the future, Harlan CAA staff will collaborate with the Office of Employment and Training (OET) for TRA to provide following services:

I. Basic Career Services:

1. Eligibility for Title 1B – OET staff complete eligibility for Trade;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. On-the-Job Training;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – EKOS (KEE Suite in the future)
2. Information sharing – EKOS
3. Cross agency training and professional development
4. Common referral system – EKOS, email
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology – EKOS (KEE Suite in the future)
7. Single point of contact for businesses and employers – Harlan CAA’s Employer Representative(s) will attend Regional Employer Services Team meetings and serve as the single point of contact.

II. Trade Adjustment Assistance (TAA)

f. KCEOC CAP

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCEOC, 464 Court Square, Barbourville, KY 40906

606-546-2639

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

KCEOC CAP is not currently serving any Trade (TAA) clients in Knox County. Should the need occur in the future, KCEOC CAP staff will collaborate with the Office of Employment and Training (OET) for TRA to provide following services:

I. Basic Career Services:

1. Eligibility for Title 1B – OET staff complete eligibility for Trade;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. On-the-Job Training;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. English language acquisition;
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – EKOS (KEE Suite in the future)
2. Information sharing – EKOS
3. Cross agency training and professional development
4. Common referral system – EKOS, email
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology – EKOS (KEE Suite in the future)
7. Single point of contact for businesses and employers – KCEOC CAP's Employer Representative(s) will attend Regional Employer Services Team meetings and serve as the single point of contact.

II. Trade Adjustment Assistance (TAA)

g. LKLP CAC

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

LKLP Knott 1622 Hwy 1605, Hindman, KY 41822, LKLP Leslie, 121 Maple St, Hyden, 41749 .

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Basic Career Services:

- 6.1 Throughout outreach and the intake practices the client will receive orientation with information containing initial services offered at the American Job Center and the Kentucky Career Center. Clients will also be referred to and coordinate activities to other partnering programs within the one stop delivery system.
- 6.2 Eligibility determination including TRADE eligibility documentation, initial assessments will occur that will determine skill levels, aptitudes, abilities and support service needs. Once eligibility is established referrals are made to partners as needed for education, training and financial aid assistance for all customers WIOA eligible or not.
- 6.3 Intense career advising includes labor market information along with information for in-demand industry occupations is shared including job listings and the unemployment rate per area, job search and work based learning opportunities are shared.
- 6.4 Career advising including the job listing in the area with the occupational demands, the earnings, skill requirements and opportunities for advancement for such occupations.
- 6.5 Information shared to all American Job Center and the Kentucky Career Center customers in a format easily understood about the opportunities for the variety of support services offered; including but not limited to transportation, tuition, training tools and materials, testing fees, etc.
- 6.6 Outreach and recruitment to employers to provide information of the services available to employers through WIOA. This includes employee recruitment and screening, job fairs, specialized training, On-the-Job training, Work Experiences and other services not traditional offered through the one stop delivery system.
- 6.7 Program cost and performance information on eligible providers of training services and other work force investment activities. Referrals to all relevant partners that provide and assist with trainings.
- 6.8 Provision of information and assistance regarding filing claims for unemployment compensation.

Individualized and Follow-up Career Services

- 6.9 Comprehensive and specialized evaluations to identify barriers to employment and employment goals.
- 6.10 Development of the Individualized Employment Plan (IEP)
- 6.11 Group Counseling such as Job Clubs and Individualized counseling during Career Advising.
- 6.12 Career and vocational information and planning
- 6.13 Short- Term Pre-employment and Vocational Services
- 6.14 Work based learning such as Internships, Externships, apprenticeships, On the Job training and work experiences.
- 6.15 Preparing for the Workforce with Mock Interviews, Pre-employment workshops, and Ethic Sense training.
- 6.16 Financial Literacy services
- 6.17 Support services for out of area job search and limited relocation assistance.
- 6.18 English language acquisition
- 6.19 Follow up services including supports for adults and dislocated workers.

System Wide Commitments:

- 1. Common computer based data collection systems and metrics, including customer information sheet and customer satisfaction
- 2. Information sharing through shared computer systems and Team Based Case Management Meetings
- 3. Cross agency training and professional development; partner meetings
- 4. Common referral system such as EKOS, which is moving to KEE-Suite

5. Workforce skill standards (common set of work readiness competencies)

6. Common technology- Moving to KEE-Suite; SalesForce is also used

Single point of contact for businesses and employers- Business Service Team leads and Business Service Reps

WIOA will refer customers needing additional assistance using electronic connections, telephone and in person contacts to make such referrals. Being in the same physical location with many of the partners we are able to provide warm referrals, which typically provide a more positive experience for customers. WIOA will refer to American Job Center and Kentucky Career Center partners including, Adult Ed, OVR, Community and Technical Training Institutions, Universities, Office of Employment and Training, CSBG and other partners needed to provide services needed to assist clients with obtaining the goal of employment. Team Based Case Management and Partner meetings allow the programs to discuss and track referrals and services needed. SalesForce, EKOS and the new **KEE-Suite** allow for more refined tracking methods.

II. Trade Adjustment Assistance (TAA)

h. Middle Kentucky CAP

Revision Date: 04/27/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Lee, Owsley and Wolfe Counties

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Middle Kentucky CAP, Inc., Kentucky Career Center (WIOA) is a contracting agent of Eastern Kentucky Concentrated Employment Program, Inc. Although, we are not a comprehensive or affiliate center we do offer the same services as the comprehensive Kentucky Career Center located in Hazard, Kentucky. We offer those services through referrals' to partners and WIOA services located at 500 Brown Street, Jackson, Kentucky and 205 Main Street, Beattyville, Kentucky.

Middle Kentucky Career Advisors assess the needs of the clients through face to face meetings and then makes a referral to partners based upon those needs. Partners include but are not limited to: Office of Employment and training, Office of the Blind, Office of Vocational Rehabilitation, Kentucky Adult Education, etc. All partners attend quarterly meetings to collaborate on the quality of services and referrals to all partners for clients in the Breathitt, Lee, Owsley and Wolfe County service area.

I. Basic Career Services:

1. Eligibility for TRADE - Client is given list of possible eligibility documents needed to determine eligibility and must fill out the pre-application.
2. Outreach, intake and orientation – Outreach includes word of mouth, social media and newspaper PSA. Intake and orientation includes description of services, Focus Career registration, and setting up an appointment if client cannot be seen on that day.
3. Initial skills assessment – Client is asked to complete and initial assessment depending on the services needed which include Career Coach and Career Scope.
4. Labor Exchange services, including job search and placement assistance – Client is given information to access O*Net to research career paths as well as local job listings from our Employer Representative to help with job search and placement assistance.
5. Referral and coordination with other programs – Client needs are assessed and are referred to other partners via electronic communication.
6. Workforce and labor market information and statistics – Local job listings are given to those clients requesting information through our Employer Representative.
7. Performance and cost information on providers of education, training and workforce services – Director tracks all performance and cost information for each client and education/training source.
8. Performance information for the local area as a whole – Director of WIOA tracks performance for WIOA services
9. Information on the availability of supportive services – Career Advisors assess the needs of each client through face to face counseling and submits request to Director for approval.
10. Information and meaningful assistance with UI claims – Career Advisors are available for needed assistance with UI claims but may also refer to local OET office.
11. Assistance establishing eligibility for financial aid for non-WIOA training and education – Career Advisors assist client with information such as website and information needed when applying for financial aid.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments – Clients needs are assessed and determined whether further comprehensive or specialized service are need to further their job search or career pathway.
2. Development of an Individual Employment Plan (IEP) – Career Advisors gather information from face to face meetings and document those findings in an Individual Employment Plan as well as any needs. Results are documented through case notes and on the IEP.

3. Group counseling – WIOA offers group settings through the Breathitt County Job Club located at 500 Brown Street, Jackson, Kentucky.
4. Individual counseling – Career Advisors set up individual appointments to assist with job search, training and all other needs. Monthly case notes are added to document follow up services.
5. Career planning – Career Advisors are available to assist client with career planning through assessing each individuals’ needs and offering assessments to show the likely compatibility for that career path. Face to face meetings are set and a plan is written out and documented and tracked for follow up services.
6. Short-term pre-vocational services – Career Advisors are able to assess clients’ needs to determine if short-term services are needed as well as follow up with any assistance requested.
7. Internships and work experience – Career Advisor assesses needs of client to determine whether client would benefit from an internship or work experience. These services are then discussed with client and employer.
8. Workforce preparation activities – Training is offered to help prepare clients who need basic work ethics through Ethics S.E.N.S.E. training.
9. Follow-up services for participants in TRADE program – Career Advisors contact client on a monthly basis to follow up with them. Offering any additional assistance that may be needed and tracking performance.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – Paper survey of customer satisfaction is given after completion of program.
2. Information sharing – One – Stop meetings with partners and electronic communication.
3. Cross agency training and professional development - Career Advisors attend all trainings provided for professional development. These trainings are set up through EKCEP, Inc. and MKCAP, Inc.
4. Common referral system – Career Advisors use electronic communication to refer clients to all partners.
5. Workforce skill standards (common set of work readiness competencies) – Assessments are available for clients to demonstrate their interests and aptitude to help guide them into the most ideal career path.
6. Common technology – Career Advisors and clients are able utilize most common technology including, computers, phone, scanner, etc.
7. Single point of contact for businesses and employers – Single point of contact for business and employers is Employer Representative.

TRADE – Referral Process

The One-Stop Operator’s responsibility for coordinating referrals among required partners include quarterly meetings for Breathitt, Lee, Owsley and Wolfe Counties. These meetings are held to discuss the quality of services/referrals with partners for clients.

Partners are notified through electronic communications of clients’ referral. Partners include but are not limited to: Office of Employment and training, Office of the Blind, Office of Vocational Rehabilitation, Kentucky Adult Education, etc. WIOA Career Advisors call/email partners after assessing clients’ needs to refer them to additional services.

WIOA Career Advisors document and track each clients’ referral through entering case notes/activities in the Employ Kentucky Operating System.

II. Trade Adjustment Assistance (TAA)

i. Northeast Kentucky CAP

Revision Date: 12/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight Grayson/1758 E. Midland Trail, Grayson, KY 41143, KCC JobSight Olive

Hill/21039 West US HWY 60, Olive Hill, KY 41164, KCC JobSight, Sandy Hook/207 S. Hwy 7

Sandy Hook, KY 41171, KCC JobSight Louisa/180 Bulldog Lane, Louisa, KY 41230,

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Northeast Kentucky Community Action provides the following services:

(I) Basic Career Services

1. Assessment of skills, aptitudes and interest. Conducting and discussing initial assessments with clients (which can include self-guided assessments). In an initial analysis of educational level, work history, vocational skills strengths and weaknesses or identification of employment barriers. The qualifying requirements may include but are not limited to test scores, assessment criteria, or other established prerequisites or entrance criteria set by employers or training institutions.
2. Helping customers to understand the intake process, which includes an introduction and guide to providing information on full range of WIOA services as well as providing and discussing Labor Market Information.
3. Skills assessment services are designed, usually through interviewing, to determine each customer's employability, aptitudes, abilities, and interests. Assessments can also include providing customer with O*net occupational /statistical information to aid and assist in decision making process. Initial assessments can also include Career Coach, which helps customer search for a career or job title based on their interest that also shows relevant data on wages, employment and training.
4. Information to be provided to customers which is gathered from local employers, businesses by and through working with our Employer Service Representatives, through the One Stop Centers. Working with our employers to gain insight into their workforce needs to pass onto customers to help them gain skills required. Information is also provided from Hot Jobs, to show high paying fastest growing occupations in local area.
5. Providing information and making referrals to partner agencies. This information includes types of services, location and contact information, and assisting the client with creating an appointment when necessary. Examples include: As include: Adult Education, Vocational Rehabilitation, Office of the Blind, etc. And also providing information on training providers.
6. Customers are provided a wide range of Workforce, and Labor Market information and statistics, through a variety of materials and websites to help facilitate their understanding of in demand positions and hiring sectors. This information is specifically related to the customer's needs, and local area. All information is up to date, clear and made easy for customer to utilize.
7. Make available statistics on availability of training and employment opportunities. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
8. Performance information is also used as a tool to guide employment and training decisions with our customers. We readily keep information on local training providers, which includes access, requirements and cost. Performance is also readily available and provided for all one stop partners, such as Adult Ed., Voc. Rehabilitation, Veteran Services, etc.
9. One Stop delivery services ensure they are well versed and informed on all supportive services offered by every partner to assist client to ensure mental, social or economic well-being and reduce or eliminate barriers to employment. Information is also provided which can include assistance with health, medical, childcare, emergency financial services, relocation, residential support and legal services.
10. Contact names, numbers and websites are provided to any and all UI claimants that are seeking assistance through career centers. Phone and computer access is always made available to UI claimants for their convenience in processing and maintaining their claims.

11. Partnership within one stop delivery system helps us to give clients access to financial aid counselors to assist them in applying for financial assistance for training and educational providers who are Non WIOA. These counselors provide one on one or group counseling to help navigate through application process.

(II) Individualized & Follow Up Career Services

1. Providing comprehensive and specialized assessments, such as Career Scope (which takes career and educational planning to a new level. This proven assessment and reporting system is a powerful, yet easy to use program. It is a self-administered assessment that measures both aptitude and interest through valid and reliable task).
2. Developed IEP to start helping them in developing a career plan. Assistance is provided to set the tone and environment that assists clients to identify and own personal responsibility. In doing this, the individual recognized their interests, talents and skills. Each then begins to set a plan of action to establish or re-establish them in the workforce. This plan of action helps to set/obtain long and short term career and/or educational goals.
3. Using group dynamics, clients in similar situations are guided with the assistance of peer interaction, in achieving a better understanding of their problems and in clarifying or modifying attitudes and behaviors which create barriers to successful employment. Group counseling is an extension of the overall counseling process but does not replace the individual counseling.
4. By choosing appropriate WIOA services and following career advising and guidance into training, employability instruction or post-secondary education, the individual is then qualified to meet employer expectations of prepared, specially trained, highly skilled workers. Individual counseling provides that on -going support to help the client gain a better understanding of themselves and the path they need to follow to make appropriate decisions.
5. Service which includes the provision of information, materials, suggestions, or advice which will aid and assist the customer in making occupational and or career decisions.
6. Skills and preparation coaching. This may be in-depth guidance with the client that includes practice sessions to assist the client in overcoming any barriers. Information is provided along with materials, suggestions and advice to assist in vocational decisions. Partnered with assessments (such as Transferrable skills knowledge) to help client gain a better understanding of vocational needs. Paid Services may be offered, when deemed necessary.
7. Paid Services may be offered, when deemed necessary (from career advising, assessments, evaluations, etc.), to help a client obtain or retain employment. These paid services may include: internships and work experience. Each client will be evaluated through needs and circumstances, and based upon these needs maybe offered opportunities that can produce the client with a skill base. Work experience opportunities also provide a direct line for employment.
8. When skills and counseling have proven effective and show client in need and appropriate they can be placed in a job opportunity developed between career center, employer and client for internships and work experience. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
9. Workshops are approved brief trainings on a specific topic. The One Stop system offers these workshops to help provide a service for any client based upon their evaluated need or request. Workshops can play a very important part of a client's workforce education. Financial literacy workshops can accommodate a client's need to create a budget to help with cost of training or to better understand how to provide for family on job earnings. One Stop system is able to create and adapt any required workshop need.

10. Out-of-Area Supportive Services for New Hires — A client who has been hired by an out-of-area employer usually needs additional assistance to make a successful start in a new job because he/she will not receive his/her first paycheck for several weeks after beginning work. Therefore, a Supportive Services payment may be provided in advance to clients who need to relocate over 50 miles from their residence in order to accept employment. Assistance in conducting job search activities, attending interviews, or completing other pre-employment requirements are offered to those who are seeking out of area positions.
11. Diverse language guides and assistance are available, to help explanation of services.
12. Follow-Up services must be provided to Adults and Dislocated Workers who have successfully completed Individualized or Paid Services and have obtained unsubsidized employment and all Out-of-School Youth. Follow-Up activities are geared towards helping the client retain employment through services such as counseling and referral to partner agencies.

(III) System Wide Commitments

1. Partners are involved in developing a seamless customer satisfaction system to ensure that we obtain feedback from all customers. This system includes a couple of factors, one is making paper surveys available for customers who would prefer to fill out and drop into a collection box anonymously, second is online access which will allow customer to provide comments electronically.
2. Information is readily available and accessible to all One Stop Partners through state developed programs. All partners also use a release of information that is recognized and honored to allow customers a more effective and timely service experience. All releases are in accordance with state laws and guidelines. Continued evaluations will help to identify and support the need for continuous improvement.
3. Measuring our customer satisfaction will also provide the benefit of allowing us to know training needs to be provided. Partners' sessions will help to develop the ideas of training as well and training needs. These training needs will then be addressed and developed to help in the professional development of all One Stop Partners. Cross training will provide the necessary and appropriate expertise and efficiency to better serve customers.
4. One Stop partners recognize the importance of a common referral system. This is done when a customer is evaluated and the referrals are based upon customer needs. Cross training helps workers to identify all partners' expertise and is able to refer based upon a working knowledge of all services.
5. Workforce competencies come also from cross training and continuing professional development trainings. Workers are able to evaluate customers and recognize and understand their employment/educational barriers and then refer or assist accordingly. This assistance may require a referral for more one on one counseling or being able to assist a customer with required needs, such as workshops, job placement, training etc.
6. Recognizing the great need and use of modern technology is a benefit to One Stop Operators and their clients. This common technology is recognized in these forms: Information sharing, which can include services, client needs, labor market; more accessible tools and opportunities for remote clients; developing a more effective data collection system, with all partner access; and always providing staff and customers with the most recent and up to date equipment for usage.
7. Employer services are the workforce system's driver for job placements and the creation of skill development and training opportunities. It plays a vital role in ensuring that the workforce needs of the region's employers are being met.
 - Employer Services are Solution Driven-based upon employers needs

- Employer Services are relevant to business needs-services developed with the business needs
- Employer Services are to be delivered in a timely manner-must function on business timeframe and requirements

TAA eligible clients are provided assessments of skills, aptitudes and interest. Eligibility establishes that a worker may be approved for training if it is determined that she/he possesses the mental and physical abilities to make satisfactory progress. A worker in TAA-approved training is not required to job search while attending and making satisfactory progress in training. TAA clients that do not wish to participate in training, will be assisted with Job Search Activities, job leads, job clubs, resumes, cover letters, etc. and one on one assistance through Career Guidance.

To ensure that Local Workforce Investment Areas (LWIA) and any other partner agencies provide appropriate benefits to customers in a timely manner and to coordinate effectively with the Office of Employment and Training (OET) regarding Trade customers, making it crucial that OET be notified when any customer/client has been affected by outsourcing of employment.

III. Community Services Block Grant (CSBG) Employment & Training Activities

a. Bell-Whitley CAA

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials..

Bell-Whitley Community Action Agency, Inc. (BWCAA) is the designated location for the Kentucky Career Center JobSight in Bell County. Bell-Whitley Community Action Agency, Inc. (BWCAA) provides services under the Community Service Block Grant (CSBG) in both Bell and Whitley Counties. In an effort to better serve the low-income and vulnerable populations, Community Service Block Grant (CSBG) utilizes its partnership with the Kentucky Career Center to increase awareness on the issues and needs of the poor to businesses, laborers, professionals and local employers while providing services, enhancing and growing the communities we serve.

The Kentucky Career Center JobSight in Bell County is located at 129 Pine Street, Pineville, KY. The facility is equipped with an assessment room, conference room and resource area to enhance the job seekers experience while visiting the agency. Community Service Block Grant (CSBG) utilizes its scale assessment and referral system to complete intake while ensuring that job seekers are connected to the proper services.

Bell-Whitley Community Action Agency's Community Service Block Grant Program administers the following services in both Bell and Whitley Counties which focus on the following three national goals:

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.

Services

- Scale Assessment
- Intervention/Eligibility Determination
- Progress Achievement Plans
- Case Management
- Emergency Services
- Educational Scholarships
- Referral Services
- Follow Up Services

Description of Services provided by Community Service Block Grant (CSBG)

- Individual scales assessments determines what state of need (In-Crisis, Vulnerable, Stable, Safe or Thriving) that each individual client is in at the time of the assessment.
- Intervention/Eligibility Determinations are made once the scale assessment is completed.
- Progress Achievement Plans are completed for each individual when determination of eligibility is complete to determine what course of action needs to be completed to ensure the client reach self-sufficiency.
- Case Management Services are on-going to continually to ensure that clients becomes self-sufficient.
- Emergency Services are determined on case by case basis. Emergency Services can include but are not limited to: clothing, housing, utilities, and rental assistance.
- Educational Scholarships are granted to local area high school seniors who exhibit financial need in order to pursue a post-secondary education.

- Community Service Block Grant (CSBG) utilizes its referral system to ensure that all clients are properly connected to in-house and community partners. These partners include but are not limited to: Workforce Innovation and Opportunity Act (WIOA), Adult Education, Head Start, Weatherization, Job Clubs, and Paths 2 Promise.
- Follow up Services are completed quarterly to ensure that the client remains on track with the Progress Achievement Plan.

Community Service Block Grant (CSBG) works to remove obstacles and solve problems by establishing comprehensive, long-term programs for families and individuals which assist in achieving goals, solving problems, and ultimately maintaining self-sufficiency. CSBG utilizes its referral system to connect consumers to in-house and community partners. These partners include but are not limited to the following: Workforce Innovation and Opportunity Act (WIOA), Head Start, Weatherization and Kentucky Housing Corporation. CSBG provides direct services; information and referrals for known resources such as child support, Repair Affair, Kentucky Vision Project, USDA Rural Development, etc. Through in depth case management households receive continual contact from CSBG staff to determine any changes in needs if new obstacles that may arise. The consumer, with direction from CSBG staff, determines a course of action or resources to help keep the household moving toward self-sufficiency.

