

**WorkSmart Kentucky  
Local Plan Update**

**June 1, 2012 - June 30, 2013**

**Local Plan Instructions**

**For Kentucky's**

**LOCAL WORKFORCE INVESTMENT  
SYSTEM**

**Program Years 2011 - 2012**

**-Submitted by-  
Workforce Investment Board**

<b>LOCAL AREA:</b> Eastern Kentucky Concentrated Employment Program, Inc.
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## Instructions

In accordance with the Workforce Investment Act (WIA), this document provides directions to Kentucky's Local Workforce Investment Boards (LWIBs) for preparing the Local Plan update. The Update covers the time period of June 1, 2012 through June 30, 2013. WIBs are required to submit plans to the Kentucky Department of Workforce Investment's Office of Employment and Training (OET) in order for their Local Workforce Investment Areas (LWIAs) to receive funding under WIA.

The Local Plan update guidance is composed of three sections:

- **Section A: "Integration and Strategies."** OET will use this section to benchmark the LWIB's engagement in regional economic development strategies, as well as how the LWIB conducts business beyond the narrow focus of WIA programs.
- **Section B: "Program Operations."** This section collects information required by law in order for LWIBs to receive their base funding.
- **Section C: "System Operations and Attachments."** This section includes information needed to ensure that the local workforce systems meets certain legal requirements as well as complies with agreements between OET and the LWIBs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive leadership, and other interested parties.

### **2011 - 2012 Local Plan Update Requirements**

- **Local Plan Update Due Date: March 30, 2012**
- **Deliverables:**
  1. Electronically submitted, via e-mail, Local Plan Update Sections A, B, and C, including all attachments to Pat Dudgeon at [PatriciaO.Dudgeon@ky.gov](mailto:PatriciaO.Dudgeon@ky.gov) and;
  2. Mail one (1) hard copy of the signature page with original signatures to:

Pat Dudgeon  
Office of Employment and Training  
Division of Workforce & Employment Services  
275 East Main Street, 2WA  
Frankfort, Kentucky 40621

**Planning Timetable Estimates**

October 31, 2011	Draft Update Guidelines Sent to LWIAs for review and comment
November 14, 2011	Deadline for receipt of comments
December 5, 2011	Issuance of final Local Plan Guidelines
March 30, 2012	2012 Local Plan Updates are due to OET, along with submittal of the original signature page. Beginning of the Public Comment Period. Beginning of the OET review comment and clarification period.
April 29, 2012	End of the 30 Day Public Comment Period
Week of April 29, 2012	Approval of Local Plan Updates begins
June 1, 2012	Beginning of Local Plan Period

## Section A: Integration and Strategies

One of the state's strategies is to invest in LWIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the LWIB's engagement in regional development strategies, as well as how the LWIB conducts business beyond the narrow focus of employment programs. OET will use this information for guidance in allocating special, discretionary and incentive grants.

### 1. How does the WIB identify and analyze regional economies?

The Eastern Kentucky C.E.P. (EKCEP) Workforce Investment Board (WIB) has used data from a variety of sources in analyzing the local economies within the region.

EKCEP's analyses have been based in part on information gained from statistical sites such as EMSI (Economic Modeling Specialists, Inc.), the Kentucky State Data Center, and the 2010 US Census. Another large chunk of information came from EKCEP's recent Workforce Opportunity Project. The Workforce Opportunity Project was a yearlong extensive survey of employers' workforce needs commissioned by EKCEP. The project collected data from 100 intensive face-to-face interviews with regional employers in major economic sectors. The study looked at issues such as job growth, critical job skills needed, education and training needed, and personal skills and traits desired in potential workers.

EKCEP's experienced group of Business Services Coordinators works extensively with area employers to develop and maintain relationships that provide a wealth of information about the needs and developments of the region's employers and local economies. WIB members also play a very important role in providing economic information and feedback from their respective areas.

EKCEP has led in the creation of the Eastern Kentucky Business Services Network. The network is comprised of local Economic Development organizations, local educational institutions, the Kentucky Office of Employment & Training (OET), and many other local partners. A team of representatives from these network partners meets periodically to discuss the needs of employers within our area and any shifts in the economy and workforce.

### 2. How is this information used to identify the key industries and demand occupations within this economy?

EKCEP uses information from sites such as EMSI and the Kentucky State Data Center to help identify occupations with high growth, high demand, and high wage potential. This information is supplemented by the information gained from the Workforce Opportunity Project, which also identified regional occupations and industries with

growth potential over the next five years. The information gained from the Eastern Kentucky Business Services Network also helps to identify the key industries in the area and which of those industries are growing and providing in-demand occupational opportunities.