III. Community Services Block Grant (CSBG) Employment & Training Activities

b. Big Sandy Area CAP

Revision Date: 05/02/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Martin County – Inez; Magoffin County – Salyersville; Johnson County – Paintsville; Floyd

County – Allen; Pike County – Town Mountain

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Big Sandy Area Community Action Program (BSACAP), is one of the state's 23 Community Action Agencies and one of over 1,000 Community Action Agencies nationwide. Throughout its 52 year history, BSACAP has partnered with various community, state, and federal organizations to provide essential services to the region's economically disadvantaged families by aggressively pioneering some of the nation's most innovative public service programs, including home repair and senior citizen employment programs. BSACAP's record of competent management and commitment to customer service allows the Agency to successfully operate 16 separate programs with a 2016-2017 fiscal year funding of over \$14 million. Daily program operations and administration require a staff of close to 70 employees housed in service offices throughout the five Big Sandy counties of Floyd, Johnson, Magoffin, Martin, and Pike, with the administrative offices located in Johnson County.

BSACAP's comprehensive service model ensures that clients have access to and connection with programs and partners whose mission is to help them reach self-sufficiency and prevent them from re-entering the cycle of poverty. BSACAP not only provides extensive job seeker services through Workforce Innovation and Opportunity Act (WIOA) programs and the Senior Community Service Employment Program (SCSEP), but also serves the job seeker's basic and family needs. Through assistance with housing, nutrition, home heating, home health and safety, early childhood education, college scholarships, and much more made available through the Community Services Block Grant (CSBG), Head Start, the Weatherization Assistance Program, Tenant-Based Rental Assistance, and others, BSACAP is able to meet client needs and help them move toward success.

BSACAP's goal of comprehensive service to clients is further enhanced by participation in and commitment to the Kentucky Career Center JobSite Certified Affiliate Career Center in Pikeville. The integrated service delivery made possible through the Pikeville OneStop and the partnerships therein allow the Agency not only provide clients with a solid path out of poverty, but also ensures that the Agency is able to share, utilize, and build upon the strengths, information, and insight available within a strong, united coalition. BSACAP will assist in the replication of the success of the Pikeville JobSite in Floyd County with the certification of the Prestonsburg Kentucky Career Center as a comprehensive OneStop.

Basic Career Services

1. Eligibility for Title 1B

- CSBG Community Resource Representatives perform a needs assessment for each client to determine their eligibility for CSBG programs and in order to make referrals proper referrals to other social or workforce service partners.

2. Outreach, Intake, and Orientation

- CSBG staff members include information about WIOA services and CSBG workforce services when conducting outreach on behalf of the Agency (Resource Fairs, distribution of program materials, news releases, social media, etc.), determine the client's needs based on an intake interview, and introduce clients to the services available both within the Agency (WIOA, SCSEP, Head Start) and within the wider community so they may be oriented in the social service network.

3. Initial Skills Assessment

- CSBG Community Resource Representatives make skills assessment referrals to WIOA. When clients face extreme barriers to employment (homelessness, disability, etc.) CSBG

staff conduct assessments to determine needs related to the Chapter One program (life skills and education) and issues outside the scope of WIOA.

4. Labor Exchange Services, including job search and placement assistance

- CSBG Community Resource Representatives can assist with job screenings, resume writing, finding educational and training opportunities, and job searches during times of excessive enrollment in order to support WIOA and maintain rapid service for clients.

5. Referral and Coordination with other programs

- CSBG staff make referrals within the agency to WIOA, SCSEP, and other programs as needed and maintain a referral list which allows them to make referrals to other area agencies and services when a client's needs lie outside of BSACAP's purview. CSBG staff also host quarterly interagency meetings designed to help social service providers in each county learn about the programs and activities available to local people and ensure there is no overlap of services.

6. Workforce and Labor Market Information and Statistics

- CSBG staff rely on information provided by WIOA.

7. Performance and cost information on providers of education, training, and workforce services

- CSBG staff members maintain relationships with area education and training providers in order to ensure a smooth flow of information regarding their requirements, services, and associated costs.

8. Performance information for the local area as a whole

- CSBG staff along with WIOA and SCSEP utilize the CASTiNET database to track client performance information. CASTiNET is utilized by Community Action Agencies across the state of Kentucky and tracking information is readily available. CSBG staff also utilize Results Oriented Management and Accountability (ROMA) standards to report performance indicators to the state Community Action Agency (CAK) and, in turn, federal stakeholders.

9. Information on the availability of supportive services

- CSBG staff make referrals within the agency to WIOA, SCSEP, and other programs as needed and maintain a referral list which allows them to make referrals to other area agencies and services when a client's needs lie outside of BSACAP's purview. CSBG staff provide a variety of supportive services to clients (LIHEAP, Garden Seed Nutritional Program, etc.) and provide case management services to these clients. WIOA can refer clients in need of household and family services to CSBG.

10. Information and meaningful assistance with UI claims

- CSBG staff can provide clients with basic information, assist with contacts and paperwork, and make referrals to WIOA. CSBG staff will ensure that clients in need of UI services will be connected to the proper contacts.

11. Assistance establishing eligibility for financial aid for non-WIOA training and education

- CSBG staff screen for need and eligibility status upon the initial client meeting and are trained to make referrals and provide pertinent information thereafter. CSBG hosts workshops related to FAFSA and financial aid packages.

Individualized and Follow-up Career Services

1. Comprehensive and specialized assessments

- CSBG staff provide follow up case management Chapter One clients, CSBG Scholarship recipients, and other CSBG program participants (housing, etc.) which allows them to mark client progress and make further referrals to WIOA for workforce assessments.

2. Development of an Individual Employment Plan

- CSBG clients develop life goals and action plans with CSBG staff in order to prepare clients for the intensive workforce services of WIOA.

3. Group Counseling

- CSBG staff hosts monthly workshops in coordination with WIOA and also supports local Jobs Clubs through advertisement, referrals, staff time, office supplies, and meeting spaces.

4. Individual Counseling

- CSBG staff provide individual counseling regarding life skills, and barriers to success to ensure clients are making progress and are able to meet their household/family needs while working toward their education and/or work goals.

5. Career planning

- CSBG staff may assist clients who have extreme barriers to employment with supportive services which remove barriers to successful career planning, where after they may refer employable clients to WIOA.

6. Short-term pre-vocational services

- CSBG staff have worked with WIOA staff to host workshops on topics such as “Dress for Success” and “Continuing Your Education” in order to allow Agency clients another opportunity to receive these soft skills trainings and to reach out to potential clients for the Agency’s workforce programs.

7. Internships and Work Experience

- CSBG staff make referrals to WIOA.

8. Workforce preparation activities

- CSBG staff work to ensure that clients are able to meet their basic needs (food, shelter, clothing, hygiene, safety) so that as many barriers to success are removed as possible, thereby stabilizing the client’s life and setting them up to thrive as they enter the workforce.

9. Financial Literacy Services

- CSBG staff work with Chapter One clients to assess and establish financial literacy, financial responsibility, and financial goals in order to help the client move toward greater self-sufficiency. CSBG staff also provide workshops on basic money management techniques such as “Common Cents” and “Basic Accounting.” Workshops are available to all clients and the public.

10. Out-of-area job search assistance

- CSBG staff make referrals to WIOA.

11. English language acquisition

- CSBG staff make referrals to Adult Education programs and consult with WIOA staff as needed.

12. Follow-up services for participants in Title 1B

- WIOA clients are eligible for CSBG support services and the Chapter One program and case management services beyond their time in WIOA. This provides financial assistance to eligible clients to remove barriers that may arise after obtaining employment.

System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction

- All BSACAP services utilize a customer satisfaction survey administered via SurveyMonkey that is made available to clients through an email link or through the BSACAP website. Hardcopies are available at each county office if clients are unable to access the survey via the web. Additionally, CSBG, WIOA, and SCSEP all have access to the CASTiNET Community Action Database and all agency activities are reported in ROMA.

2. Information Sharing

- CSBG is willing to share pertinent client information within the Agency and required partners and provide referrals when necessary.

3. Cross agency training and professional development

- CSBG hosts quarterly interagency meetings that allow service providers to educate one another on their services and points of contact.

4. Common referral system

- CSBG uses a brief referral tracking chart and is in the process of developing a formal referral sheet which can be used within the agency and the wider community.

5. Workforce skill standards

- CSBG coordinates with WIOA to provide soft skills training and provide supportive services.

6. Common technology

- CSBG utilizes a shared database and digital platforms available through Office 365 ensuring an easy flow of information.

7. Single point of contact for businesses and employers

The Employer Account Representative, representing the Agency and the Regional Business Services, is the first to speak with business and employers. If questions regarding CSBG were posed to members of WIOA or the Employer Account Representative, they would be referred to the CSBG Program Manager. Should CSBG staff be contacted by a business or employer, they would be referred to the Employer Account Representative.

Referrals from CSBG are made via email, phone conversations with partners, and by providing the customer with the information needed to access the partner. CSBG will utilize the forthcoming standardized referral form to make referrals to all partners as necessary with an emphasis on referrals made to WIOA. CSBG will continue to maintain a Community Resource Guide in order to ensure that clients may be referred for proper assistance if their needs fall outside the purview of the required partners. CSBG Community Resource Representatives maintain records of referrals they make to clients.

III. Community Services Block Grant (CSBG) Employment & Training Activities

c. Daniel Boone CAA

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Daniel Boone Community Action Agency, Inc. (DBCAA) is the “host agency” for the Kentucky Career Center JobSight in Clay and Jackson Counties. DBCAA operates the Community Services Block Grant Program (CSBG) in both counties. CSBG is a current partner with the Kentucky Career Center.

The Kentucky Career Center JobSight in Clay County is located at 1535 Shamrock Road, Manchester, KY. The career center is in a dedicated wing of our facility and has private office space to ensure client confidentiality. The facility has a resource room, conference room, and all necessary office equipment required to successfully meet the needs of our job seekers, employers and staff.

The Kentucky Career Center JobSight in Jackson County is located at 5748 Hwy 290, McKee, KY. The facility has private office space to ensure client confidentiality, a resource room and all necessary office equipment required to successfully meet the needs of the job seekers, employers and staff.

Daniel Boone Community Action Agency’s CSBG Program shall provide the following services for job seekers.

Services

- Intake and registration
- Assessment
- Case Management
- Emergency Services
- Supportive services
- Follow-up services
- Referral coordination with other programs

Description of Services provided by CSBG for Job Seekers:

- 1) Eligibility determination.
- 2) Assessment of the client needs.
- 3) Developing an individual service plan.
- 4) Making referrals to partner agencies and other community resources (WIOA, Adult Education, Vocational Rehabilitation, Office of the Blind, and Office of Employment and Training).
- 5) Providing emergency services for job seekers. Example: clothing, food, housing, utilities, rental assistance, transportation, childcare, etc.
- 6) Providing information on programs available. Example: Job Club, Paths 2 Promise, workshops, etc.
- 7) On-going case management to address client needs.
- 8) Follow up services range from six to twelve months. Follow up services may provide assistance with utility payments, childcare, housing, transportation, etc.

CSBG referrals are made to any available partner program by phone call, email or other appropriate method. Referrals are followed by personal contact by the CSBG Case Manager.

Referrals are made to Office of Employment and training (OET), Kentucky Adult Education, Office of Vocational Rehabilitation, Office of the Blind, and Workforce Innovation (WIOA) and

Opportunity Act (WIOA). Referrals are documented and tracked in the CASTINET System.

III. Community Services Block Grant (CSBG) Employment & Training Activities

d. Gateway CA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight, Frenchburg – 28 B Bible Camp Lane, Frenchburg, KY 40322 (Menifee Co)

KCC JobSight, West Liberty – 151 University Drive, West Liberty, KY 41472 (Morgan Co)

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

I. Basic Career Services

- 1.) The CSBG program covers: Morgan, Bath, Rowan, Montgomery and Meniffee Counties. The central Gateway office is located in West Liberty, Kentucky and for each additional county there is an outreach office with a staff person responsible for the office covering that county. The intake process is the same in every county when a person comes in requiring services from the CSBG program. Basic information is taken down as well as an assessment of the needs of the client. Once needs are established a progress and achievement plan can be initiated that oftentimes involves referring to other programs within our agency.
- 5.) Once the needs of the client have been established the CSBG worker is responsible for making appropriate referrals for that client. Oftentimes CSBG services can be limited to simply paying for trainings or educational services. WIOA services are more extensive in the lens of comprehensive career services and clients are generally referred to the program. An internal database called “Castinet” is used to link each program with one another. Referrals can be easily made between programs using this system.
- 6.) CSBG Outreach staff could compile Workforce and Labor Market information for the client so that they might better gauge where there potential career interest would be.
- 7.) CSBG Outreach staff could (as part of a progress and achievement plan) work with case managed clients on the most cost effective trainings and educational avenues that are available. For more detailed and intense breakdowns of these opportunities the client would likely be referred to WIOA depending on the type of training needed and status of CSBG funding.
- 9.) CSBG staff are always well aware of any supportive services that are available to our clientele. CSBG staff facilitate and attend Interagency Meetings within our five county jurisdiction where many local and state level agencies come together to share resource availability and network with one another.
- 11.) CSBG Outreach staff could help clients with resources finding and attaining financial aid for non-WIOA training and education. Once the initial assessment has been completed on the client the CSBG staff person could compile any resources pertaining to the availability of financial aid to the client. Often a basic look at the client’s current income can provide an easy snapshot as to whether or not they would be eligible for their resources that the worker and client have discussed.

II. Individualized and Follow-up Career Services

- 1.) If a client is willing to go through the case management process for the CSBG program they are asked to do a progress and achievement plan. In the course of this plan several aspects of the clients life that could affect retention of employment such as: lack of reliable transportation, type of housing and child care are monitored and dependent on where they fall on the scale a plan can be put into place to help them become more self-sustainable.
- 9.) CSBG Outreach staff are trained in helping clients with basic budgeting skills. CSBG staff can work one on one with the client to find resources to supplement their income and work on strategies to better manage their finances.

III. System Wide Commitments

- 1.) A customer satisfaction survey is made available to clients of Gateway Community Action. Clients input is vital to the success of our agency. Data is analyzed yearly to gauge the

- effectiveness of Gateway's programs and to help find areas where work needs to be done to better accommodate the needs of the customer.
- 2.) Information is shared between programs using our Castinet data analysis program. This helps in ease of tracking clients milestones with our agency as a whole and is useful for workers to understand what the clients circumstances are at the time of their meeting.
 - 3.) Agency trainings are conducted often as a means of keeping staff from all different programs up to date on. When a program goes through dramatic changes trainings are scheduled so that everyone within the agency are current on what the criteria and span of services that the program encompasses are.
 - 4.) An internal referral system is available via Castinet that allows programs to refer clients between one another. External referrals are also logged so that better tracking of services provided to any one client are as worker friendly as possible.
 - 7.) In the central Gateway office the circulation desk is considered the single point of contact. In all Outreach offices the CSBG Outreach worker is considered the single point of contact. Once a client has been seen by this individual referrals and progress and achievement plans can be implemented in a way that is personalized and individual to each client.

The referral process can come from any worker representing any program within Gateway. When the intake of a client for CSBG is administered the client is assessed using a screening tool that looks for areas in the client's life and current situation that needs to be addressed and the severity of the client's needs. This questionnaire is administered at intake and is called a scale assessment. The assessment also measures the severity of the need the client has in several specific areas. Areas that can be evaluated include: living situation, transportation and employment needs. Once a baseline has been established gauging the needs of the client, referrals are made using the Castinet system.

It is the goal of the agency for clients to filter through the CSBG outreach staff and every person to have a scale assessment completed on them and then, at that point, the client could be referred either internally or externally depending on the services needed. All referrals are logged in Castinet and detailed case notes are made (when possible) tracking services provided or offered to the client, and how these points of contact helped to make the client more self-sufficient. When making internal referrals the clients situation is easily logged and case notes are regularly updated to ensure that the client's needs are being addressed in the most timely and satisfactory way possible. If external referrals are made and a client is willing to participate in the case management aspect of the CSBG program then it is the responsibility of the CSBG staff person assigned to that individual to make regular contact either by phone interview or face to face to find out if the agency the client was referred to had followed up with them and what the outcome of that meeting was.

Goals are established for clients using a personalized progress and achievement plan. As the client works with CSBG and other programs either within our agency or an independent agency that we have referred that client to the clients progress and achievement plan is updated and the scale assessment that was initially completed on that individual is also kept up to date with the most current information so that the client can see real life progress that they have created and will feel more motivated to continue in their quest to become self-sufficient.

III. Community Services Block Grant (CSBG) Employment & Training Activities

e. Harlan CAA

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Harlan County Community Action Agency, Inc. (HCCAA) operates the Community Services Block Grant Program (CSBG). CSBG is a current partner with the Kentucky Career Center in Harlan County.

Harlan County Community Action Agency's CSBG Program shall provide the following services for job seekers:

Services

- Intake and registration
- Assessment
- Case Management
- Emergency Services
- Supportive Services
- Follow-up Services
- Referral coordination with other programs

Description of Services provided by CSBG for Job Seekers:

- 1) Eligibility determination.
- 2) Assessment of the client needs.
- 3) Developing an individual service plan.
- 4) Making referrals to agency programs, partner agencies and other community resources (HCCAA WIOA, Kentucky Adult Education, Kentucky Office for Vocational Rehabilitation, Kentucky Office of the Blind, and Kentucky Office of Employment and Training).
- 5) Providing emergency services for job seekers. Example: clothing, food, housing, utilities, rental assistance, transportation, childcare, etc.
- 6) Providing information on programs available. Example: Job Club, Paths 2 Promise, workshops, etc.
- 7) On-going case management to address client needs.
- 8) Follow up services range from six to twelve months. Follow up services may provide assistance with utility payments, childcare, housing, transportation, etc.

CSBG referrals are made to any available partner program by phone call, email or other appropriate method. Referrals are followed by personal contact by the CSBG Case Manager. Referrals are made to Kentucky Office of Employment and training (OET), Kentucky Adult Education, Kentucky Office of Vocational Rehabilitation, Kentucky Office of the Blind, and HCCAA Workforce Innovation and Opportunity Act (WIOA). Referrals are documented and tracked in the CASTINET System.

III. Community Services Block Grant (CSBG) Employment & Training Activities

f. KCEOC CAP

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCEOC, PO Box 490, Barbourville. KY 40906

606-546-3152

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide and/or link customers to the following career services as defined by WIOA:

Basic Career Services for Job Seekers and Workers

KCEOC Community Action Partnership offers Community Services Block Grant (CSBG) services to clients in Knox County. Services are provided at the main office, located in the Gray community.

CSBG staff provides services to children, adults, elderly and all disabled persons whose incomes are at or below 125% of the Federal Poverty Income Guidelines. Services include employment, education, income management, housing, health, and other support services, including referrals. Referrals to/from, and coordination of activities with other programs/services offered by KCEOC, including programs/services within the workforce development programs, are available. Information is provided in formats that are usable by and understandable to clients. Assistance in establishing eligibility for programs of financial aid assistance is also available.

CSBG staff provides services to children, adults, elderly and all disabled persons whose incomes are at or below 125% of the Federal Poverty Income Guidelines. Services include employment, education, income management, housing, health, and other support services, including referrals. CSBG staff will refer clients and families needing additional assistance to WIOA and other programs and services using both telephonic and electronic communications, as well as face-to-face contact. By having established relationships with over 200 services providers, as well as being located within close proximity to WIOA services, we are able to provide a number of needed referrals, providing a more positive experience for clients.

CSBG staff will refer to American Job Center and Kentucky Career Center partners including, Adult Ed, OVR, Community and Technical Training Institutions, Universities, Office of Employment and Training, and other KCEOC or community partners as needed to provide services that assist clients with obtaining the goal of employment or improvement of quality of life. Team Based Case Management and Partner meetings allow the programs to discuss and track referrals and services needed. Although CSBG utilizes its own internal database for client management, WIOA and other partners utilize a number of databases allowing for more refined tracking methods, as well as decreasing the number of duplicative services.

III. Community Services Block Grant (CSBG) Employment & Training Activities

g. LKLP CAC

Revision Date: 05/08/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

LKLP Knott 1622 Hwy 1605, Hindman, KY 41822, LKLP Leslie, 121 Maple St, Hyden, 41749

note: LKLP Letcher, 2 Main St. Whitesburg, KY 41858

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide and/or link customers to the following career services as defined by WIOA:

Basic Career Services for Job Seekers and Workers

LKLP Community Action, Inc. offers CSBG services to clients in a four-county area; Letcher, Knott, Leslie, and Perry counties. The Perry site is located within the comprehensive one-stop center in Hazard, Kentucky.

CSBG Outreach staff provide services to children, adults, elderly and all disabled persons whose incomes are at or below 125% of the Federal Poverty Income Guidelines. Services include, employment, education, nutrition, health, housing, linkages and income management. Referrals to and coordination of activities with other programs and services offered by LKLP, including programs and services within the one-stop delivery system and other workforce development programs are available. Information is provided in formats that are usable by and understandable to one-stop center customers, and assistance in establishing eligibility for programs of financial aid assistance is available.

LKLP CSBG provides services to children, adults, elderly, and all disabled persons whose incomes are at or below 125% of the Federal Poverty Income Guidelines. Services include employment, education, nutrition, health, housing, linkages, and income management. CSBG will refer clients and families needing additional assistance to WIOA and other programs and services using both telephonic and electronic communications, as well as face-to-face contact. Being in the same physical location with many of the partners, we are able to provide warm referrals, which typically provides a more positive experience for customers. CSBG will refer to American Job Center and Kentucky Career Center partners including, Adult Ed, OVR, Community and Technical Training Institutions, Universities, Office of Employment and Training, and other LKLP or community partners as needed to provide services that assist clients with obtaining the goal of employment or improvement of quality of life. Team Based Case Management and Partner meetings allow the programs to discuss and track referrals and services needed. Although CSBG utilizes its own internal database for client management, WIOA and other partners utilize Salesforce, EKOS and the new **KEE-Suite** allow for more refined tracking methods.

III. Community Services Block Grant (CSBG) Employment & Training Activities

h. Middle Kentucky CAP

Revision Date: 04/27/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Lee, Owsley and Wolfe Counties.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Community Services Block Grant is a federal, anti-poverty block grant which funds the operations of a state-administered network of local agencies. Middle Kentucky provides services through CSBG funding to children, adults, elderly and all persons with disabilities whose incomes are at or below 125% of the current Federal Poverty Income Guidelines. CSBG provides funds for direct services and programs that indirectly and directly address the needs of low-income, elderly, disabled and disadvantaged that are not being met by other programs. CSBG goals and objectives are developed by direct input from the low-income population.

CSBG Staff works with low-income families in helping them become more self-sufficient and assisting them in maintaining adequate housing and a suitable living environment. They work hard to help implement and provide services and programs that directly and indirectly address the needs of the low-income and the elderly families in our communities, which are not being met by other service organizations. Information and referral is a vital action, which takes place on a daily basis and insures completion and non-duplication of services.

I. Basic Career Services:

1. Eligibility for Title 1B
2. Outreach, intake and orientation – Outreach for the CSBG program is offered through social media, newspaper advertisement and word of mouth. The intake process consists of one-on-one with each client gathering information.
3. Initial skills assessment – Referrals are made to WIOA
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs – CSBG staff offers referrals to those clients that can't receive services due to lack of funding. They attend Inter-Agency meetings and take part in focus groups to stay aware of resources in each of the counties.
6. Workforce and labor market information and statistics – information is given to the clients who are seeking services for employment. They are referred to the WIOA program.
7. Performance and cost information on providers of education, training and workforce services - Referrals are made to WIOA
8. Performance information for the local area as a whole - Referrals are made to WIOA
9. Information on the availability of supportive services – Information is given to each client based on their needs. If they need to be referred to another program, organization or agency then they are provided with that information.
10. Information and meaningful assistance with UI claims - Referrals are made to WIOA
11. Assistance establishing eligibility for financial aid for non-WIOA training and education - Referrals are made to WIOA

II. Individualized and Follow-up Career Services: Clients are all referred to the WIOA program for any type of Career Services.

1. Comprehensive and specialized assessments - Referrals are made to WIOA
2. Development of an Individual Employment Plan (IEP) - Referrals are made to WIOA
3. Group counseling - Referrals are made to WIOA
4. Individual counseling - Referrals are made to WIOA
5. Career planning - Referrals are made to WIOA
6. Short-term pre-vocational services - Referrals are made to WIOA
7. Internships and work experience - Referrals are made to WIOA
8. Workforce preparation activities - Referrals are made to WIOA

9. Financial literacy services - Referrals are made to WIOA
10. Out-of-area job search assistance - Referrals are made to WIOA
11. English language acquisition – Clients are given website information.
12. Follow-up services for participants in Title IB Adult and Dislocated Worker programs - Referrals are made to WIOA

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – The Community Services Block Grant Program (CSBG) works with clients on an individual level. Each client is different and data collection differs for each household depending on their need of services. Each client is asked to take part in the Customer Satisfaction Survey process for feedback.
2. Information sharing – Sharing of information is provided to those partners or agencies that has a MOU with Middle Kentucky CAP, Inc. and the client has signed a release and obtain of information form.
3. Cross agency training and professional development – Staff attends any trainings that are necessary to the operations of the CSBG Program.
4. Common referral system – Client's come in or call the offices seeking assistance. If services can't be provided a referral is made.
5. Workforce skill standards (common set of work readiness competencies) - Referrals are made to WIOA
6. Common technology – Staff is available to help those clients who need help with technical issues.
7. Single point of contact for businesses and employers – Contact can be made with each local Community Action office located in either Breathitt, Lee, Owsley or Wolfe Counties.

III. Community Services Block Grant (CSBG) Employment & Training Activities

i. Northeast Kentucky CAP

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight Grayson/1103A Hwy 7 Grayson, KY 41143, KCC JobSight Olive Hill/21039 West

US HWY 60, Olive Hill, KY 41164, KCC JobSight, Sandy Hook/207 S. Hwy 7 Sandy Hook, KY

41171, KCC JobSight Louisa/180 Bulldog Lane, Louisa, KY 41230

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Social Services Program is administered through the Community Services Block Grant (CSBG) funding. The funding allows Northeast to operate six offices in the agency's five-county service area. Each county takes applications, makes referrals, and provides services to the low income individuals and to provide assistance during crisis situations. The CSBG offices administer the Low Income Home Energy Assistance Program (LIHEAP) to help families who meet income guidelines to obtain assistance with the high costs of heating bills. The staff works closely with the local utility providers to insure that no family is without adequate heat.

(III) System Wide Commitments

1. Partners are involved in developing a seamless customer satisfaction system to ensure that we obtain feedback from all customers. This system includes a couple of factors, one is making paper surveys available for customers who would prefer to fill out and drop into a collection box anonymously, second is online access which will allow customer to provide comments electronically.
2. Information is readily available and accessible to all One Stop Partners through state developed programs. All partners also use a release of information that is recognized and honored to allow customers a more effective and timely service experience. All releases are in accordance with state laws and guidelines. Continued evaluations will help to identify and support the need for continuous improvement.
3. Measuring our customer satisfaction will also provide the benefit of allowing us to know training needs to be provided. Partners' sessions will help to develop the ideas of training as well and training needs. These training needs will then be addressed and developed to help in the professional development of all One Stop Partners. Cross training will provide the necessary and appropriate expertise and efficiency to better serve customers.
4. One Stop partners recognize the importance of a common referral system. This is done when a customer is evaluated and the referrals are based upon customer needs. Cross training helps workers to identify all partners' expertise and is able to refer based upon a working knowledge of all services.
5. Workforce competencies come also from cross training and continuing professional development trainings. Workers are able to evaluate customers and recognize and understand their employment/educational barriers and then refer or assist accordingly. This assistance may require a referral for more one on one counseling or being able to assist a customer with required needs, such as workshops, job placement, training etc.
6. Recognizing the great need and use of modern technology is a benefit to One Stop Operators and their clients. This common technology is recognized in these forms: Information sharing, which can include services, client needs, labor market; more accessible tools and opportunities for remote clients; developing a more effective data collection system, with all partner access; and always providing staff and customers with the most recent and up to date equipment for usage.
7. Employer services are the workforce system's driver for job placements and the creation of skill development and training opportunities. It plays a vital role in ensuring that the workforce needs of the region's employers are being met.
 - Employer Services are Solution Driven-based upon employers needs
 - Employer Services are relevant to business needs-services developed with the business needs
 - Employer Services are to be delivered in a timely manner-must function on business timeframe and requirements

Clients are assessed while being served through specifically funded programs. When clients are assessed needs are addressed and then referrals made to specific services in accordance with those needs. Referrals are entered into computer program, recording need and service referral.

IV. Title II: Adult Education and Family Literacy
Kentucky Skills U

Revision Date: 05/21/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Kentucky Skills Education Skills U provides adult education services in every county, with
multiple locations, in the EKCEP workforce area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

I. Basic Career Services:

1. Outreach, intake and orientation;
 - a. Outreach, intake and orientation about adult education services and introductory conversations that may explore the need for other services available through the one-stop delivery system.
2. Initial skills assessment (Test of Adult Basic Education – TABE, CASAS, KESC, NCRC, and KCRC);
 - a. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency, educational levels), aptitudes, abilities (including skills gaps), self-reflection (including social/emotional skills), and supportive service needs (includes a “go to” person for basic needs resources) using the Test of Adult Basic Education (TABE) or other approved KYAE Skills U assessments.
3. Referral and coordination with other programs;
 - a. Two-way referrals and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs
4. Performance and exploration of cost information on providers of adult education,
 - a. Performance information and program cost information on eligible providers of adult education, providers of career and technical education activities at the postsecondary level, and career education activities available to school dropouts. Please see attachment regarding WIOA Title II adult Education Services.
5. Performance information for the local area as a whole;
 - a. Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area via Kentucky Adult Education Reporting System (KAERS).
6. Information on the availability of supportive services;
 - a. Information, in formats that are usable by & understandable to one-stop customers through standard marketing materials where available, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area
7. Assistance establishing eligibility for financial aid for non-WIOA training and education.
 - a. Assistance in establishing eligibility for programs of financial aid assistance for education and training programs

II. Individualized and Follow-up Career Services:

1. Group counseling
 - a. KYAE Skills U shall provide group counseling during the orientation and intake process, which includes assessment (TABE) and orientation.
 - i. Program overview, including purpose, goals, philosophy;
 - ii. Career exploration; and
 - iii. A learning plan with short- and long-term goals in the context of a career pathway.

2. Individual counseling
 - a. KYAE Skills U shall provide individual counseling during the orientation and intake process to adult education students, which includes assessment (TABE) and orientation.
 - i. Program overview, including purpose, goals, philosophy;
 - ii. Career exploration; and
 - iii. A learning plan with short- and long-term goals in the context of a career pathway.
3. Career planning aligned with WIOA defined career services
4. Workforce preparation activities

Workforce preparation activities shall include activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in:

 - (a) Utilizing resources;
 - (b) Using information;
 - (c) Working with others;
 - (d) Understanding systems;
 - (e) Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and
 - (f) Other employability skills that increase an individual's preparation for the workforce as part of contextualized adult education curriculum.
5. English language acquisition

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction
 - a. KYAE Skills U collects student assessment, demographic, and participation data in Kentucky Adult Education Reporting System (KAERS) to report to the National Reporting System (NRS) and may also report to partners.
2. Information sharing
 - a. See 1(a) above.
3. Cross agency training and professional development;
 - a. Participation may take the form of advertisement of the training, participating in training so that participants understand the roles and responsibilities within the one-stop and by ensuring that individuals attend the training.
4. Common referral system
 - a. KYAE shares certain elements of data collected via KAERS to
 - i. Partners
 - ii. KEE Suites after implementation
5. Workforce skill standards (common set of work readiness competencies);
 - a. Work readiness competencies are provided to adult education students via the Kentucky Essentials Skills Certificate (KESC) , which is earned by completing the WIN curriculum and completing a summative assessment with a passing score.
6. Common technology
 - a. KEE Suites with certain elements of data shared by KAERS
7. Single point of contact for businesses and employers.

- a. A single point of contact for adult education services is located in Hazard one stop and Pikeville affiliate sites along with adult education services in the aforementioned counties in the EKCEP workforce area.

Adult Education refers and accepts referrals by the common method. An electronic means of referrals is preferred and will have the capacity in the future via KEE-Suites.

**V. Title III: Wagner-Peyser Act Employment Services
DWI: Kentucky Office of Employment and Training**

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide, and/or link customers to the following career services as defined by WIOA: Basic Career Services for Job Seekers and Workers

- 6.1 Each customer is provided an in-depth orientation of services available in the career center that includes – Literacy and numeracy, education levels, aptitude’s, abilities to determine possible skill-gaps, and a supportive person for basic needs resources. Appropriate referrals to assessment needs to partner programs within the career center system.
- 6.2 Individualized case management services are available for customers who need one-on-one assistance for employment and training needs.
- 6.3 Priority of service availability to eligible service members to all federally funded labor exchange programs including – case management, job placement, and supportive services.
- 6.4 Labor Exchange services is provided to each customer and include the following – job search and placement assistance, career counseling, up to date local, regional, state, and national labor-market information.
- 6.5 Information is available in print, and electronic formats, and available to all career center customers to the availability of center and partner support services including, but not limited too – career center services, child support services, SNAP benefits, and TANF benefits, WIOA, Vocational Rehabilitation services, adult education, Trade, Unemployment Insurance, Career and Technical training.
- 6.6 Business services are broken in to three teams across the region and work directly with all businesses. Services include – recruitment, job fair events, OJT, and specialized services referred outside of the career center system.
- 6.7 Program eligibility assessments and determination.
- 6.8 Access to and provisions available for filing unemployment insurance claims.
7. System wide commitments
 - 7.1 The career center measures customer satisfaction form to complete. The data is then calculated and provided in to a spreadsheet that measures customer wait times, overall customer satisfaction, number of customers seen.
 - 7.2 All partners participate in cross-agency training on a regular – reoccurring basis. This allows each partner staff to be familiar with other programs and eligibility criteria processes.
 - 7.3 The partners use a common referral reporting system – EKOS and each customer referred is a warm hand-off to each internal partner.
 - 7.4 A new, common technology will be available, and integrated with partner systems in 2018. This new program will replace the existing EKOS system by October 2018. Early versions will be available during the Snap/Medicaid rollout in May 2018.
 - 7.5 Angela Higgins will be the single point of contact appointed for Title III to the regional business services team.

Referral Process

Title III staff after engaging each customer with an orientation of service and assessment, will refer customers to necessary services within the career center through a warm-handoff. The staff will introduce the customer and provide a contact from the appropriate agency program. Staff will report all referrals to partner programs VIA EKOS. Any customer who referred to a partner that is external to the career center, is provided the service information needed, where the center is located in which they need to seek-out, and to apply for those benefits. The staff will report all external partner referrals VIA EKOS to the customer record.

VI. Unemployment Insurance (UI)

DWI: Kentucky Office of Employment and Training

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide, and/or link customers to the following career services as defined by WIOA: The Kentucky Career Center, JobSight provides access to customers for Unemployment Insurance financial needs.

- 6.1 All unemployment insurance services are through automation. Information is available in print and online.
- 6.2 Each customer has access to unemployment insurance services via the internet and/or telephone. Customers may file claims via the resource room, request benefits, contact the assistance line when a problem has occurred, and conduct eligibility reviews. Customers also may file claims by telephone through one of two call centers provided.
- 6.3 Customers who are not job connected and required to conduct a job search and provided a welcome orientation and assessment. Staff will verify existing skills, provide labor market data and available jobs, and refer qualified candidates accordingly. A basic plan is developed and documented in the EKOS reporting system. Biweekly follow-up conducted.
- 6.4 Outreach services conducted to those customers who file external to the career center include – welcome, orientation, and assessment, work registration, employment plan development, potential job referrals, and other partner referrals for barriers detected to employment.
- 6.5 Each employment referral is the responsibility of the case manager providing the referral to conduct follow-up and data reporting in EKOS. Each successful obtainment; shall be reported through EKOS.

System Wide Commitments

- 7.1 The career center measures customer satisfaction form to complete. The data is then calculated and provided in to a spreadsheet that measures customer wait times, overall customer satisfaction, number of customers seen.
- 7.2 All partners participate in cross-agency training on a regular – reoccurring basis. This allows each partner staff to be familiar with other programs and eligibility criteria processes.
- 7.3 The partners use a common referral reporting system – EKOS and each customer referred is a warm hand-off to each internal partner.
- 7.4 A new, common technology will be available, and integrated with partner systems in 2018. This new program will replace the existing EKOS system by October 2018. Early versions will be available during the Snap/Medicaid rollout in May 2018.
- 7.5 Angela Higgins will be the single point of contact appointed for Title III to the regional business services team.

Referral Process

<p>Title III staff after engaging each customer with an orientation of service and assessment, will refer customers to necessary services within the career center through a warm-handoff. The staff will introduce the customer and provide a contact from the appropriate agency program. Staff will report all referrals to partner programs VIA EKOS. Any customer who referred to a partner that is external to the career center, is provided the service information needed, where the center is located in which they need to seek-out, and to apply for those benefits. The staff will report all external partner referrals VIA EKOS to the customer record.</p>
--

VII. Jobs for Veterans State Grants

DWI: Kentucky Office of Employment and Training

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

DVOP visits the KCC at Jackson once a month.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide, and/or link customers to the following career services as defined by WIOA: The Kentucky Career Center, JobSight provides labor exchange services to eligible veterans under the Jobs for Veterans Grant, under WIOA.

- 6.1 Each customer is provided an in-depth orientation of services available in the career center that includes – Literacy and numeracy, education levels, aptitude’s, abilities to determine possible skill-gaps, and a supportive person for basic needs resources. Appropriate referrals to assessment needs to partner programs within the career center system.
- 6.2 Individualized case management services are available for customers who need one- on-one assistance for employment and training needs.
- 6.3 Priority of service availability to eligible service members to all federally funded labor exchange programs including – case management, job placement, and supportive services. Eligible veterans referred to the DVOP and a follow-up service conducted. Upon meeting with the veteran and completing an assessment; case management and a plan discussed and agreed too for employment goals.
- 6.4 Labor Exchange services is provided to each customer and include the following – job search and placement assistance, career counseling, up to date local, regional, state, and national labor-market information.
- 6.5 Information is available in print, and electronic formats, and available to all career center customers to the availability of center and partner support services including, but not limited too – career center services, child support services, SNAP benefits, and TANF benefits, WIOA, Vocational Rehabilitation services, adult education, Trade, Unemployment Insurance, Career and Technical training.
- 6.6 Business services are broken in to three teams across the region and work directly with all businesses. Services include – recruitment, job fair events, OJT, and specialized services referred outside of the career center system. The LVER is part of each business service team covering the assigned area.
- 6.7 Program eligibility assessments and determination.
- 6.8 Access to and provisions available for filing unemployment insurance claims.
7. System wide commitments
 - 7.1 The career center measures customer satisfaction form to complete. The data is then calculated and provided in to a spreadsheet that measures customer wait times, overall customer satisfaction, number of customers seen.
 - 7.2 All partners participate in cross-agency training on a regular – reoccurring basis. This allows each partner staff to be familiar with other programs and eligibility criteria processes. This includes the LVER/DVOP with updates to the veterans program and changes to the grant.
 - 7.3 The partners use a common referral reporting system – EKOS and each customer referred is a warm hand-off to each internal partner.

- 7.4 A new, common technology will be available, and integrated with partner systems in 2018. This new program will replace the existing EKOS system by October 2018. Early versions will be available during the Snap/Medicaid rollout in May 2018.
- 7.5 Angela Higgins will be the single point of contact appointed for Title III to the regional business services team. The LVER will work with each local Business Service Team and coordinate with the single point of contact.

Referral Process

Title III staff after engaging each customer with an orientation of service and assessment, will refer customers to necessary services within the career center through a warm-handoff. The staff will introduce the customer and provide a contact from the appropriate agency program. Staff will report all referrals to partner programs VIA EKOS. Any customer who referred to a partner that is external to the career center, is provided the service information needed, where the center is located in which they need to seek-out, and to apply for those benefits. The staff will report all external partner referrals VIA EKOS to the customer record.

VIII. Trade Readjustment Allowance (TRA)

DWI: Kentucky Office of Employment and Training

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The agency agrees to promote, provide, and/or link customers to the following career services as defined by WIOA: Trade Assistance.

- 6.1 Each customer is provided an in-depth orientation of services available in the career center that includes – an over view of the TRADE program. In addition, literacy and numeracy, education levels, aptitude's, abilities to determine possible skill-gaps, and a supportive person for basic needs resources. Appropriate referrals to assessment needs to partner programs within the career center system.
 - 6.2 Individualized case management services are available for customers who need one-on-one assistance for employment and training needs.
 - 6.3 Priority of service availability to eligible service members to all federally funded labor exchange programs.
 - 6.4 Labor Exchange services is provided to each customer and include the following – job search and placement assistance, career counseling, up to date local, regional, state, and national labor-market information.
 - 6.5 Information is available in print, and electronic formats, and available to all career center customers to the availability of center and partner support services including, but not limited too – career center services, child support services, SNAP benefits, and TANF benefits, WIOA, Vocational Rehabilitation services, adult education, Trade, Unemployment Insurance, Career and Technical training.
 - 6.6 Access to and provisions available for filing unemployment insurance claims.
 - 6.7 Trade assistance for monetary compensation under TRA.
 - 6.8 Training assistance (TAA) provided when customer skills provide no reasonable possibility of returning to work.
 - 6.9 Monetary assistance (ATAA) for customers 55 and over who have returned to work, but less wages than previous employment.
7. System wide commitments
- 7.1 The career center measures customer satisfaction form to complete. The data is then calculated and provided in to a spreadsheet that measures customer wait times, overall customer satisfaction, number of customers seen.
 - 7.2 All partners participate in cross-agency training on a regular – reoccurring basis. This allows each partner staff to be familiar with other programs and eligibility criteria processes. This includes the LVER/DVOP with updates to the veterans program and changes to the grant.
 - 7.3 The partners use a common referral reporting system – EKOS and each customer referred is a warm hand-off to each internal partner.
 - 7.4 A new, common technology will be available, and integrated with partner systems in 2018. This new program will replace the existing EKOS system by October 2018. Early versions will be available during the Snap/Medicaid rollout in May 2018.

- 7.5 Angela Higgins will be the single point of contact appointed for Title III to the regional business services team. The LVER will work with each local Business Service Team and coordinate with the single point of contact.