This consistent flow of information from various statistical websites, local employers, and community partners helps EKCEP track the key industries within the area to monitor growth and demand. The close relationships between EKCEP's Business Services Coordinators and local employers provide continual and progressive information about any changes happening within EKCEP's region and which sectors are in demand and growing.

### **3. How is this information incorporated into your service delivery strategies?**

The new service model that EKCEP implemented at the beginning of this program year (July 1, 2011) includes several elements and strategies developed in response to information gathered about the region's economy from the various sources listed in questions 2 and 3 above. EKCEP's new service model includes an emphasis on providing Work Experience and On-the-Job Training (OJT) in occupations that are in high demand and have high growth potential. Under the new service model the majority of training supported by EKCEP will be in growth industry sectors identified in part by this information. EKCEP's list of approved trainings is based largely on occupational sector priorities.

Job Clubs are a pivotal part of the new service model. These Job Clubs provide members with a wealth of EKCEP's collected knowledge on current economic and workforce trends, as well as one-on-one career guidance with a team of experienced career advisors. EKCEP also has developed an improved Work Readiness curriculum based largely upon the feedback gained through the Workforce Opportunity Project about the needs and desires of local employers. This Work Readiness curriculum prepares participants for employment by teaching some of the critical skills and traits that the local employers have identified as often lacking in the region's workers.

EKCEP's role in the Eastern Kentucky Business Services Network and the work of EKCEP's Business Services Coordinators with area employers help to ensure that workforce services are provided to employers in priority growth sectors who offer positions in high demand occupations.

### **4. In a separate attachment, based on your most recent analysis of regional economies, provide a list of the key industry sectors in your regional economy.**

Based on its recent economic analyses, the Eastern Kentucky C.E.P. Workforce Investment Board has identified four key industry sectors for the region's economy:

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- **Energy Creation & Transmission** — This sector includes industries engaged in the creation of energy, transmission of energy, and supporting the creation/distribution of energy.
- **Healthcare** — This sector includes industries involved in providing healthcare to individuals.
- **Business Services** — This sector includes industries that perform professional, technical, and/or scientific services, including research and development, especially in a telework environment.
- **Construction/Skilled Trades** — This sector includes industries that are engaged in the construction, restoration, or conversion of buildings and employ skilled tradespeople.

5. At the direction of Governor Beshear, the Kentucky Workforce Investment Board established a strategic vision and goals for the transformation of the commonwealth’s workforce system. ([WorkSmart Kentucky Strategic Plan](#)) Key to the realization of that vision is the state board’s assertion that local workforce boards must be innovative, responsive and able to make substantial positive impacts on the communities they serve.

Please describe the role of your board in implementing transformational change to the Kentucky workforce system for each of the statewide strategic areas of focus listed below. **ONLY SUBMIT DESCRIPTIONS FOR INITIATIVES YOUR BOARD HAS BEGUN OR IS PLANNING TO IMPLEMENT.**

For each initiative, please indicate:

1. If the initiative is a local innovation or part of a statewide initiative (examples provided for each focus area).
2. The initiative’s mission and strategic goals (if local) or any local adaptation for statewide initiatives.
3. A timeframe for implementation, including major milestones and evaluation.
4. Identify key partners/players/stakeholders, including the role of the WIB
5. Provide the current status of the initiative.

*(Space is provided for one initiative in each focus area. To add additional initiatives, copy and paste the formatted narrative layout under the appropriate Focus Area . If initiatives are not currently being planned in any of the focus areas, leave blank.)*

## STATEWIDE STRATEGIC AREAS OF FOCUS

### I. System Transformation

Related statewide initiatives: [Sector Strategies](#), Branding & Identity, [One Stop Certification](#), User-Friendly On Line Services, National Career Readiness Certificate, Eligible Training Provider List Enhancements

#### System Transformation Initiative (1)

**Title: Kentucky Teleworks**

**Initiative is a local innovation**  **Part of a statewide initiative**

Initiative's mission and strategic goals:

EKCEP's Kentucky Teleworks initiative is an innovative economic development strategy that brings telework (work-from-home) jobs with major national and international companies to Kentuckians who live in the commonwealth's most rural and economically challenged counties. Kentucky Teleworks gives rural Kentuckians an advantage in competing for these telework jobs by coordinating and combining the resources of local workforce investment boards, community-based agencies, and educational institutions to find, prepare, and support telework candidates.