Referral Process

Title III staff after engaging each customer with an orientation of service and assessment, will refer customers to necessary services within the career center through a warm-handoff. The staff will introduce the customer and provide a contact from the appropriate agency program. Staff will report all referrals to partner programs VIA EKOS. Any customer who referred to a partner that is external to the career center, is provided the service information needed, where the center is located in which they need to seek-out, and to apply for those benefits. The staff will report all external partner referrals VIA EKOS to the customer record.

IX. Title IV: Rehabilitation Services

DWI: Kentucky Office of Vocational Rehabilitation Revision Date: 11/20/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

West Liberty OVR (563B Main Street West Liberty, KY 41472), Harlan OVR (124 South
Cumberland Ave. Harlan, KY 40831), and Middlesboro OVR (725 North 19th Street Middlesboro,
KY 40905).

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

I. ***The Kentucky Office of Vocational Rehabilitation*** shall provide the following:

a) Basic Career Services

For the purposes of the VR program, basic career services may encompass some of the activities authorized under 34 CFR 361.48 (b) listed below, which must be provided under an individualized plan for employment for an eligible individual with a disability. (e.g., assessments for determining VR needs.)

b) Individualized Career Services

For the purposes of the VR program, and similar to basic career services, individualized career services may encompass some of the activities authorized under 34 CFR 361.48(b) listed below, which must be provided under an individualized plan for employment for an eligible individual with a disability. (e.g., vocational rehabilitation counseling and guidance, vocational and other training services, and rehabilitation technology)

c) Additional Service Commitments

Follow-up career services. For the purpose of the VR program, follow-up career services are similar to post-employment services, as defined in 34 CFR 361.5(c)(42), and are provided subsequent to an individual with a disability achieving an employment outcome. Post-employment services, under the VR program, are necessary in assisting an individual with a disability in maintaining, regaining, or advancing in employment, consistent with the individual's unique strengths, resources, priorities, concerns abilities, capabilities, interests, and informed choice

34 CFR 361.48(b)

As appropriate to the vocational rehabilitation needs of each individual and consistent with each individual's individualized plan for employment, the designated State unit must ensure that the following vocational rehabilitation services are available to assist the individual with a disability in preparing for, securing, retaining, advancing in or regaining an employment outcome that is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice:

- (1) Assessment for determining eligibility and priority for services by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology, in accordance with § 361.42.
- (2) Assessment for determining vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology, in accordance with § 361.45.
- (3) Vocational rehabilitation counseling and guidance, including information and support services to assist an individual in exercising informed choice in accordance with § 361.52.
- (4) Referral and other services necessary to assist applicants and eligible individuals to secure needed services from other agencies, including other components of the statewide workforce development system, in accordance with §§ 361.23, 361.24, and 361.37, and to advise those individuals about client assistance programs established under 34 CFR part 370.
- (5) In accordance with the definition in § 361.5(c)(39), physical and mental restoration services, to the extent that financial support is not readily available from a source other than the designated State unit (such as through health insurance or a comparable service or benefit as defined in § 361.5(c)(10)).

- (6) Vocational and other training services, including personal and vocational adjustment training, advanced training in, but not limited to, a field of science, technology, engineering, mathematics (including computer science), medicine, law, or business); books, tools, and other training materials, except that no training or training services in an institution of higher education (universities, colleges, community or junior colleges, vocational schools, technical institutes, or hospital schools of nursing or any other postsecondary education institution) may be paid for with funds under this part unless maximum efforts have been made by the State unit and the individual to secure grant assistance in whole or in part from other sources to pay for that training.
- (7) Maintenance, in accordance with the definition of that term in § 361.5(c)(34).
- (8) Transportation in connection with the provision of any vocational rehabilitation service and in accordance with the definition of that term in § 361.5(c)(57).
- (9) Vocational rehabilitation services to family members, as defined in § 361.5(c)(23), of an applicant or eligible individual if necessary to enable the applicant or eligible individual to achieve an employment outcome.
- (10) Interpreter services, including sign language and oral interpreter services, for individuals who are deaf or hard of hearing and tactile interpreting services for individuals who are deaf-blind provided by qualified personnel.
- (11) Reader services, rehabilitation teaching services, and orientation and mobility services for individuals who are blind.
- (12) Job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services.
- (13) Supported employment services in accordance with the definition of that term in § 361.5(c)(54).
- (14) Personal assistance services in accordance with the definition of that term in § 361.5(c)(39).
- (15) Post-employment services in accordance with the definition of that term in § 361.5(c)(42).
- (16) Occupational licenses, tools, equipment, initial stocks, and supplies.
- (17) Rehabilitation technology in accordance with the definition of that term in § 361.5(c)(45), including vehicular modification, telecommunications, sensory, and other technological aids and devices.
- (18) Transition services for students and youth with disabilities, that facilitate the transition from school to postsecondary life, such as achievement of an employment outcome in competitive integrated employment, or pre-employment transition services for students.
- (19) Technical assistance and other consultation services to conduct market analyses, develop business plans, and otherwise provide resources, to the extent those resources are authorized to be provided through the statewide workforce development system, to eligible individuals who are pursuing self-employment or telecommuting or establishing a small business operation as an employment outcome.
- (20) Customized employment in accordance with the definition of that term in § 361.5(c)(11).
- (21) Other goods and services determined necessary for the individual with a disability to achieve an employment outcome.

***Project CASE**

The Office of Vocational Rehabilitation received one of four federal Career Pathways for Individuals with Disabilities (CPID) grant awards in 2015, from the Rehabilitation Services Administration, totaling \$4,393,000. The grant is named Project CASE (Creating Access to Successful Employment), and serves the 23 counties of the EKCEP workforce area as well as the 7 counties of the KentuckianaWorks area. The grant runs through October 2020. Six Career Pathways Coordinators carry out grant activities, expanding the agency's capacity in reaching employers who can provide work-based learning experiences such as job shadowing, internships, and apprenticeships. These Coordinators also serve as liaisons between Vocational Rehabilitation counselors and assistive technology staff, WIOA workforce partners, and secondary and post-secondary institutions with the goal of increasing credentialed training and employment in a career pathway for consumers of vocational rehabilitation. EKCEP has three Career Pathways Coordinators located within that workforce area. The coordinators are listed below along with their contact information.

Lisa Meade, Career Pathway Coordinator

C: 606-438-4234

O: 606-436-5751 x 7028

lmeade@ekcep.org

Counties: Knox, Bell, Harlan, Jackson, Clay

Tesa Turner, Career Pathway Coordinator

C: 606-438-1350

O: 606-435-6038 x 5039

tturner@ekcep.org

Counties: Letcher, Knott, Leslie, Perry, Breathitt, Wolfe, Lee, Owsley, Morgan, Menifee

Vanessa Castle, Career Pathway Coordinator

C: 606-438-6483

vcastle@ekcep.org

Counties: Pike, Floyd, Johnson, Martin, Magoffin, Lawrence, Carter, Elliott

X. Title V: Senior Community Services Employment Program (SCSEP)

a. Big Sandy Area CAP

Revision Date: 12/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Martin County – Inez; Magoffin County – Salyersville; Johnson County – Paintsville; Floyd

County – Allen; Pike County – Town Mountain.

Additionally, Letcher, Lawrence, and Elliot

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Big Sandy Area Community Action Program (BSACAP), is one of the state's 23 Community Action Agencies and one of over 1,000 Community Action Agencies nationwide. Throughout its 52 year history, BSACAP has partnered with various community, state, and federal organizations to provide essential services to the region's economically disadvantaged families by aggressively pioneering some of the nation's most innovative public service programs, including home repair and senior citizen employment programs. BSACAP's record of competent management and commitment to customer service allows the Agency to successfully operate 16 separate programs with a 2016-2017 fiscal year funding of over \$14 million. Daily program operations and administration require a staff of close to 70 employees housed in service offices throughout the five Big Sandy counties of Floyd, Johnson, Magoffin, Martin, and Pike, with the administrative offices located in Johnson County.

BSACAP's comprehensive service model ensures that clients have access to and connection with programs and partners whose mission is to help them reach self-sufficiency and prevent them from re-entering the cycle of poverty. BSACAP not only provides extensive job seeker services through Workforce Innovation and Opportunity Act (WIOA) programs and the Senior Community Service Employment Program (SCSEP), but also serves the job seeker's basic and family needs. Through assistance with housing, nutrition, home heating, home health and safety, early childhood education, college scholarships, and much more made available through the Community Services Block Grant (CSBG), Head Start, the Weatherization Assistance Program, Tenant-Based Rental Assistance, and others, BSACAP is able to meet client needs and help them move toward success.

BSACAP's goal of comprehensive service to clients is further enhanced by participation in and commitment to the Kentucky Career Center JobSight Certified Affiliate Career Center in Pikeville. The integrated service delivery made possible through the Pikeville OneStop and the partnerships therein allow the Agency not only provide clients with a solid path out of poverty, but also ensures that the Agency is able to share, utilize, and build upon the strengths, information, and insight available within a strong, united coalition. BSACAP will assist in the replication of the success of the Pikeville JobSight in Floyd County with the certification of the Prestonsburg Kentucky Career Center as a comprehensive OneStop.

Basic Career Services

1. Eligibility for Title 1B

- a. SCSEP staff perform an initial needs assessment for each client to determine their eligibility for Agency programs and in order to make proper referrals to other social or workforce service partners. While WIOA works on behalf of all job seekers, SCSEP specifically targets the unique challenges faced by the mature (55+ years of age) worker.

2. Outreach, Intake, and Orientation

- a. SCSEP staff participate in community events that reach job seekers through job fairs, resource fairs, health fairs, and other community events in order to introduce potential clients to SCSEP services. Initial program intake is used to determine the client's eligibility for the program, their past work experience, areas of interest, job skills, and training needs. Staff introduce clients to the services available both within the Agency (WIOA, CSBG, Weatherization) and within the wider community so they may be oriented in the social service network.

3. Initial Skills Assessment

- a. SCSEP staff provide skills assessments and interviews to qualifying clients in order to determine their education level, skill sets, work history, areas of interest, and supportive services. Clients in need of job seeker service who do not meet the eligibility criteria for SCSEP are referred to WIOA.

4. Labor Exchange Services, including job search and placement assistance

- a. SCSEP's services target the 55+ population, which may face different needs with regard to soft skills training, job screenings, resume writing, finding educational and training opportunities, and job searches. Community service positions filled by the clients during their tenure in the program are based on community need and the client's areas of interest.

5. Referral and Coordination with other programs

- a. SCSEP staff can make referrals to other area agencies and services when a client's needs lie outside of BSACAP's purview. SCSEP also makes referrals to WIOA when a client does not meet the SCSEP program's eligibility requirements. WIOA makes referrals to SCSEP when a job seeker needs assistance related to the difficulties faced by mature workers when re-entering the workforce.

6. Workforce and Labor Market Information and Statistics

- a. SCSEP staff maintain accurate information regarding the qualifications required to obtain jobs suited to the mature worker and their physical and technological abilities. The senior labor market information is used to inform program activities such as computer trainings, CPR and First Aid trainings, and educational needs related to obtaining a GED.

7. Performance and cost information on providers of education, training, and workforce services

- a. SCSEP staff coordinates with Kentucky Community and Technical College sites in order to obtain training for program participants. SCSEP funds the participants' training based upon the length of the course and its associated requirements.

8. Performance information for the local area as a whole

- a. SCSEP utilizes the CASTiNET database to track client performance information. CASTiNET is utilized by Community Action Agencies across the state of Kentucky and tracking information is readily available. SCSEP staff also report to state and federal funders through the Results Oriented Management and Accountability (ROMA) standards.

9. Information on the availability of supportive services

- a. SCSEP staff make referrals within the agency to WIOA, CSBG, and other programs as needed. SCSEP provides a variety of supportive services to clients, including free health screenings and a \$25 reimbursement for physicals, and provides case management services to these clients. SCSEP can refer clients in need of household and family services to CSBG.

10. Information and meaningful assistance with UI claims

- a. SCSEP staff make referrals to WIOA and the Office of Employment and Training when assistance with UI claims is needed. SCSEP staff will ensure that clients in need of UI services will be connected to the proper contacts.

11. Assistance establishing eligibility for financial aid for non-WIOA training and education

- a. SCSEP staff screen for need and eligibility status upon the initial client meeting and are trained to make referrals and provide pertinent information thereafter related to training and educational needs.

Individualized and Follow-up Career Services

1. Comprehensive and specialized assessments

- SCSEP staff conduct an initial assessment which determines the client's eligibility to receive SCSEP services. Staff also perform benefits checkups with clients which ensures that clients have their financial affairs and paperwork in order and that they are able to take advantage of programs which can help them maintain their budget.

2. Development of an Individual Employment Plan

- SCSEP staff work with clients one-on-one to develop an Individual Employment Plan. Target goals and action plans are created in order to ensure that clients are able to receive the services they need to reach their full potential.

3. Group Counseling

- SCSEP staff host mini-Job Clubs in coordination with WIOA, which allows senior workers to reap the benefits of group jobs counseling with their peers and aids them in their job search skills for unsubsidized employment.

4. Individual Counseling

- SCSEP staff meet with clients to determine the client's skills and interests and find a suitable volunteer placement for them and then determine a course of action needed to find unsubsidized employment after their tenure with the program has ended.

5. Career planning

- SCSEP staff assist clients with developing an action plan related to their preparation to re-enter the workforce and to transition from subsidized to unsubsidized employment.

6. Short-term pre-vocational services

- SCSEP staff have coordinated with WIOA staff to host workshops on job seeker skills and soft skills. SCSEP also arranges opportunities for various trainings and certifications required to meet the needs of employers.

7. Internships and Work Experience

- SCSEP clients are provided with work experience opportunities through the community service aspect of the program's mission.

8. Workforce preparation activities

- SCSEP staff network with local nonprofits, governmental entities, and businesses to encourage employers to hire mature workers. Staff also prepare job seekers to overcome the challenges that ageism in the hiring process can sometimes present, while ensuring that clients are prepared to meet employer demands.

9. Financial Literacy Services

- SCSEP makes referrals to WIOA, CSBG, and the local University of Kentucky Extension Offices, all of which hold multiple workshops and trainings throughout the year.

10. Out-of-area job search assistance

- SCSEP staff maintain an exhaustive list of available employment opportunities from across the state. While the majority of SCSEP clients prefer to stay in the local area, efforts are made to ensure that each client has the opportunity to pursue out-of-the-area positions.

11. English language acquisition

- SCSEP staff make referrals to Adult Education programs and consult with WIOA staff as needed.

12. Follow-up services for participants in Title 1B

- WIOA clients who are eligible for SCSEP services can join the SCSEP program and take advantage of the case management services beyond their time in WIOA. This provides eligible clients another opportunity to receive workforce services later in life.

System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction

- a. All BSACAP services utilize a customer satisfaction survey administered via SurveyMonkey that is made available to clients through an email link or through the BSACAP website. Hardcopies are available at each county office if clients are unable to access the survey via the web. Additionally, CSBG, WIOA, and SCSEP all have access to the CASTiNET Community Action Database and all agency activities are reported in ROMA.

2. Information Sharing

- a. SCSEP is willing to share pertinent client information within the Agency and required partners and provide referrals when necessary.

3. Cross agency training and professional development

- a. SCSEP is willing to work with all required partners to develop opportunities for cross trainings and professional development.

4. Common referral system

- a. SCSEP is in the process of developing a formal referral sheet in coordination with the Agency's other programs which can be used within the agency and the wider community.

5. Workforce skill standards

- a. SCSEP coordinates with WIOA and CSBG to provide soft skills trainings and supportive services to clients.

6. Common technology

- a. SCSEP utilizes a shared database and digital platforms available through Office 365 ensuring an easy flow of information.

7. Single point of contact for businesses and employers

- a. The Employer Account Representative, representing the Agency and the Regional Business Services Team, is the first to speak with businesses and employers. If questions regarding senior workers or SCSEP were posed to members of WIOA or the Employer Account Representative, they would be referred to the SCSEP Program Manager. Should SCSEP staff be contacted by a business or employer, they would be referred to the Employer Account Representative. SCSEP relies on community service opportunities provided by local nonprofit and governmental entities for their program placement needs.

SCSEP will make referrals to Adult Education, Vocational Rehabilitation, the Office for the Blind, as well as other workforce partners in order to meet the training and educational needs of clients. SCSEP makes referrals by email, phone, and direct client conversations. SCSEP will utilize the forthcoming standardized referral form to make referrals to all partners when necessary.

X. Title V: Senior Community Services Employment Program (SCSEP)

b. Goodwill Industries of Kentucky

Revision Date: 05/11/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Knox, Lee, Leslie, Menifee, Morgan, Owsley and Wolfe Counties.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

I. Goodwill of Kentucky Senior Community Service Employment Program (SCSEP)

a) Basic Career Services for Mature Job Seekers and Older Workers

- 6.1 Initial assessment of skill levels (including literacy, English language proficiency, educational levels), employment goal, and supportive service needs including a local area listing of resource agencies offering services
- 6.2 Job search and job placement assistance, career counseling, information on local and n-demand industry sectors and occupations, information on self-employment or working remote.
- 6.3 Available current job listings in local areas; information on job skills requirements of each job; information relating to job demand and the median earned wage, skill requirements, and opportunities for advancement or professional growth
- 6.4 Information on the availability of supportive services during on the job training, including child care, medical or health assistance, eye glasses, nutrition assistance, housing assistance, training related supplies to include shoes, uniforms, tools, and transportation related assistance provided through grant funds made available in the local area
- 6.5 Orientation to the information and other services available through the one-stop delivery system
- 6.6 SCSEP eligibility determination
- 6.7 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs

Individualized Career Services for Mature Job Seekers and Older Workers

- 6.13 Comprehensive and specialized evaluation to identify barriers to employment and employment goals
- 6.14 Development of Individualized Employment Plan (IEP)
- 6.15 Group Counseling
- 6.16 Individual Counseling
- 6.17 Career/Vocational Planning
- 6.18 On-the-job skills training provided in community service
- 6.19 On-the-job training provided during qualifying work experiences
- 6.20 Workforce preparation activities
- 6.21 Financial literacy services
- 6.22 Local Job Search and development assistance
- 6.23 English language acquisition and integrated education and training programs
- 6.24 Support services during training and follow-up services

7. System wide Commitments

In addition to the career services, each agency shall be committed to providing and/or linking customers to additional services as described in Appendix A, which include participation in:

- Common data collection system and metrics, including customer satisfaction
- Information Sharing
- Cross Agency Training/Professional Development
- Common Referral System
- Workforce Skill Standards (common set of ‘work readiness competencies’)

- Single point of contact for business

c) Additional Service Commitments

PLANNED SERVICE LEVELS for PY 2017-2018

Program Year 2017 Annual Target Benchmarks – Older Workers

		PY 17 Total Number of Participant
1	Total Participants Served (new)	42
2	Total Participants Served (carry-in)	69
3	Projected Number Placed into Employment	14
4	On-the-job Training	1
5	Projected Number to be Exited	32

Program Year 2017 Annual Target Benchmarks – Business Services

		PY 17 Projected Number to be Served
1	Employers Served	14

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements d through j. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

d) Common Data Collection, Metrics and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDB.

e) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release, to the extent that the law allows, that is related to workforce development activities.

f) Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a One-Stop Delivery System and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training. This includes providing partners access to the Mobility Mentoring national network and resources that provides a framework for advancing holistic supports for that address challenges that prevent people from securing and keeping gainful employment.

g) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

h) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities and in marketing to customers.

i) Common Technology

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,
- Providing access for customers, and
- Aligning internal processes to allow technology interface.

j) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- **Talent Development and Retention Services** including assessments and skill gap analysis, assessment of job applicants for the National Career Readiness Certificate (NCRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- **Consultation, Planning and Growth Services** including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax

and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.

- **Recruitment, Screening and Placement Services** including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

SCSEP clients are referred to the AJCs by word of mouth, and SCSEP receives referrals from the AJC in the form of a phone call or email, including the Title I referral form. With the completion of the referral form by both parties, it is understood the customer has been provided services.

X. Title V: Senior Community Services Employment Program (SCSEP)

c. Kentucky River Area Development District

Revision Date: 05/01/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Knott, Lee, Leslie, Owsley, and Wolfe Counties

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Kentucky River Area Development District Area Agency on Aging & Independent Living (KRADD AAAIL) agrees to partner to promote, provide and/or link customers to the services provided by the KCC JobSight available at both KCC JobSight Comprehensive Centers in Hazard and Prestonsburg and the KCC JobSight, Affiliate Centers in Pikeville and Whitesburg, in addition to serving Letcher, Leslie, Knott, Perry, Lee, Wolfe, Owsley, Breathitt, Pike, and Floyd counties.

Basic Career Services: KRADD AAAIL is not physically at the center but can take referral and coordinate provision of services to potential clients of the Title V SCSEP. This will be in partnership with both KCC JobSight Comprehensive Centers in Hazard and Prestonsburg and the KCC JobSight Affiliate Centers in Pikeville and Whitesburg.

I. Basic Career Services:

1. Eligibility – **KRADD Title V SCSEP Program staff assesses the eligibility for Title V SCSEP participants.**
2. Outreach, intake and orientation – **KRADD does outreach for the Title V SCSEP Program at Health Fairs, Conferences or any meetings in the Region.**
3. Initial skills assessment – **KRADD Title V SCSEP Program staff does an assessment on the initial skills a Title V participant has while completing the enrollment packet in order to get an idea of what host agency to place them into.**
4. Labor Exchange services, including job search and placement assistance – **KRADD Title V SCSEP Program requires each Title V SCSEP Participant to do job search one time per month.**
5. Referral and coordination with other programs – **KRADD refers Title V SCSEP participants to other agencies for other resources that might help them with additional training**
9. Information on the availability of supportive services – **KRADD Title V SCSEP Program offers a small amount of Supportive Services to Title V Participants thru the program and referral to other resources.**

Individualized and Follow-up Career Services: KRADD AAAIL is committed to partner with the KCC JobSights to provide the Title V SCSEP Program as an option for individuals age 55+ and low income. Once KRADD AAAIL staff gets a referral from the KCC JobSight and the potential individual/client has been assessed and found eligible an Individual Employment Plan will be developed.

II. Individualized and Follow-up Career Services:

2. Development of an Individual Employment Plan (IEP) – **KRADD Title V SCSEP Program requires Title V participants to complete an IEP two times per year.**
4. Individual counseling – **KRADD Title V SCSEP Program Staff offers informal counseling to program participants as needed.**
5. Career planning – **KRADD Title V SCSEP offers career planning for Title V SCSEP participants thru the job search that each client is required to do.**
7. Internships and work experience – **KRADD Title V SCSEP Program offers program participants on the job work experiences thru their on the job training program.**

System Wide Commitments: KRADD AAAIL will partner with the KCC JobSights to have a common referral system partnership that runs back and forth. KRADD AAAIL will partner on the future KEE-Suite system as well. KRADD AAAIL staff will attend Employer Service Meetings at the KCC JobSight

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
 2. Information sharing;
 3. Cross agency training and professional development – **KRADD Title V SCSEP offers Cross Agency training for program participants if training is available.**
 4. Common referral system **KRADD Title V SCSEP offers program participants a common referral system to other agencies for services they need.**
 5. Workforce skill standards (common set of work readiness competencies) – **KRADD Title V SCSEP offers workforce skills thru on the job training provided to program participants to get skills needed for other employment off the program.**
 6. Common technology – **KRADD Title V SCSEP arranges for training if needed for program participants in technology areas such as computer skills, copy machine, etc. to help make them more job ready.**
 7. Single point of contact for businesses and employers. – **KRADD Title V SCSEP Program has a Coordinator that is the single point of contact for businesses and employers for the Title V SCSEP Program services.**
- The KY River Area Development District Area Agency on Aging and Independent Living SCSEP program accepts referrals from the Career Center JobSight at the Hazard Comprehensive and Pikeville Affiliate Centers by word of mouth, phone or email.
 - The KY River Area Development District Area Agency on Aging and Independent Living SCSEP program will accept referrals from other partners of the Career Center JobSight and make referral, if necessary, to other partners.
 - The KY River Area Development District Area Agency on Aging and Independent Living SCSEP program tracks all referrals and maintains them internally at the KRADD AAAIL offices.

X. Temporary Assistance for Needy Families (TANF)
Department for Community Based Services

Revision Date: 04/30/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Division of Family Support is responsible for administering public assistance programs including Supplemental Nutrition Assistance Program (SNAP), the Kentucky Transitional Assistance Program, (KTAP/TANF), Kentucky Works Program, Family Alternative Diversion Program, Child Care Assistance, and the Medicaid programs. Applications for these programs are taken in the Department for Community Based Services Offices in all 120 counties, by phone toll free at 1 855-306-8959, online at benefind.ky.gov or by completing a hard copy application and submitting by mail or fax.

Front line staff are available Monday through Friday 8-4:30 to accept applications and make eligibility determinations based on federal and state regulations.

The Division of Family Support is responsible for administering public assistance programs including Supplemental Nutrition Assistance Program (SNAP), the Kentucky Transitional Assistance Program, (KTAP/TANF), Kentucky Works Program (KWP), Family Alternative Diversion Program (FAD), Child Care Assistance, and the Medicaid programs. Applications for these programs are taken in the Department for Community Based Services Offices in all 120 counties, by phone toll free at 1 855-306-8959, online at benefind.ky.gov or by completing a hard copy application and submitting by mail or fax.

The process to determine eligibility includes review and verification of technical and financial factors. Some SNAP household members are required to work register as part of the technical eligibility requirement. Those members are referred to One Stop Job sight by the case worker issuing the request for information (RFI) form. The applicant may state that they will work register to fulfill the requirement. TANF household members are required to work register as a technical eligibility factor. These applicants are informed of the requirement by issuance of the request for information (RFI) form and are required to return verification of making the FOCUS application.

XI. Title I: Job Corps

Carl D. Perkins Job Corps Center

Revision Date: 12/17/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The business/community liaison for the center conducts an orientation to prospective students during the weekly RESEA workshop in an effort to expand outreach.

2. Referral and coordination with other programs

Currently there is not a shared referral system, however the center would be interested in participating if or when one is made available.

Referrals are communicated via email and telephone conversations. Referrals to the center should be made to Felicite Kenniston at the KY OA/CTS office located at 1218 South Broadway, Suite 210A, Lexington, KY 40504 (O) 859-320-1200 (C) 859-376-0010, Kenniston.Felicite@jobcorps.org

III. System Wide Commitments

1. There is currently not a common data collection system, however the center would like the opportunity to be included should one be established.

2. Information sharing

Information that is related to workforce development activities, and to which the customer consents, is shared through a common referral system to the extent that the law allows.

3. Cross Agency Training

The center will participate in trainings that are offered by other partners that are appropriate to our program.

4. Workforce Skill Standards

Currently there is not a common referral system, however the center would like the opportunity to participate should one be established.

5. Common Technology

Once a student enters the program we partner with WIOA EKSEPT and Big Sandy Action to complete Work SENSE and Ethics SENSE workforce skill standards.

6. Single Point of Contact

The center point of contact is Jimmie Wilson, BCL (O) 606-433-2265. Referrals to the center should be made to Chris Turley at the KY OA/CTS office located at 1218 South Broadway, Suite 210A, Lexington, KY 40504 (O) 859-320-1200 ext. 253 (C) 859-588-4002, turley.chris@jobcorps.org

**XII. Title I: National Farmworker Jobs Programs
Kentucky Farmworker Programs, Inc.**

Revision Date: 12/04/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

PO Box 51146
1844 Lyda St
Bowling Green, KY 42012-4446
(800) 950-3276
Vickie Hutcheson, Director

Kentucky Farmworker Programs
100 Technology Ct
Suite 2
Georgetown, KY 40324
(502) 863-0203
Michiel Hunter, Employment & Training Specialist

1. Outreach, recruiting, intake, referrals, training (classroom, on the job, work experience)
2. Skills and educational assessment.
3. Career counseling
4. Assistance with obtaining occupational credentials or educational certificates
5. Job search and placement assistance
6. Supportive services
7. Referral and coordination with other partners and programs either in-person, by conference line, or Zoom software.
8. Cost information of educational and training providers
9. Labor statistics for each area and entire state
10. Development of an Individual Employment Plan (IEP)
11. Pre and post service counseling
12. Cross training
13. Professional development
14. Work readiness

Kentucky Farmworker Programs can help any eligible farm workers with short-term vocational training such as linemen, CDL, welding, etc. We can pay the trainee a stipend and assist with tuition, so it is very beneficial for the trainees.

Kentucky Farmworker Programs will refer clients to and work directly in conjunction with Adult Education, Vocational Rehabilitation and the VA for the benefit of our clients and theirs. The referral methods used will include face to face contact in career centers, telephone and email and partnership meetings.

We will refer those who don't qualify for our services or those who don't know what they qualify for to the appropriate agencies. These could include Dislocated Workers, Youth Programs and Employment Services (Wagner-Peyser & UI). Encounters with these individuals are not common.

**XIV. Title I: Indian and Native American Programs
Council of Three Rivers American Indian Center, Inc.**

Revision Date:

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Native American Employment and Training Program at the Council of Three Rivers American Indian Center operates under Section 166 of the Workforce Innovation and Opportunity Act. It serves the entire states of Kentucky, Maryland, Pennsylvania, West Virginia and the District of Columbia. The counties the make up the region of the Eastern Kentucky Concentrated Employment Program (EKCEP) will primarily be serviced by the program's office in Lexington, KY (for counties that border the West Virginia state line, services may be provided out of the Charleston, WV office). To qualify for programmatic services, an individual must be Native American, Alaskan Native or Native Hawaiian *and* unemployed (or have a notification of an imminent lay-off), underemployed (working part-time or working in employment that is not commensurate with the individual's demonstrated level of education and/or skills), *or* meet the criteria for low income as set by the United States Department of Health and Human Services. To make the participant more aware of additional/alternative employment and social services, all are required to register with their nearest (or most convenient) Kentucky Career Center/American Job Center. Referrals can be obtained from Kentucky Career Centers, from our outreach activities at Native American cultural events, job fairs and program presentations, and directly from any of our offices. From a case management perspective, the program assists participants with their employment and career goals by assessing their skills, abilities, opportunities, and barriers; planning a career path or employment strategy, and evaluates the soft skills that are necessary for job search, job placement and job retention (such as resume writing, job search techniques, and interview preparation). All participants have a initial meeting with an employment and training counselor (usually at a employment/social service office or other public space) at which time eligibility and services are established. The program provides training assistance at certified institutions for career-ready certificates and credentials; offers support with Associate's and Bachelor's degrees including tuition, supplies and testing; supports GED preparation and testing support; and partners with employers for on-the-job training that leads to unsubsidized employment. For participants who are not seeking training assistance and for participants who have completed training activities, the program works to assist individuals with their job search and follows until one year after full employment. The program's performance indicators are similar to other workforce programs: entered employment, employment retention, average earnings, credential rate (attainment of a credential which enhances employability), skills gain, and employer measure.

The program's relationship with the network and partners of the EKCEP is similar to other workforce partners. With interaction with the EKCEP system, the program gathers information which furthers its employment and training function, as well as gaining exposure with potential participants through signage, brochures and presentations. Due to the program's tight demographic of eligibility--the average Native American population in all the regions the program services is about 1%--the Native American Employment and Training can serve only a fraction of clients that come through the workforce system. However, our program does provide a "value-added" function to participants who qualify for further non-duplicated services in areas of training-related expenses and support services. Finally, the program can assist participants navigate the one-stop system from a culturally aware perspective. The program will be able to provide informational presentations at partner meetings at least twice per year as well as participate in meetings via conference call.

XV. Carl D. Perkins Career & Technical Education Act Post-Secondary Programs

a. Big Sandy Community & Technical College

Revision Date: 12/17/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

I. ***Big Sandy Community & Technical College*** shall provide the following:

a) **Basic Career Services for Job Seekers and Workers**

- 6.1 Initial assessment of self-reflection (including social/emotional skills), career interests and supportive service needs (includes a “go to” person for basic needs resources)
- 6.2 Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment
- 6.3 Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations
- 6.4 Information, in formats that are usable by & understandable to one-stop customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area
- 6.5 Outreach, intake and orientation to the information and other services available through the one-stop delivery system
- 6.6 Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system
- 6.7 Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation
- 6.9 Eligibility determination
- 6.10 Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs
- 6.11 Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area
- 6.12 Assistance in establishing eligibility for programs of financial aid assistance for education and training programs

b) **Individualized Career Services for Job Seekers and Workers**

- 6.13 Comprehensive and specialized evaluation to identify barriers to employment and employment goals
- 6.14 Development of Individualized Employment Plan (IEP)
- 6.15 Group Counseling
- 6.16 Individual Counseling
- 6.17 Career/Vocational Planning
- 6.18 Short-Term Pre-employment/Vocational Services
- 6.19 Heavy focus on Internships, apprenticeships, on-the-job training, and work experiences

- 6.20 Workforce preparation activities and customized training.
- 6.21 Financial literacy services (projected to begin by 6-30-2018)
- 6.24 Follow up services – includes support services

II. Through the one-stop delivery system, the agency agrees to participate in the development of system elements 1 through 7. Each partner also agrees to use each system element if the process and design, once developed, is acceptable to their agency. If not acceptable, then this Appendix will be revised to reflect what element will not be used or how the agency will modify for their use.

1) Common Data Collection, Metrics and Customer Satisfaction System

Participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods. Agree to use the data to improve service delivery and therefore, customer satisfaction. Participate in collecting data that may relate to performance outcomes, business contacts and other measures deemed critical by the WDB.

2) Information Sharing

Through the use of the common referral system and technology, agree to share information that the customer agrees to release, to the extent that the law allows, that is related to workforce development activities.

3) Cross Agency Training

Accept the jointly identified competencies (i.e., our industry's skill standards) required of professionals in a One-Stop Delivery System and participate in cross-agency training designed to build these competencies in all the professionals within the system. This participation may take the form of jointly funding the training, advertising the training, using the cross agency training as a method to meet some training goals internal to each agency, and by ensuring that individuals attend the training. This includes providing partners access to the Mobility Mentoring national network and resources that provides a framework for advancing holistic supports for that address challenges that prevent people from securing and keeping gainful employment.

4) Common Referral System

Participate in a common customer referral system, which includes agreeing to accept information (i.e., demographic, assessment and other information) previously collected on the customer through the one-stop system and includes providing information back to the referring agency on the status of the referral.

5) Workforce Skill Standards

Accept and use the workforce skill standards in assessment; curriculum design, training, and certification of job seekers; in job development activities and in marketing to customers.

6) Common Technology

Participate in the development and use of common technologies that assist in:

- Integration of services within and across agencies and systems through agreed upon technological approaches
- Streamlining resources and programs
- Sharing information on customers, agency services, and labor market needs
- Unifying measurement and accountability,
- Developing common data systems to track progress,
- Providing access to information,

- Providing access for customers, and
- Aligning internal processes to allow technology interface.

7) Single Point of Contact for Business

Participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participate in the delivery, when appropriate, of services to businesses which may include:

- **Talent Development and Retention Services** including assessments and skill gap analysis, assessment of job applicants for the National Career Readiness Certificate (NCRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
- **Consultation, Planning and Growth Services** including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.
- **Recruitment, Screening and Placement Services** including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, onsite space for employer interviews and Rapid Re-Employment Services.

Commit to the standard policies and procedures such as:

- Response time to an initial inquiry from a business customer is one (1) business day;
- Response time to a request for services by a business customer is two (2) to three (3) business days; and
- The timeframe for the delivery of specific service(s) to a business customer varies based on the service requested.

Out of School Youth – Age 18 – 24

Big Sandy Community & Technical College will make referrals to partner programs to meet the needs of the students to provide training in high demand, high wage jobs. A referral system has not been established other than email for case workers located in the five county service area of BSCTC. Available programs for Out of School Youth Age 18 - 24 can be found on The Kentucky Eligible Training Provider List (ETPL) which is a one-stop portal for training providers and job seekers to learn about educational and vocational opportunities. <https://etpl.ky.gov/etpl/Default.aspx>

Dislocated Worker

Big Sandy Community & Technical College will make referrals to partner programs to meet the needs of the students to provide training in high demand, high wage jobs. A referral system has not been established other than by phone or email for case workers located in the five county service area of BSCTC. Available programs for dislocated workers can be found on The Kentucky Eligible Training Provider List (ETPL) which is a one-stop portal for training providers and job seekers to learn about educational and vocational opportunities. <https://etpl.ky.gov/etpl/Default.aspx>

Adult Education and Family Literacy

Accelerating Opportunity Kentucky (AOKY) allows participants an accelerated pathway to employment - and to a GED diploma and a KCTCS entry level certificate that meet the needs of the participant and the state and regional economy. This student first approach gives participants the skills they need to succeed in school and compete in the workforce by working on technical and foundational education at the same time while also providing support services to participants through a success coach and a career coach. The success coach helps participants fill in college paperwork, provides general support, and develops plans for them to meet their goals, tracks academic progress and makes referrals as needed. The career coach in conjunction with available partner programs conducts a skills assessment, assists with resume writing, job search activities, training services, career counseling, and provides job referrals. A referral system is in place via the AOKY website https://aoky.kctcs.edu/referral_form/index.aspx. Once the referral is entered it is matched to a participating college in the county the student lives in. At that time the success coach reaches out to make contact with the student setting up meetings with partner agencies.

Rehabilitation Services

The Vocational Rehabilitation program (VR) may make referrals to available partner program to meet the rehabilitation needs of eligible individuals. Referrals may be made using the established standard by email, phone or other appropriate method.

Unemployment Insurance (UI) –

BSCTC staff working on-site at all five campuses are trained to provide meaningful assistance for recipients of UI seeking training at our college. Computer labs at the BSCTC Libraries allow customers to submit needed information to the State office if necessary.

Senior Employment Program (BSCAP)

BSCTC Adult Senior clients are referred to BSCAP in the form of a phone call, email or services team meeting. Agency Partners make referrals, seek financial assistance for the senior adult students.

Job Corp

BSCTC partners with The Job Corp and students between 16-24 years old or have an approved disability who are looking to further their education and basic work skills with the Off Center Training (OTP) program. Referrals are made between the partnering agencies via phone or email. An orientation meeting is then set up between the students and the agencies for required documentation. This program offers financial assistance directly to the student for tuition, food and gas stipend, child care and basic healthcare.

Family Educational Rights and Privacy Act (FERPA)

BSCTC shall comply with all obligations under FERPA in carrying out its responsibilities under this MOU.

XV. Carl D. Perkins Career & Technical Education Act Post-Secondary Programs

b. Hazard Community & Technical College

Revision Date: 12/17/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

HCTC will also provide services to Leslie, Knott, Breathitt, Wolfe, Lee and Owsley counties.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Hazard Community & Technical College commits to providing a referral system of potential students to the Kentucky Career Center for possible funding of training and supportive services, resume writing, job searching and placement. HCTC will provide information on WIOA eligible students as to their status and will partner with WIOA staff to ensure that students have every chance at being successful through completion of training and job placement. HCTC will maintain and provide information to WIOA staff on job placement percentages, employer training needs and potential employer partnerships.

Hazard Community & Technical College receives through phone, email, and social media requests for training. HCTC Staff refers those potential students to the Kentucky Career Center by directing those individuals to the KCC website or by providing them with an address and phone number or referring individuals directly to WIOA staff.

Family Educational Rights and Privacy Act (FERPA)

HCTC shall comply with all obligations under FERPA in carrying out its responsibilities under this MOU.

XV. Carl D. Perkins Career & Technical Education Act Post-Secondary Programs
c. Southeast Kentucky Community & Technical College Revision Date: 12/17/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

SKCTC will also provide services to Knox County.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Southeast KY Community & Technical College (SKCTC) is dedicated to working with EKCEP to achieve their vision to positively change the economic landscape of our region.

SKCTC partners with these agencies in order to offer our students every opportunity available to them. Career advisors help our students with supportive services, individual counseling, career planning, assessments and assistance with non-WIOA training and education. Our agency partners have been instrumental in helping to provide assistance with career pathways for our laid off miners, our Paths To Promise students and our AOKY (Accelerating Opportunity) students.

SKCTC Workforce Solutions partners with these agencies to provide customized trainings for business and industry. We are also working to provide internships and apprenticeships through these partner agencies.

SKCTC also looks to our partner agencies for labor market data to help with the determination of new programs and career pathways.

SKCTC is the lead for our Regional Business Services Team which meets bi-monthly with agency partners for discussion and collaboration on various employment and training opportunities in our service area.

SKCTC referrals are made to our partner agencies by phone call, email to designated career advisor and appointment for in office meeting with career advisor.

Family Educational Rights and Privacy Act (FERPA)

SKCTC shall comply with all obligations under FERPA in carrying out its responsibilities under this MOU.

ADDITIONAL PARTNERS

XVI. Commonwealth Educational Opportunity Center (CEOC) **Revision Date: 11/29/18**

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

CEOC provides services in 35 Eastern Kentucky counties, including all 23 counties located within
the EKCEP LWDA

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

The Commonwealth Educational Opportunity Center provides free assistance with information on preparation for entrance into postsecondary education. We meet potential participants where they are, ready for postsecondary education or needing to complete secondary education requirements. We can provide assistance with GED enrollment and financial aid and admission information. CEOC counselors provide assistance in the completion of the Free Application for Federal Student Aid (FAFSA) and admission forms to postsecondary institutions. CEOC also provides financial literacy training, assist with veterans educational benefits, career counseling and with student loan application/default loan resolution. The following is some of the services we provide. Our partners refer potential participants to us by phone or via email. The counselor's contact information is listed below.

Hazard office-Cassandra Sexton c.sexton@moreheadstate.edu 606-487-3190

Workshops provided:

Financial Literacy 101 – provide a course that covers a plethora of financial areas including financial aid, student loans, budgeting, planning for life events, insurance, buying a car, applying for home loans, life skills and more.

Workplace Transition – Includes online Financial Literacy 101 course, resume building, and mock interviews

Pre-College – Financial Aid, FAFSA, Admissions application, loans, scholarships and advising on the admissions and enrollment process

FAFSA/FAFSA Renewal Workshops

Harlan, Pineville and Whitesburg-Chris Simpson csimpson2@moreheadstate.edu

606-248-0177

Financial Literacy 101 – provide a course that covers a plethora of financial areas including financial aid, student loans, budgeting, planning for life events, insurance, buying a car, applying for home loans, life skills and more.

Manchester and McKee-Share St. Louis-Smith sh.smith@moreheadstate.edu 606-546-5320 Ext. 26

Financial Literacy 101 – provide a course that covers a plethora of financial areas including financial aid, student loans, budgeting, planning for life events, insurance, buying a car, applying for home loans, life skills and more.

Financial Aid – Review of the different types of financial aid available to participants and how to qualify

Career Cruising – Career exploration

Prestonsburg-Dawonna Prater d.prater@moreheadstate.edu 606-783-9225

Financial Literacy 101 – provide a course that covers a plethora of financial areas including financial aid, student loans, budgeting, planning for life events, insurance, buying a car, applying for home loans, life skills and more.

Pikeville-Heather Quinn hlquinn@moreheadstate.edu 606-433-9352

Financial Literacy 101 – provide a course that covers a plethora of financial areas including financial aid, student loans, budgeting, planning for life events, insurance, buying a car, applying for home loans, life skills and more.

Financial Aid for the Non-Traditional Student - Review of the different types of financial aid available to participants and how to qualify.

I. Basic Career Services:

1. Initial skills assessment;
2. Workforce and labor market information and statistics;
3. Performance and cost information on providers of education, training and workforce services;
4. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Individual counseling;
3. Career planning;
4. Financial literacy services;

III. System-Wide Commitments

1. Common referral system

We are currently providing workshops at the following career centers.

1. KCC JobSight, Hazard – Comprehensive
2. KCC JobSight, Manchester – Affiliate
3. KCC JobSight, McKee – Affiliate
4. KCC JobSight, Prestonsburg – Comprehensive
5. KCC JobSight, Pikeville – Affiliate

We have a new counselor covering the following locations. I am sure he will be willing to provide workshops there as well.

6. KCC JobSight, Harlan – Affiliate
7. KCC JobSight, Pineville – Affiliate
8. KCC JobSight, Whitesburg – Affiliate

XVII. SNAP Employment & Training Activities

a. Bell-Whitley CAA

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 5. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 6. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff

member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Due to the Paths 2 Promise (P2P) pilot grant, Bell-Whitley CAA is currently exempt from serving SNAP E&T clients in Bell County. The pilot will conclude in April of 2019, and SNAP E&T services are expected to begin in exempt counties the following year. Once participation begins, Bell-Whitley CAA staff will collaborate with DCBS to provide the following services:

I. Basic Career Services:

1. Eligibility for Title 1B – DCBS staff complete eligibility for SNAP E&T;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services may be available, as applicable.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

XVII. SNAP Employment & Training Activities

b. Big Sandy Area CAP

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Martin County – Inez; Magoffin County – Salyersville; Johnson County – Paintsville; Floyd

County – Allen; Pike County – Town Mountain

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

1. Eligibility for Title 1B;

- All WIOA Staff assess job seekers and SNAP beneficiaries for WIOA eligibility. Interested parties are evaluated through formal and informal processes to determine if an individual is eligible for WIOA services according to policies and laws, which also allows for referrals to required partners. BSACAP works with individuals receiving SNAP to assess their strengths and weaknesses to place in a component with the ultimate goal of assisting all individuals to find employment.

2. Outreach, intake and orientation;

- BSACAP WIOA staff participates and plans community events that reach job seekers and SNAP beneficiaries through Job Fairs, city and county events, and through local schools to provide information in regards to WIOA services. Staff utilizes social media to connect with those seeking employment opportunities and assistance. WIOA created an online video that gives job seeking tips and where services can be accessed. All new job seekers and SNAP beneficiaries complete a basic customer information form that provides the Career Advisors with the knowledge to assess a job seekers needs. All interested WIOA applicants are given an overview of WIOA services and partners during a brief ordination to determine the needs of the client.

3. Initial skills assessment;

- WIOA Career Advisors perform initial assessments of skill levels with SNAP beneficiaries (including literacy, numeracy, and English language proficiency, educational levels), interest areas, aptitudes, abilities (including skills gaps), and an assessment of supportive service needs (includes a “go to” person for basic needs resources). Initial assessments are a combination of staff directed and self-guided assessments.

4. Labor Exchange services, including job search and placement assistance;

- BSACAP WIOA Staff provide basic services to all job seekers include labor exchange services. SNAP beneficiaries and customers are assisted and directed with their job search and are provided job placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, and delivered information on nontraditional employment. Everyone is also directed to participate in local job seeker support groups known and Job Clubs. Job Clubs Facilitators and Employer Account Representatives work with each participant to address the individual and group needs to effectively job seek.

5. Referral and coordination with other programs;

- BSACAP WIOA will provide referrals for all job seekers and SNAP beneficiaries. The coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and other workforce development programs. WIOA Staff participate in quarterly interagency meetings, quarterly One-Stop meetings, Regional Business Services Team meetings, and Work Ready Community Meetings. All of this coordination works to provide uniform unduplicated services in the workforce system of the Big Sandy counties. Referrals are provided through electronic communication methods and phone calls.

6. Workforce and labor market information and statistics;

- All WIOA Staff are trained to compile and interpret workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations.

Staff utilizes this information to assist businesses as they look to build and grow, as well as customers as they choose employment and educational paths. This information is used to assist SNAP beneficiaries in meeting the SNAP E&T eligibility.

7. Performance and cost information on providers of education, training and workforce services;

- BSACAP WIOA will use the Kentucky ETLF, and approved sector strategies, to evaluate the performance and outcomes of training and education providers. Completion of trainings and employment in the area of training must be looked at to determine the success of providers and training in workforce services. Cost information is submitted electronically at the state level each year. SNAP beneficiaries are able to transition into WIOA services as needed to meet their employment needs.

8. Performance information for the local area as a whole;

- BSACAP WIOA uses electronic methods to track performance, currently KEE SUITE and ROMA. Information is entered and sent to the Local Investment Board and Community Action Kentucky (CAK) both of which is then sent on to the federal level as required by grants and law. SNAP beneficiaries are tracked through the KEE Suite, KY HEALTH system.

9. Information on the availability of supportive services;

- During the orientation of WIOA services customers are given an overview of supportive services and their availability. It is explained that each supportive service is dependent on need and availability of partner's ability to assist with the purchase. The Big Sandy Region has a Resource Guide shared with all partners to be able to direct customers to the appropriate agency for supportive services.

10. Information and meaningful assistance with UI claims;

- BSACAP WIOA has available resource computers for access to the state UI system for filing claims. Staff will work with customers that have issues navigating computers to assist with filing claims. Staff will also assist those that have difficulty reading the forms required to complete. Staff will not file or explain any correspondence with the UI system. BSACAP WIOA staff will work with clients in a non-invasive way to assist their self-directed application for UI. Any questions or problems that are more directly related to UI Claims customers are directed to the UI call center line in Frankfort. SNAP beneficiaries will also be assisted in filing and contacting the UI system as their need requires.

11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

- BSACAP WIOA has available resource computers for access to the FAFSA. Staff understands the role this Free Application is for all WIOA participants, SNAP beneficiaries and those that only receive basic services. The application for financial aid allows people to determine if they are eligible for other assistance to cover the cost of advanced training that doesn't now fall into the services that WIOA will assist with. Staff will also assist customers in locating other potential paths to pay for non-WIOA education and training, including grants and scholarships. In many cases the SNAP beneficiaries will need to seek assistance to continue their education to meet their employment goals. WIOA staff are always available throughout the path to employment for all individuals.

II. Individualized and Follow-up Career Services:

25. Comprehensive and specialized assessments;

- BSACAP WIOA Staff will utilize comprehensive and specialized evaluations to identify barriers to employment and employment goals for SNAP beneficiaries, these assessments can

be electronic or paper based on the needs of the client. Career Advising Staff will look at aptitudes, skills, interests and work history to assist the client in determining an appropriate career path and employment plan.

26. Development of an Individual Employment Plan (IEP);

- BSACAP WIOA Staff work with the SNAP beneficiaries to assist in the development of the Individual Employment Plan. The client develops with the assistance of the Career Advisor the path to reentering the workforce.

27. Group counseling;

- BSACAP WIOA Staff work with job seekers in group counseling called Job Clubs. This is an option for all job seekers and SNAP beneficiaries in the region. Group counseling is also available to those seeking improvement on interviewing through Mock Interviewing sessions.

28. Individual counseling;

- BSACAP WIOA Staff meet one-on-one with job seekers and SNAP beneficiaries to plot a course of action to gain employment. Career Advisors work with all job seekers to identify the needs of the client and assist in removing barriers to employment.

29. Career planning;

- BSACAP WIOA Staff work with SNAP beneficiaries in an adaptive career planning session to create a career path. Each person works to develop their own individual plan with a career advisor.

30. Short-term pre-vocational services;

BSACAP WIOA Staff train job seekers through a workshop called Ethic Sense. This training covers Attendance, Communication, Dependability, Attitude, Teamwork, Appearance, Respect, Honesty, Initiative, Loyalty, and Gratitude. Staff also works through group and individual advising sessions to cover Interview Skills and skills needed to maintain unsubsidized employment.

31. Internships and work experience;

- BSACAP WIOA Staff work with local businesses and employers to create on the job opportunities through internships and work experience. These individualized services are developed through the needs of job seekers and employers to allow matching of skills needed to be successful in employment. The goal of these services are to provide both hands on skills and soft skills transferable for all employment opportunities.

32. Workforce preparation activities;

- BSACAP WIOA Staff prepare the workforce through community events addressing the needs of employers in the area. These workshops can be located at local schools, community centers, and with any person seeking employment, including SNAP beneficiaries. Staff also are a part of the Kentucky Initiative of Work Ready Community Designation Committees, working to preparing the workforce of Floyd, Johnson, Magoffin, Martin and Pike counties.

33. Financial literacy services;

- BSACAP WIOA Staff works in coordination with local banks and adult education to provide financial literacy services, referrals are made as appropriate and community sessions are developed as needed. Career Advisors assist in removing barriers from employment this includes discussions on budgets and costs of training and being unemployed. SNAP beneficiaries are assessed and offered to assist in the connection of these services with partners.

34. Out-of-area job search assistance;

- BSACAP WIOA Staff work with job seekers and SNAP beneficiaries who may need to look outside the BSACAP services region to gain self-sufficient employment opportunities. Career

Advisors work with the clients and SNAP beneficiaries to remove the barriers of travel from employment through referrals and enrollment into other programs.

35. English language acquisition;

- BSACAP WIOA Staff refer all SNAP beneficiaries that need additional language acquisition to Adult Education, VocRehab and other community partners.

36. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

- BSACAP WIOA Staff work with employed SNAP beneficiary clients to ensure that they maintain employment through advising sessions. Job keeping skills include; Attendance, Tardiness, Loyalty to the Employer and Communication. Advisors discuss how to address employers in regards to wage increase negotiations and job advancement. Referrals will be made for other supportive services as needed.

III. System Wide Commitments- BSACAP WIOA - In addition to the career services, each agency shall be committed to providing and/or linking customers to additional services as described in Appendix A, which include participation in:

- Common data collection system and metrics, including customer satisfaction
 - Information Sharing
 - Cross Agency Training/Professional Development
 - Common Referral System
 - Workforce Skill Standards (common set of ‘work readiness competencies’)
 - Common Technology including an Integrated Platform (for data entry, portal, eligibility applications, etc.)
 - Single point of contact for business
1. Common data collection system and metrics, including customer satisfaction;
 - BSACAP WIOA will participate in a common customer satisfaction data collection and analysis system by agreeing to survey customers through comment cards, focus groups and random survey methods including Survey Monkey electronic surveys.
 2. Information sharing;
 - BSACAP WIOA will share information through the use of the common referral system and technology, agree to share information that the customer agrees to release, to the extent that the law allows, that is related to workforce development activities.
 3. Cross agency training and professional development;
 - BSACAP WIOA will work with all required partners to develop opportunities to train cross agency and professional development to allow for all partners to work to serve customers and client in Floyd, Johnson, Magoffin, Martin and Pike Counties.
 4. Common referral system
 - BSACAP WIOA will utilize current system of emails, phone calls and other communication methods to ensure that all services are available as needed. WIOA will utilize the KEE Suite system to expedite the partner referrals.
 5. Workforce skill standards (common set of work readiness competencies);
 - BSACAP WIOA Staff is a part of the Work Ready Community of Kentucky. Staff are assigned to committees to work towards the common goals of the area. Career Advisors,

Employer Account Representatives and the Regional Business Service Team all work together to make sure employers and businesses have the qualified workforce to ensure that employees are successful.

6. Common technology

- BSACAP WIOA will participate in the development and use of common technologies that assist in:
 - Integration of services within and across agencies and systems through agreed upon technological approaches
 - Streamlining resources and programs
 - Sharing information on customers, agency services, and labor market needs
 - Unifying measurement and accountability,
 - Developing common data systems to track progress,
 - Providing access to information (as allowed by law)
 - Providing access for customers, and
 - Aligning internal processes to allow technology interface.

7. Single point of contact for businesses and employers.

- BSACAP WIOA staff will participate in the methods created to ensure that businesses have a single point of contact for accessing services. These methods may include participation on a system-wide Regional Business Services Team, use of common protocols for reaching out to businesses, and/or use of an electronic contact management system. Participation in the delivery, when appropriate, of services to businesses may include:
 - **Talent Development and Retention Services** including assessments and skill gap analysis, assessment of job applicants for the National Career Readiness Certificate (NCRC), assistance in finding qualified workers, development of internal career pathways, connections to industry partnerships, custom OJT development, custom incumbent worker training and wage subsidies including subsidized OJT, disability diversity workplace accommodations and incumbent worker training for layoff aversion.
 - **Consultation, Planning and Growth Services** including labor market research, training curriculum analysis and validation, general consulting services for operational improvements, tax and financial incentive services, industrial and organizational needs assessments and information on and referral to business start-up, retention and expansion services.

Recruitment, Screening and Placement Services including creating or revising job descriptions, posting job listings, strategic advertising of job openings, screening and matching applicants, coordination of interviews, employer/industry specific hiring events which often include pre-screening of job seekers, on-site space for employer interviews and Rapid Re-Employment Service

XVII. SNAP Employment & Training Activities

c. Daniel Boone CAA

Revision Date: 10/24/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Due to the Paths 2 Promise (P2P) pilot grant, Daniel Boone CAA is currently exempt from serving SNAP E&T clients in Clay County. The pilot will conclude in April of 2019, and SNAP E&T services are expected to begin in exempt counties the following year.

DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES for Supplemental Nutrition Assistance Program Employment and Training Program (SNAP E&T).

DBCAA operates the Kentucky Career Center Workforce Service Office in our Jackson County Office located at 649 HWY 290, McKee, KY. Current partners: Community Services Block Grant, WIOA services and Office Employment & Training (OET).

Daniel Boone Community Action Agency's Workforce Services shall provide the following Career Services for the SNAP E&T Program.

Career Services:

Outreach, intake and orientation;
Initial skills assessment;
Labor Exchange services, including job search and placement assistance;
Referral coordination with other programs;
Workforce and labor market information and statistics;
Performance and cost information on providers of education, training and workforce services;
Performance information for the local area as a whole;
Information on the availability of supportive services;
Information and meaningful assistance with UI claims;
Assistance establishing eligibility for financial aid for training and education.

System Wide Commitments:

In addition to the career services, DBCAA will be committed to providing and/or linking customers to additional services available. DBCAA will participate in:

- Common data collection system and metrics, including customer satisfaction;
- Information sharing;
- Cross agency training and professional development;
- Common referral system;
- Workforce skill standards (common set of work readiness competencies);
- Common Technology;
- Single point of contact for businesses and employers.

Basic Career Services for SNAP E&T client:

Description of Basic Services:

- 1) Providing information on the full menu of services offered at the Career Center
- 2) Conducting and discussing initial assessments with clients. Example: Career Coach
- 3) Providing job search assistance. Example Career Coach, Focus, Hot Jobs.
- 4) Providing and discussing Labor Market Information. Example Career Coach, O*Net.
- 5) Providing information and making referrals to partner agencies (Adult Education, Vocational Rehabilitation, Office of the Blind, Community Services Block Grant, etc.
- 6) Providing information on training providers.

- 7) Basic resume assistance through Career Coach. This includes providing the client with the fundamental information for resume development and assisting the client in navigation the Resume Builder section of Career Coach.
- 8) Workshop attendance, such as Job Club

Individualized Career Services

Description of Individualized Services:

- 1) Conducting and discussing comprehensive and specialized assessments.
- 2) Developing an Individual Employment Plan (IEP).
- 3) On-going and in-depth career advising.
- 4) Specialized resume writing. Providing clients with employer-targeted resumes designed and created by Career Advisors utilizing templates.
- 5) Interview preparation skills and coaching. This may be in-depth guidance with the client that includes mock interviewing and practice sessions to assist the client in overcoming any barriers faced during the interview process.

DBCAA serves customers through a broad array of services consisting of career advising and linkage to employers and community partners. DBCAA's foremost strategy is to provide programs and services that assist our customers in gaining access to community resources (i.e., training & employment opportunities, job preparation, assessment, referrals, job fairs, supportive services and job clubs). Such resources, in turn, lead them to become productive and viable citizens in their respective communities. DBCAA has a strong relationship with local employers and community partners.

XVII. SNAP Employment & Training Activities

d. Gateway CA

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 7. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 8. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight, Frenchburg – 28 B Bible Camp Lane, Frenchburg, KY 40322 (Menifee Co)

KCC JobSight, West Liberty – 151 University Drive, West Liberty, KY 41472 (Morgan Co)

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Gateway Community Action Agency's Workforce Innovation and Opportunity Act (WIOA) offices are located in Menifee and Morgan Counties. The Menifee office is located at 28 B Bible Camp Lane Frenchburg, KY 40322 and the Morgan office is located at 151 University Drive West Liberty, KY 41472. We do not work with either of EKCEP's certified centers, but we are providing One Stop services in our two counties even though we are not certified at this time. We administer the One Stop for our two counties by partnering with all necessary entities including surrounding counties where those main offices are housed in the Tenco area. Our Business Services Representatives with EKCEP and Tenco areas collaborate in working with businesses and by providing services collaboratively as needed at Job Fairs.

WIOA for Menifee and Morgan have very few partners physically in our counties. Menifee County has partners that visit the county weekly or monthly while Adult Education, Job Corps and WIOA have physical offices. Morgan County has physical offices for WIOA, Adult Education and Vocational Rehabilitation who work closely together. The Kentucky Career Center's for Unemployment Insurance is located within Gateway's five county area, but not EKCEP's. They are located in Montgomery and Rowan County which is covered by Tenco. WIOA offices for both areas work closely together and utilize the EKOS system.

All One Stop partners attend meetings bi-monthly with our service area and surrounding counties including the Tenco area. Partners meet and discuss activities currently going on as well as ways to work closely together and refer between programs. Face to face meetings are important as we do not see each other on a daily basis. These meetings have been very helpful and have been extremely beneficial.

By hosting the One Stop Partner meetings as well as having Career Advisors attend REA classes at the Kentucky Career Center in Morehead each Tuesday we have really developed a great working relationship with our Career Center partners located within their facility. We are committed to partnering and referring as needed to fully utilize our services which will benefit the client in all aspects as needed. Our integration of services in the two counties are mostly with local physical partners such as Adult Education, Vocational Rehabilitation and Job Corps, but by assisting with the Kentucky Career Center offices in Mt. Sterling and Morehead as well as working with their Business Services Representative, we've really seen a better working relationship over the last few years.

GCA will offer comprehensive, high quality services as One-Stop Operator in Menifee and Morgan Counties as a Workforce Services Office. The Menifee County Kentucky Career Center JobSight is located within the Clark Energy Community Building in Frenchburg. Also located in the building is the City of Frenchburg, Clark Energy and the CSBG Outreach Office and within walking distance, the offices of Adult Education and the Department for Community Based Services. The Morgan County Kentucky Career Center JobSight will be located within the GCA Central Office building in West Liberty and Adult Education is across the parking lot with Vocational Rehabilitation in city limits about 5 miles away.

We will work closely with partnering organizations to promote a seamless referral system for clients. In order to promote effective and ongoing communication, bi-monthly meetings will be held with Kentucky Career Center Office of Employment and Training (KCC/OET), Office of Vocational Rehabilitation, Office for the Blind, Workforce Innovation and Opportunity Act (WIOA) – Title 1B and Adult Education which are in the Kentucky Career Center (KCC) Network. These meetings will serve as an open forum for discussions related to a variety of topics which will include current funding, slots available, new program funding opportunities, as well as-business service updates. Bi-monthly partner meetings will be documented by agenda's, sign-in sheets, and minutes.

In addition to bi-monthly meetings, our staff work collaboratively with our one stop partners on a daily basis through formal as well as informal meetings. We have an inclusive approach to services that promotes

a system of effective communication that will best support the unique and diverse needs of our clients. Maintaining effective partnerships allows a greater network of outreach, referral, and community awareness. GCA is a trusted partner, known for offering quality services throughout our five county jurisdiction. This will continue as we work closely to nurture current partnerships as well as build new contacts that promote our holistic approach to service.

Both WIOA Offices provide SNAP E & T services to citizens. We assist with career coaching, resume writing, job search, WIOA orientation, invitations to Job Clubs, Job Fairs and offer them career guidance with assessments which can get them on track to finding a career. Many citizens served via SNAP E & T have barriers that have to be overcome before getting into job search mode. Some services provided by Gateway and our community partners are very beneficial with assisting them.

Gateway Community Action Agency WIOA Basic Career Services:

1. Eligibility for Title 1B;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments;
2. Development of an Individual Employment Plan (IEP);
3. Group counseling;
4. Individual counseling;
5. Career planning;
6. Short-term pre-vocational services;
7. Internships and work experience
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance;
11. Follow-up services for participants in Title IB Adult and Dislocated Worker programs.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

GCA is very committed to working with all required workforce partners. We currently collaborate with all partners in Interagency Meetings, Business Services Meetings with Tenco and Big Sandy, receive referrals from multiple partner agencies, Reemployment and Eligibility Assessment classes (formerly KEN's class) and Community Partner email notifications of services. We meet quarterly with Tenco Business Services and Big Sandy teams. When clients meet with Kentucky Career Center (Office of Employment and Training) staff they are referred to Gateway's WIOA team if they live in Menifee and Morgan Counties. By using the same case management system we are able to check case notes of a client to see what information has been entered on the client before contacting OET for further information that may be needed.

Bringing all partners together on a bi-monthly basis for team meetings will be beneficial to the services that WIOA provides. Partners are located throughout the service area therefore; these meetings will keep everyone up to date on potential funding and services that are available to all clients in our area.

Gateway has strong ties within the business community, especially in the two counties served by WIOA funds through EKCEP. This has been accomplished through interagency meetings which meet quarterly in all five Gateway counties and through work experience opportunities provided to local businesses. The WIOA staff maintains strong working relationships with the high schools, the vocational school located in Morgan County, Maysville Community and Technical College and Morehead State University located in Rowan County along with funded providers such as Emergency Medical Training (EMT), Certified Nurse Aide (CNA), Welding, Sarah's Place, Job Corps and other local short term training providers. We collaborate with the County Extension Offices, sit on the local Unite Board, and are members of the local Work Ready Community Committee's. WIOA staff are members of Chambers of Commerce and work with local government and businesses throughout Menifee and Morgan as well as surrounding counties. Many of the citizens in the counties we serve commute, some long distances, to other counties for employment; therefore we ensure our community involvement is far reaching in order to best serve our clients.

XVII. SNAP Employment & Training Activities

e. Harlan CAA

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Due to the Paths 2 Promise (P2P) pilot grant, Harlan CAA is currently exempt from serving SNAP E&T clients in Harlan County. The pilot will conclude in April of 2019, and SNAP E&T services are expected to begin in exempt counties the following year. Once participation begins, Harlan CAA staff will collaborate with DCBS to provide the following services:

I. Basic Career Services:

1. Eligibility for Title 1B – DCBS staff complete eligibility for SNAP E&T;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services may be available, as applicable.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

XVII. SNAP Employment & Training Activities

f. KCEOC CAP

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCEOC, 464 Court Square, Barbourville, KY 40906

606-546-2639

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Due to the Paths 2 Promise (P2P) pilot grant, KCEOC CAP is currently exempt from serving SNAP E&T clients in Knox County. The pilot will conclude in April of 2019, and SNAP E&T services are expected to begin in exempt counties the following year. Once participation begins, KCEOC staff will collaborate with DCBS to provide the following services:

I. Basic Career Services:

1. Eligibility for Title 1B – DCBS staff complete eligibility for SNAP E&T;
2. Outreach, intake and orientation;
3. Initial skills assessment;
4. Labor Exchange services, including job search and placement assistance;
5. Referral and coordination with other programs;
6. Workforce and labor market information and statistics;
7. Performance and cost information on providers of education, training and workforce services;
8. Performance information for the local area as a whole;
9. Information on the availability of supportive services;
10. Information and meaningful assistance with UI claims;
11. Assistance establishing eligibility for financial aid for non-WIOA training and education.

II. Individualized and Follow-up Career Services may be available, as applicable.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction;
2. Information sharing;
3. Cross agency training and professional development;
4. Common referral system
5. Workforce skill standards (common set of work readiness competencies);
6. Common technology
7. Single point of contact for businesses and employers.

XVII. SNAP Employment & Training Activities

g. LKLP CAC

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

LKLP Knott 1622 Hwy 1605, Hindman, KY 41822, LKLP Leslie, 121 Maple St, Hyden, 41749 .

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Due to the Paths 2 Promise (P2P) pilot grant, LKLP CAC is currently exempt from serving SNAP E&T clients in Leslie, Letcher and Perry Counties. The pilot will conclude in April of 2019, and SNAP E&T services are expected to begin in exempt counties the following year.

Knott County is currently serving SNAP E&T clients and offering the same services as with Adult, DW, and Youth.

Basic Career Services:

6.1 Throughout outreach and the intake practices the client will receive orientation with information containing initial services offered at the American Job Center and the Kentucky Career Center. Clients will also be referred to and coordinate activities to other partnering programs within the one stop deliver system.

6.2 Eligibility determination, initial assessments will occur that will determine skill levels, aptitudes, abilities and support service needs. Once eligibility is established referrals are made to partners as needed for education, training and financial aid assistance for all costumers WIOA eligible or not.

6.3 Intense career advising includes labor market information along with information for in-demand industry occupations is shared including job listings and the unemployment rate per area, job search and work based learning opportunities are shared.

6.4 Career advising including the job listing in the area with the occupational demands, the earnings, skill requirements and opportunities for advancement for such occupations.

6.5 Information shared to all American Job Center and the Kentucky Career Center customers in a format easily understood about the opportunities for the variety of support services offered; including but not limited to transportation, tuition, training tools and materials, testing fees, etc.

6.6 Outreach and recruitment to employers to provide information of the services available to employers through WIOA. This includes employee recruitment and screening, job fairs, specialized training, On-the-Job training, Work Experiences and other services not traditionally offered through the one stop delivery system.

6.7 Program cost and performance information on eligible providers of training services and other work force investment activities. Referrals to all relevant partners that provide and assist with trainings.

6.8 Provision of information and assistance regarding filing claims for unemployment compensation.

Individualized and Follow-up Career Services

6.9 Comprehensive and specialized evaluations to identify barriers to employment and employment goals.

6.10 Development of the Individualized Employment Plan (IEP)

6.11 Group Counseling such as Job Clubs and Individualized counseling during Career Advising.

6.12 Career and vocational information and planning

6.13 Short- Term Pre-employment and Vocational Services

6.14 Work based learning such as Internships, Externships, apprenticeships, On the Job training and

work experiences.

6.15 Preparing for the Workforce with Mock Interviews, Pre-employment workshops, and Ethic Sense training.

6.16 Financial Literacy services

6.17 Support services for transportation to trainings, career advising appointments, work experiences, etc.

6.18 English language acquisition

System Wide Commitments:

1. Common computer based data collection systems and metrics, including customer information sheet and customer satisfaction
2. Information sharing through shared computer systems and Team Based Case Management Meetings
3. Cross agency training and professional development; partner meetings
4. Common referral system such as KEE-Suite
5. Workforce skill standards (common set of work readiness competencies)
6. Common technology- KEE-Suite; Salesforce is also used
7. Single point of contact for businesses and employers- Business Service Team leads and Business Service Reps

XVII. SNAP Employment & Training Activities

h. Middle Kentucky CAP

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Breathitt, Lee, Owsley and Wolfe Counties

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Middle Kentucky CAP, Inc., Kentucky Career Center (WIOA) is a contracting agent of Eastern Kentucky Concentrated Employment Program, Inc. Although, we are not a comprehensive or affiliate center we do offer the same services as the comprehensive Kentucky Career Center located in Hazard, Kentucky. We offer those services through referrals' to partners and WIOA services located at 500 Brown Street, Jackson, Kentucky and 205 Main Street, Beattyville, Kentucky.

Middle Kentucky Career Advisors monitor Staff Connect, which generates appointments for Snap E&T clients. Career Advisors then assist with appointments and walk-ins by conducting an ETP Assessment and referring the individual to an E&T component and request travel assistance when needed. Middle Kentucky Career Advisors offer a Work Readiness Component for the SNAP E&T program. This component is used to meet requirements in the SNAP E & T program. This program is designed to help an individual gain employment. The Career Advisor initiates a plan of activities that will enhance the clients' skillset to enable them to gain employment. These include job clubs, assessments, job searching, resume building, etc. Middle Kentucky Career Advisors assess the needs of the clients through face to face meetings and then makes a referral to partners based upon those needs. Partners include but are not limited to: Office of Employment and training, Office of the Blind, Office of Vocational Rehabilitation, Kentucky Adult Education, etc. All partners attend quarterly meetings to collaborate on the quality of services and referrals to all partners for clients in the Breathitt, Lee, Owsley and Wolfe County service area.

I. Basic Career Services:

1. Eligibility for Title 1B - Client is given list of possible eligibility documents needed to determine eligibility and must fill out the Pre Application.
2. Outreach, intake and orientation – Outreach includes word of mouth, social media and news paper PSA. Intake and orientation includes description of services, Focus Career registration, and setting up an appointment if client cannot be seen on that day.
3. Initial skills assessment – Client is asked to complete and initial assessment depending on the services needed which include Career Coach and Career Scope.
4. Labor Exchange services, including job search and placement assistance – Client is given information to access O*Net to research career paths as well as local job listings from our Employer Representative to help with job search and placement assistance.
5. Referral and coordination with other programs – Client needs are assessed and are referred to other partners via electronic communication.
6. Workforce and labor market information and statistics – Local job listings are given to those clients requesting information through our Employer Representative.
7. Performance and cost information on providers of education, training and workforce services – Director tracks all performance and cost information for each client and education/training source.
8. Performance information for the local area as a whole – Director of WIOA tracks performance for WIOA services
9. Information on the availability of supportive services – Career Advisors assess the needs of each client through face to face counseling and submits request to Director for approval.

10. Information and meaningful assistance with UI claims – Career Advisor’s are available for needed assistance with UI claims but may also refer to local OET office.
11. Assistance establishing eligibility for financial aid for non-WIOA training and education – Career Advisors assist client with information such as website and information needed when applying for financial aid.

II. Individualized and Follow-up Career Services:

1. Comprehensive and specialized assessments – Clients needs are assessed and determined whether further comprehensive or specialized service are need to further their job search or career pathway.
2. Development of an Individual Employment Plan (IEP) - Career Advisors gather information from face to face meetings and document those findings in an Individual Employment Plan as well as any needs. Results are documented through case notes and on the IEP.
3. Group counseling – WIOA offers group settings through the Breathitt County Job Club located at 500 Brown Street, Jackson, Kentucky.
4. Individual counseling – Career Advisors set up individual appointments to assist with job search, training and all other needs. Monthly case notes are added to document follow up services.
5. Career planning – Career Advisors are available to assist client with career planning through assessing each individuals’ needs and offering assessments to show the likely compatibility for that career path. Face to face meetings are set and a plan is written out and documented and tracked for follow up services.
6. Short-term pre-vocational services – Career Advisors are able to assess clients needs to determine if short-term services are needed as well as follow up with any assistance requested.
7. Internships and work experience – Career Advisor assesses needs of client to determine whether client would benefit from an internship or work experience. These services are then discussed with client and employer.
8. Workforce preparation activities – Training is offered to help prepare clients who need basic work ethics through an Ethics S.E.N.S.E. training.
9. Follow-up services for participants in Title IB Adult and Dislocated Worker programs – Career Advisors contact client on a monthly basis to follow up with them. Offering any additional assistance that may be needed and tracking performance.

III. System Wide Commitments

1. Common data collection system and metrics, including customer satisfaction – Paper survey of customer satisfaction is given after completion of program.
2. Information sharing – One – Stop meetings with partners and electronic communication.
3. Cross agency training and professional development - Career Advisors attend all trainings provided for professional development. These trainings are set up through EKCEP, Inc. and MKCAP, Inc.
4. Common referral system – Career Advisors use electronic communication to refer clients to all partners.
5. Workforce skill standards (common set of work readiness competencies) – Assessments are available for clients to demonstrate their interests and aptitude to help guide them into the most ideal career path.

6. Common technology – Career Advisors and clients are able utilize most common technology including, computers, phone, scanner, etc.
7. Single point of contact for businesses and employers – Single point of contact for business and employers is Employer Representative.

XVII. SNAP Employment & Training Activities

i. Northeast Kentucky CAP

Revision Date: 10/10/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

KCC JobSight Grayson/1103A Hwy 7 Grayson, KY 41143, KCC JobSight Olive Hill/21039 West

US HWY 60, Olive Hill, KY 41164, KCC JobSight, Sandy Hook/207 S. Hwy 7 Sandy Hook, KY

41171, KCC JobSight Louisa/180 Bulldog Lane, Louisa, KY 41230.

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

. (I) Basic Career Services:

1. Assessment of skills, aptitudes and interest. Conducting and discussing initial assessments with citizens. The qualifying requirements may include but are not limited to test scores, assessment criteria, or other established prerequisites or entrance criteria set by employers or training institutions. Also assess supportive service needs to assist with removal of barriers.
2. Providing information on full range of WIOA services, providing and discussing Labor Market Information. Educating on in demand career sectors, as well as job search placement and career guidance.
3. Evaluating citizens in an initial assessment by providing career coach self assessment. Evaluating education level.
4. Providing and discussing Labor Market Information, industry sectors in demand. We also discuss local and regional job vacancies and job listings.
5. Providing information and making referrals to partner agencies. This information includes types of services, location and contact information, and assisting the client with creating an appointment when necessary. Examples include: Adult Education, Vocational Rehabilitation, Office of the Blind, etc. • providing information on training providers as well.
6. Information to be provided which is gathered from local employers, businesses by and through working with our Employer Service Representatives, through the One Stop Centers working with our employers to gain insight into their workforce needs and how Workforce Services can provide those needs.
7. We utilize the Eligibility Training Providers List issued by the state. This ETPL tracks and monitors performance and cost information on training providers. This information helps us to work with our citizens in making better informed decisions on selecting a training provider who has already been filtered for the best results.
8. Make available statistics on availability of training and employment opportunities. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
9. After determination of eligibility menu of supportive service will be made available, as well as other partners and resource referrals deemed appropriate.
10. Providing information which includes help number for the Office of Employment as well as the website. We also have shortcut on resource room computers for a quicker access for our citizen's assistance.
11. Providing information to client that will give resources to gain financial assistance with other than WIOA. Utilizing partner referrals for our citizen's that will help with financial resources.

6. (II) Individualized and Follow-up Career Services:

1. Providing comp assessments online (such as Career Scope) and hard copy to identify barriers to employment and employment goals.
2. Discussing in depth with citizens needs for training/ employment goals/ barriers and a time line and realistic as well as outlined steps in gaining access to jobs or training. Career Coaches discuss with citizen realistic needs to be met and realistic goals set.
3. On-going and in-depth career advising, as well as providing a group environment through workshops and job clubs. These outlets provide the citizen with tools, tips and resources.
4. Meeting with Career Coach on a regularly scheduled basis in which discussion of goals being set and met will be reviewed. Career Coach also continually reaches out to citizen in person, over the

phone and at site of training or worksite (if needed) to encourage, check progress and to help assist in the deterrence of any problems.

5. Northeast WIOA staff endeavors to set the tone and environment that assists customers and clients to identify and own personal responsibility. In doing this, the individual recognizes their interests, talents and skills. Each then begins to set a plan of action to establish or re-establish them in the Workforce. By choosing appropriate services and following career advising and guidance into training, employability instruction or post-secondary education, the individual is then qualified to meet employer expectations of prepared, specially trained, highly skilled workers.
6. Training services may be offered, when deemed necessary (from career advising sessions, assessments, evaluations, etc.) in conjunction with needs of citizen to help retain/obtain employment.
7. Information to be provided which is gathered from local employers, businesses by and through working with our Business Service Representatives, to gain insight into their workforce needs and then assessing citizens, working with citizens to try and provide short term vocational trainings customized to employer needs. When skills and counseling have proven effective and show client in need and appropriate can be placed in a job opportunity developed between career center, employer and client for internships and work experience
Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
8. Interview preparation skills and coaching. In Depth guidance with the client that includes mock interviewing coupled along with practice sessions to assist the citizen in overcoming any barriers they may face during interview process. Working with citizen to help them to gain an understanding of employer expectations. Also providing workshops for work ethics.
9. Kentucky Career Center reaches out to partners such as, the local universities and skills u to assist in providing the citizen with workshops in a group environment or one on one counseling to teach about preparing budgets and the importance of credit worthiness.
10. Out-of-Area job search — a citizen who is seeking to relocate to another area usually needs additional assistance in conducting job search activities, attending interviews, or completing other pre-employment requirements. Therefore, an Out-of-Area Job Search often times is helping the citizen to make decisions on area or areas in which they are focusing to relocate and then providing all the information about the labor market information for that area in the specific in demand industry sectors and also in conjunction with the skills possessed by the citizen. Attention is also given to the housing market, schools, etc and the cost of living in comparison with the wage for that specific area.
11. We are able to reach out to diverse resources to assist with the various language barriers.
12. Follow-Up activities are geared towards helping the citizen retain employment through services such as counseling and referral to partner agencies.

6 (III) Systems Wide Commitments:

1. We provide evaluation forms as well as comment opportunities to our citizens, to obtain feedback on our services.
2. In our three county areas we have access to media outlets such as, local television stations, online newspapers and local newspapers. Our areas are also well covered by radio station access, which is currently a great outreach tool for our Job Club and current WIOA programs, as well as any and all scheduled events.

3. It is through our One Stop Partner sessions that we provide a lot of cross agency training. We schedule trainers that are experts in fields that pertain to our training needs and engage them to provide a mass training.
4. Our referral system includes bi-monthly meetings to ensure that we are current on each partner's services as well as current staff names, job titles, and contact information. We have an electronic list of this contact information for staff and cards for contact to pass along to the citizen.
5. Partners understanding the workforce needs of the labor market and utilizing the labor market information to set the Workforce Skill Standards. Workshops provided that utilize the Ethic S.E.N.S.E training to provide citizen with the work readiness competencies that will help them not only obtain employment but retain employment. This is done through the workshops as well as one on one counseling and curriculum of work skill assessments.
6. Resource rooms are provided within each of our career centers which contain updated equipment to help the citizen have access to computers, faxes, scanners, printers and any pertinent technology to remove any barrier during the job search process.
7. Each of our Career Center areas employs not only Career Coaches but, staff who is recognized as Business Service Representatives. These BSR's are the single point of contact for the employers in their county area.

XVII. Teleworks USA

Revision Date: 11/28/2018

I. Please check the appropriate responses for the following Comprehensive locations and their respective Affiliates.

- 1. KCC JobSight, Hazard (412 Roy Campbell Drive, Hazard, KY 41701)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Harlan (319 Camden Street, Harlan, KY 40831)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - b. KCC JobSight, Manchester (1535 Shamrock Road, Manchester, KY 40962)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - c. KCC JobSight, McKee (5758 Highway 290, McKee, KY 40447)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - d. KCC JobSight, Pineville (129 North Pine Street, Pineville, KY 40977)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - e. KCC JobSight, Whitesburg (417 Highway 2034, Suite 101, Whitesburg, KY, 41858)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
- 2. KCC JobSight, Prestonsburg (686 North Lake Drive, Prestonsburg, KY 41653)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No
 - a. KCC JobSight, Pikeville (138 College Street, Pikeville, KY 41501)
Co-located: Yes No Full Time Part Time
Direct Linkage*: Yes No

II. Please list other stand-alone locations in other counties where services are provided, within the EKCEP Local Workforce Development Area.

Annville, Beattyville, Booneville, Harlan, Hyden, Louisa and Pikeville

*as defined by WIOA Regulations (§678.305): A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through real-time Web-based communication to a program staff member who can provide program information or services to the customer. A “direct linkage cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

Teleworks USA is an innovative program that is bringing cutting-edge telework (work-from-home) employment opportunities to jobseekers, especially those in rural areas and small towns, allowing them to participate in the global economy without relocating.

Started as Kentucky Teleworks in 2011 by the Eastern Kentucky Concentrated Employment Program, Inc. (EKCEP) as a part of the American Recovery and Reinvestment Act (ARRA), Teleworks USA has created a virtual pipeline of employment to many communities, actively recruiting national and global companies to bring legitimate work-from-home jobs to people through a computer- and Internet-driven virtual workplace.

Working in partnership with local government officials, utility and internet-service providers, the Appalachian Regional Commission, and U.S. Department of Agriculture Rural Development, Teleworks USA has rapidly expanded its system of Hubs throughout Eastern Kentucky to better provide services to jobseekers and employers alike.

As one of Teleworks USA's eight Hubs, the Hazard Teleworks Hub offers a range of services that can include 72 hours of intensive and customizable online curriculum that result in several industry-recognized certifications designed to help jobseekers prepare for and land open telework positions. In addition, sharing space with KCC JobSight, Hazard allows prospective teleworkers to connect with career and employment services. Since January 2015, the Hazard Teleworks Hub has helped 270 jobseekers obtain employment.

Teleworks USA has also forged active partnerships with multiple global telework employers in an effort to develop new job opportunities for Eastern Kentucky's remote workforce, and our management staff is continually looking to form new relationships.

For more information about Teleworks USA and other Hub locations, visit www.teleworksusa.com.

Referrals for the Hazard Teleworks Hub can be made to:

Theresa Noble	tnoble@teleworksusa.com	606-435-8494
---------------	--	--------------

Referrals for other Hub locations can be made to:

Annville	Katelyn Dunn	kdunn@teleworksusa.com	606-364-2831
Beattyville	Tracie Spencer	tspencer@teleworksusa.com	606-216-6811
Booneville	Carla Gabbard	cgabbard@teleworksusa.com	606-438-5399
Harlan	April Leisge	aleisge@teleworksusa.com	606-216-6883
Hyden	Mollie Bentley	mbentley@teleworksusa.com	606-538-5551
Lawrence County	Regina Tackett	rtackett@teleworksusa.com	606-438-5535
Pikeville	Billy Carrico	bcarrico@teleworksusa.com	606-438-5535



Attachment III A: Hazard MOU/IFA Partners
412 Roy Cambell Drive
Hazard, KY 41701

Program	Partner	Authorization	Physically Co- Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq- ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	LKLP CAC	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	4.4	1183
Trade Adjustment Assistance (TAA)	LKLP CAC	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	LKLP CAC	Community Services Block Grant Act	Yes	FT	N/A	0.2	154
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	Yes	FT	N/A	1.57	1082
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	FT	N/A	4.2	1396
Unemployment Insurance (UI)	DWI: Office of Unemployment Insurance	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ^{2,4}	FT	N/A	N/A ^{2,4}	N/A ^{2,4}
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	FT	N/A	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes	FT	N/A	2.1	424
Title V: Senior Community Services Employment Program (SCSEP)	Goodwill Industries of Kentucky	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Title V: Senior Community Services Employment Program (SCSEP)	Kentucky River Area Development District	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Part A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Hazard Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	Yes	PT	Yes	0.6	108
	Commonwealth Educational Opportunity Center (CEOC)	Additional Partner	No	N/A	Yes	N/A	N/A
	Teleworks USA	Additional Partner	Yes	FT	N/A	1	110

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

⁴ DVOP available Part-Time



Attachment III A (a): Harlan MOU/IFA Partners
319 Camden Street
Harlan, KY 40831

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq. ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Harlan CAA	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	2.6	544
Trade Adjustment Assistance (TAA)	Harlan CAA	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Harlan CAA	Community Services Block Grant Act	Yes	FT	Yes	0.5	105
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	Yes	PT	Yes	0.2	13
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	PT	Yes	0.2	26
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ²	PT	Yes	N/A ²	N/A ²
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	PT	Yes	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes ⁵	PT	Yes	0.2	32
Title V: Senior Community Services Employment Program (SCSEP)	Goodwill Industries of Kentucky	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Southeast KY Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

⁴ ~~DVOP available Part Time~~

⁵ partner may be co-located Full-Time after proposed consolidation



Attachment III A (b): Manchester MOU/IFA Partners
1535 Shamrock Road
Manchester, KY 40962

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq. ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Daniel Boone CAA	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	Yes	3.2	464
Trade Adjustment Assistance (TAA)	Daniel Boone CAA	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Daniel Boone CAA	Community Services Block Grant Act	Yes	FT	N/A	1	175
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	Yes	FT	Yes	0.2	70
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	FT	N/A	0.8	154
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ²	FT	Yes	N/A ²	N/A ²
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	FT	N/A	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes*	FT	N/A	0.1	13
Title V: Senior Community Services Employment Program (SCSEP)	Goodwill Industries of Kentucky	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Somerset Community College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

* by appointment only



Attachment III A (c): McKee MOU/IFA Partners
 5758 Highway 290
 McKee, KY 40447

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq. ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Daniel Boone CAA	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	1.5	247
Trade Adjustment Assistance (TAA)	Daniel Boone CAA	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Daniel Boone CAA	Community Services Block Grant Act	Yes	FT	N/A	0.2	23
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	No	N/A	Yes	N/A	N/A
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	FT	Yes	1	160
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ²	FT	Yes	N/A ²	N/A ²
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	FT	Yes	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	No	N/A	Yes	N/A	N/A
Title V: Senior Community Services Employment Program (SCSEP)	Goodwill Industries of Kentucky	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Part A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary	Somerset Community College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff



Attachment III A (d): Pineville MOU/IFA Partners
129 North Pine Street
Pineville, KY 40977

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq. ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Bell-Whitley CAA	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	3.9	661
Trade Adjustment Assistance (TAA)	Bell-Whitley CAA	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Bell-Whitley CAA	Community Services Block Grant Act	Yes	FT	N/A	1.4	126
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	Yes	PT	Yes	0.2	68
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	PT	N/A	0.2	16
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ²	PT	Yes	N/A ²	N/A ²
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	PT	N/A	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	No ⁵	N/A	Yes	TBD ⁵	TBD ⁵
Title V: Senior Community Services Employment Program (SCSEP)	Goodwill Industries of Kentucky	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Southeast KY Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

⁴ ~~DVOP available Part Time~~

⁵ partner may be co-located after proposed consolidation



Attachment III A (e): Whitesburg MOU/IFA Partners
417 Highway 2034, Suite 101
Whitesburg, KY 41858

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq-ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	LKLP CAC	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	N/A	Yes	2	214
Trade Adjustment Assistance (TAA)	LKLP CAC	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	N/A	Yes	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	LKLP CAC	Community Services Block Grant Act	No	N/A	Yes	N/A	N/A
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	No ⁴	N/A	Yes	TBD	TBD
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	FT	N/A	1.8	164
Unemployment Insurance (UI)	DWI: Office of Unemployment Insurance	Unemployment Insurance	No ³	N/A	Yes	4	392
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ²	FT	Yes	N/A ²	N/A ²
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	FT	N/A	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes	N/A	Yes	2	231
Title V: Senior Community Services Employment Program (SCSEP)	Kentucky River Area Development District	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Southeast KY Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff, UI Call Center housed in fa



Attachment III B: Prestonsburg MOU/IFA Partners
686 North Lake Drive
Prestonsburg, KY 41653

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq-ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Big Sandy Area CAP	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	2.4	244
Trade Adjustment Assistance (TAA)	Big Sandy Area CAP	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	FT	N/A	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Big Sandy Area CAP	Community Services Block Grant Act	No	N/A	Yes	N/A	N/A
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	No	N/A	Yes	0.5	166
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	FT	N/A	4.5	929
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	N/A	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ^{2,4}	FT	N/A	N/A ^{2,4}	N/A ^{2,4}
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ²	FT	N/A	N/A ²	N/A ²
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes	FT	N/A	10.3	882
Title V: Senior Community Services Employment Program (SCSEP)	Big Sandy Area CAP	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Title V: Senior Community Services Employment Program (SCSEP)	Kentucky River Area Development District	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families (TANF)	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title: I Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Big Sandy Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A
	Commonwealth Educational Opportunity Center (CEOC)	Additional Partner	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

⁴ DVOP available Part-Time, LVER available Full-Time



Attachment III B (a): Pikeville MOU/IFA Partners
138 College Street
Pikeville, KY 41501

Program	Partner	Authorization	Physically Co-Located	Full Time or Part Time	Direct Linkage	Total FTEs	Direct sq-ft
Title I: Adult, Dislocated Worker, Youth Formula Programs	Big Sandy Area CAP	WIOA Title 1B - Adult, Dislocated Worker and Youth	Yes	FT	N/A	2.4	489
Trade Adjustment Assistance (TAA)	Big Sandy Area CAP	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	PT	Yes	N/A ¹	N/A ¹
Community Services Block Grant (CSBG) Employment & Training Activities	Big Sandy Area CAP	Community Services Block Grant Act	No	N/A	Yes	N/A	N/A
Title II: Adult Education and Family Literacy	DWI: Office of Adult Education	WIOA Title II	Yes	PT	Yes	0.2	80
Title III: Wagner-Peyser Act Employment Services	DWI: Career Development Office	Title III, Wagner-Peyser Act	Yes	PT	Yes	0.4	132
Unemployment Insurance (UI)	DWI: Career Development Office	Unemployment Insurance	No ³	PT	Yes	N/A ³	N/A ³
Jobs for Veterans State Grants	DWI: Career Development Office	Jobs for Veterans State Grants	Yes ^{2,4}	PT	Yes	N/A ^{2,4}	N/A ^{2,4}
Trade Readjustment Allowance (TRA)	DWI: Career Development Office	Chapter 2 of Title II, Trade Act of 1974	Yes ¹	PT	N/A	N/A ¹	N/A ¹
Title IV: Rehabilitation Services	DWI: Office of Vocational Rehabilitation	Title I, Rehabilitation Act of 1973	Yes	FT	N/A	5.2	867
Title V: Senior Community Services Employment Program (SCSEP)	Big Sandy Area CAP	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Title V: Senior Community Services Employment Program (SCSEP)	Kentucky River Area Development District	Title V, Older Americans Act of 1965	No	N/A	Yes	N/A	N/A
Temporary Assistance for Needy Families	Department for Community Based Services	Parrt A of Title V, Social Security Act	No	N/A	Yes	N/A	N/A
Title I: Job Corps	Carl D. Perkins Job Corps Center	WIOA Title I C - Job Corps	No	N/A	Yes	N/A	N/A
Title I: National Farmworker Jobs Program	Kentucky Farmworkers Programs, Inc.	WIOA Section 167	No	N/A	Yes	N/A	N/A
Title I: Indian and Native American Programs	Council of Three Rivers American Indian Center, Inc.	WIOA Section 166	No	N/A	Yes	N/A	N/A
Carl D. Perkins Career & Technical Education Act Post-Secondary Programs	Big Sandy Community & Technical College	Carl D. Perkins Career & Technical Education Act of 2006	No	N/A	Yes	N/A	N/A

¹ services provided by WIOA: Title IB staff

² services provided by Wagner-Peyser staff

³ assistance provided by career center staff

⁴ DVOP available Part-Time

BUSINESS SERVICES

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry sector-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Develop customized training opportunities to meet specific employer and/or industry sector needs
Use of one-stop facilities for recruiting and interviewing job applicants	consult on human resources issues	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and tank and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships

JOB SEEKER SERVICES

Basic Career Services

Individualized Career Services

Training

Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)	Referral to training services	On-the Job Training (OJT)
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g. development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support (→ <i>This is not an individualized career service, but listed here for completeness.</i>)	Other training services as determined by the workforce partner's governing rules

YOUTH SERVICES

<p>Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized post-secondary credential.</p>	<p>Alternative secondary school services, or dropout recovery services, as appropriate.</p>
<p>Paid and unpaid work experiences that have as a component academic and occupational education, which may include: a) Summer employment opportunities and other employment opportunities available through the school year, b) pre-apprenticeship programs, c) internships and job shadowing, and d) on-the-job training (OJT) opportunities.</p>	<p>Occupational skill training, which shall include priority consideration for training programs that lead to recognized post-secondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.</p>
<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.</p>	<p>Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.</p>
<p>Supportive services.</p>	<p>Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.</p>
<p>Follow-up services for not less than 12 months after the completion of participation, as appropriate.</p>	<p>Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.</p>
<p>Financial literacy education.</p>	<p>Entrepreneurial skills training.</p>
<p>Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and exploration services.</p>	<p>Activities that help youth prepare for and transition to post-secondary education and training.</p>

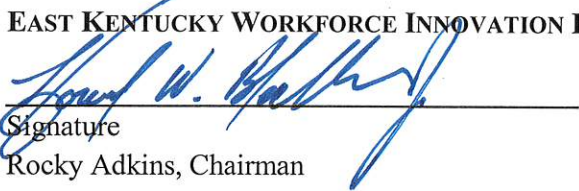
25. AUTHORITY AND SIGNATURES (WIOA Final Rules §678.500(d))

- *Include a statement that the individuals signing the MOU have authority to represent and sign on behalf of their program under WIOA.*

AUTHORITY AND SIGNATURES

By signing below, each individual certifies that they have the authority to bind the party they represent to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the Eastern Kentucky CEP Local Workforce Development Area WIOA One-Stop partners:

EAST KENTUCKY WORKFORCE INNOVATION BOARD CHAIR



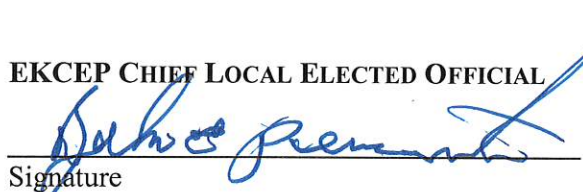
Signature

Rocky Adkins, Chairman
or
Howard Blackburn, Vice Chairman



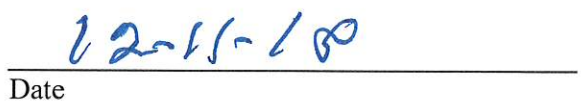
Date

EKCEP CHIEF LOCAL ELECTED OFFICIAL



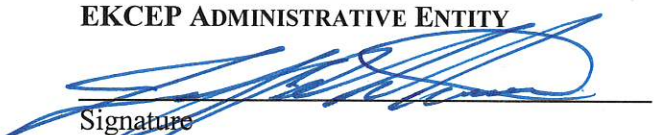
Signature

John Ed Pennington, Chairman



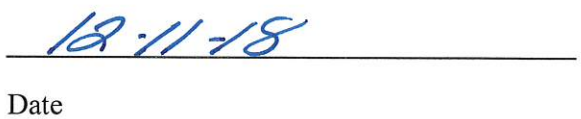
Date

EKCEP ADMINISTRATIVE ENTITY



Signature

Jeff Whitehead, Executive Director



Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

TITLE IB – ADULT, DISLOCATED WORKER, YOUTH FORMULA PROGRAMS; TRADE ADJUSTMENT ASSISTANCE (TAA); AND COMMUNITY SERVICES BLOCK GRANT (CSBG) EMPLOYMENT & TRAINING ACTIVITIES

Bell-Whitley CAA

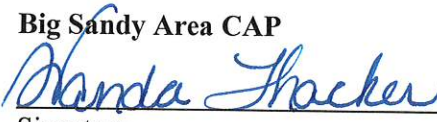


Signature
Craig Brock, Executive Director

12/19/18

Date

Big Sandy Area CAP



Signature
Wanda Thacker, Executive Director

12/11/18

Date

Daniel Boone CAA



Signature
Mike Buckles, Executive Director

12/11/18

Date

Gateway CA



Signature
Charlene Engle, Executive Director

12/11/18

Date

Harlan CAA



Signature
Donna Pace, Executive Director

12-12-18

Date

KCEOC CAP

Paul Dole

Signature

Paul Dole, President/CEO

12/12/18

Date

LKLP CAC

Rick Baker

Signature

Rick Baker, Executive Director

12/11/18

Date

Middle Kentucky CAP

Darrell R. Shouse

Signature

Darrell Shouse, Executive Director

12/10/18

Date

Northeast Kentucky CAP

David Carroll

Signature

David Carroll, Executive Director

12-11-18

Date

By signing below, each manager certifies that they have reviewed and understand the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

TITLE IB – ADULT, DISLOCATED WORKER, YOUTH FORMULA PROGRAMS; AND TRADE ADJUSTMENT ASSISTANCE (TAA)

Bell-Whitley CAA

Janet Jackson

Signature

Janet Jackson, WIOA Director

12/19/18

Date

Big Sandy Area CAP

Erica Ash

Signature

Erica Ash, WIOA Director

12/13/18

Date

Daniel Boone CAA

Mona Whitaker

Signature

Mona Whitaker, WIOA Director

12/19/18

Date

Gateway CA

Wendy Crain-Lawson

Signature

Wendy Crain-Lawson, WIOA Director

12/11/18

Date

Harlan CAA

Jill Blevins

Signature

Jill Blevins, WIOA Director

12/11/18

Date

KCEOC CAP

Becky Miller

Signature

Becky Miller, WIOA Director

12/11/18

Date

LKLP CAC

Allison Brown

Signature

Allison Brown, WIOA Director

12/12/18

Date

Middle Kentucky CAP

Beth Spencer

Signature

Beth Spencer, WIOA Director

12/10/2018

Date

Northeast Kentucky CAP

Bonnie Conn

Signature

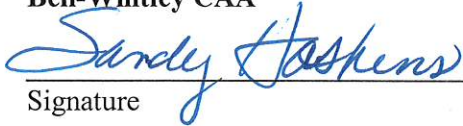
Bonnie Conn, WIOA Director

01-07-2019

Date


COMMUNITY SERVICES BLOCK GRANT (CSBG) EMPLOYMENT & TRAINING ACTIVITIES

Bell-Whitley CAA


Signature
Sandy Hoskins, CSBG Director

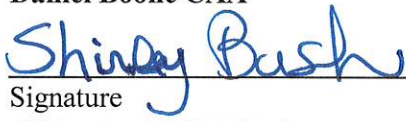
12/19/18
Date

Big Sandy Area CAP


Signature
Alecia Conley-Knox, CSBG Director


12/13/2018
Date

Daniel Boone CAA


Signature
Shirley Bush, CSBG Director

12/19/18
Date

Gateway CA


Signature
~~Leah Kohr~~, CSBG Director
Angie Elliott

1/15/19
Date

Harlan CAA


Signature
Mistie Sanders, CSBG Director

1-8-19
Date

KCEOC CAP


Signature
Shawn Bingham, CSBG Director

12/20/18
Date

LKLP CAC


Signature
Jimmy Perry, CSBG Director

12/17/18
Date

Middle Kentucky CAP

Brenda Begley
Signature
Brenda Begley, CSBG Director

1-23-19
Date

Northeast Kentucky CAP

Karen Mosier
Signature
Karen Mosier, CSBG Director


1-3-19
Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

EDUCATION AND WORKFORCE DEVELOPMENT CABINET: Department of Workforce Investment



Signature
Josh Benton, Deputy Secretary

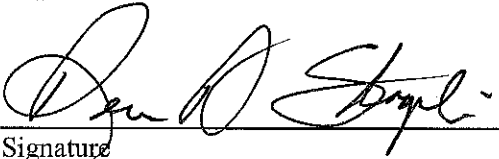


Date

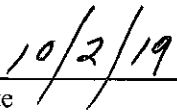
By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

TITLE II: ADULT EDUCATION AND FAMILY LITERACY

Department of Workforce Investment: Office of Adult Education



Signature




Date

Reecie Stagnolia, Executive Director

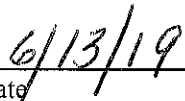
By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

TITLE IV: REHABILITATION SERVICES

Department of Workforce Investment: Office of Vocational Rehabilitation



Signature
Cora McNabb, Executive Director



Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)

Big Sandy Area CAP



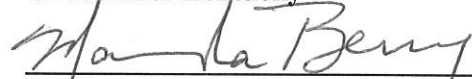
Signature

Wanda Thacker, Executive Director

12/21/18

Date

Goodwill of Kentucky



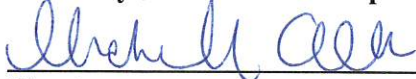
Signature

Dr. Marsha Berry, Vice President of Program Services

12-11-18

Date

Kentucky River Area Development District



Signature

Michelle Allen, Executive Director

12-11-18

Date

By signing below, each manager certifies that they have reviewed and understand the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing programs:

SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM (SCSEP)

Big Sandy Area CAP



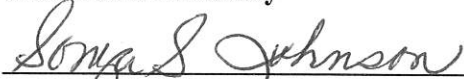
Signature

Mike Goble, SCSEP Program Manager

12/13/18

Date

Goodwill of Kentucky



Signature

Sonya Johnson, SCSEP Program Manager

12/11/2018

Date

Kentucky River Area Development District



Signature

Stacie Noble, Aging Services Director

12-11-18

Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Department for Community Based Services

Eric Clark

Signature

Eric Clark, Commissioner

12/21/2018 | 2:44 PM EST

Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

TITLE I: JOB CORPS

Carl D. Perkins Job Corps Center

 _____ *12-17-18*

Signature

Date

Paulena Davis, Center Director

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

TITLE I: NATIONAL FARMWORKER JOBS PROGRAMS

Kentucky Farmworker Programs



Signature

12-12-2018

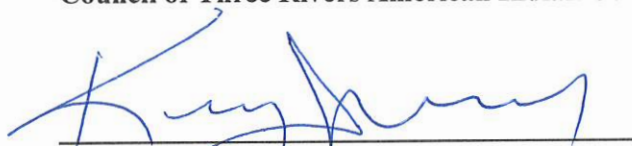
Date

Vickie Hutcherson, Executive Director

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

TITLE I: INDIAN AND NATIVE AMERICAN PROGRAMS

Council of Three Rivers American Indian Center, Inc.



Signature
Kerry Jeysevar, WIOA Director

12/19/2018

Date

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following authorizing program:

CARL D. PERKINS CAREER & TECHNICAL EDUCATION ACT POST-SECONDARY PROGRAMS

Big Sandy Community & Technical College

Dr. Sherry Zylka
Signature
Dr. Sherry Zylka, President/CEO

12/17/18
Date

Hazard Community & Technical College

JL
Signature
Dr. Jennifer Lindon, President/CEO

12-19-18
Date

Southeast Kentucky Community & Technical College

Dr. Vic Adams
Signature
Dr. Vic Adams, President/CEO

12-19-18
Date

ADDITIONAL PARTNERS

By signing below, each individual certifies that they have the authority to bind their agency to and are in agreement with the terms of this Memorandum of Understanding (MOU), Operating Budget, and Infrastructure Funding Agreement (IFA) between the East Kentucky Workforce Innovation Board and the following additional partners:

COMMONWEALTH EDUCATIONAL OPPORTUNITY CENTER (CEOC)

Tom Rowland
Signature
Tom Rowland, Project Director

1-7-19
Date

SNAP EMPLOYMENT & TRAINING ACTIVITIES

Bell-Whitley CAA

Craig Brock
Signature
Craig Brock, Executive Director

12/19/18
Date

Big Sandy Area CAP

Wanda Thacker
Signature
Wanda Thacker, Executive Director

12/11/18
Date

Daniel Boone CAA

Mike Buckles
Signature
Mike Buckles, Executive Director

12/11/18
Date

Gateway CA

Charlene Engle
Signature
Charlene Engle, Executive Director

12/11/18
Date

Harlan CAA



Signature

Donna Pace, Executive Director

Date 12.12.18

KCEOC CAP



Signature

Paul Dole, President/CEO

Date 12/13/18

LKLP CAC

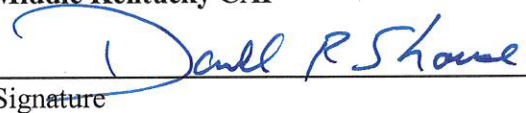


Signature

Rick Baker, Executive Director

Date 12/11/18

Middle Kentucky CAP

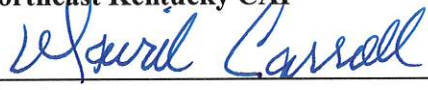


Signature

Darrell Shouse, Executive Director

Date 12/10/18

Northeast Kentucky CAP



Signature

David Carroll, Executive Director

Date 12-11-18

TELEWORKS USA



Signature

Jeff Whitehead, Teleworks USA

12.11.18

Date



Signature

Theresa Noble, Teleworks USA Hub Manager,
Hazard

12/13/18

Date