Over 40 million Americans currently telework, according to the Telework Coalition. More and more companies are adopting telework strategies because of rising fuel costs, increasing overhead, environmental concerns, and emerging technologies that allow instant communication and enable employers to monitor computer-based work wherever it is done — making it immaterial whether an employee works down the hall or across the continent. Because of its previous extensive investment in digital infrastructure, Kentucky is uniquely positioned to capitalize on this employment trend.

Kentucky Teleworks prepares and markets the state's workforce to telework employers, positioning Kentuckians to compete in the global economy. Kentucky Teleworks staff also works directly with employers to develop telework opportunities and compiles a list of available telework jobs that have been researched and vetted. This jobs list is updated several times a week and is available to registered users of the Kentucky Teleworks website ([www.kentuckyteleworks.com](http://www.kentuckyteleworks.com)). When a customer registers through the website, he/she can begin searching through the jobs list as his/her information is forwarded to an experienced local workforce system career advisor. The career advisor then contacts the customer and together they decide which telework jobs to target and develop a plan for getting the customer whichever workforce services will increase the chances of landing those jobs, including career counseling, resume development, and interviewing skills training. The career advisor's skills, experience, and familiarity with the many resources available through the state's workforce development system give the customer a definite advantage over unassisted applicants.

The matching of appropriate telework opportunities with applicants who are benefitting from the assistance and preparation of the workforce system makes Kentucky Teleworks succeed.

In less than a year, Kentucky Teleworks has created more than 80 jobs in Kentucky. The initiative also has cultivated partnerships and entered into discussions with companies that have the potential to employ hundreds more Kentuckians, including:

- AccountingDepartment.com.
- Frontier Communications (a Fortune 500 company).
- Convergys.
- VIPDesk.
- InfoCision.
- IPSOS, a French-based international research marketing firm that used Kentucky Teleworks to hire more than 25 people.

The Kentucky Teleworks website has enabled people from across the state to apply for and gain employment with Apple, JP Morgan Chase, and other major international companies seeking teleworkers. Over 2,000 people enrolled on the website in the first four months it was in operation.

Unlike past economic development efforts in eastern Kentucky — which have focused primarily on trying to entice outside businesses into the region by investing in industrial parks and buildings and providing tax breaks — Kentucky Teleworks captures new jobs for the region without requiring the employers to make huge, long-term investments in facilities or relocate management staff to the region. Kentucky Teleworks also succeeds without requiring the state or local governments to waive taxes or invest large sums in site preparation or infrastructure.

EKCEP hopes eventually to expand the initiative to target all rural and underserved areas of the state. EKCEP currently has partnership agreements with the Cumberland Workforce Area and the Bluegrass Workforce Area to collaborate in serving clients from those areas who could benefit from Kentucky Teleworks.

Kentucky Teleworks is a cutting-edge program that can bring the benefits of economic expansion to rural areas of Kentucky by giving workers an advantage in capturing new jobs as more companies worldwide adopt telework. This stream of new job opportunities will create new tax revenue for the state and county governments while revitalizing distressed areas and improving the quality of life for rural workers.

### Implementation timeframe:

Kentucky Teleworks began taking shape as the “Eastern Kentucky Distance Earning Initiative” in July 2010. It began operating in earnest and became Kentucky Teleworks on July 1, 2011. The initiative is growing rapidly and EKCEP plans to continue to operate it as an important element in EKCEP’s service strategy.

### Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P. Workforce Investment Board is currently the sole financial support for Kentucky Teleworks. Administrative staff are employees of EKCEP. Career advisors and work-readiness trainers who work with Kentucky Teleworks clients are employees of the community action agencies that provide WIA services under contract with EKCEP. The Cumberland Workforce Area and

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the Bluegrass Workforce Area are coordinating with Kentucky Teleworks to help serve clients from their areas.

Current status of initiative:

The initiative is active and ongoing.

### System Transformation Initiative (2)

**Title: EKCEP Service Model Redesign**

**Initiative is a local innovation**    **Part of a statewide initiative**

Initiative's mission and strategic goals:

EKCEP is implementing a redesigned service model to increase its relevance to businesses and maximize its impact on the job market, especially during times of level or decreasing funding for training. The redesign aligns EKCEP's services with the two basic goals of the workforce development system — to provide quality jobs for qualified workers, and to provide qualified workers for quality jobs — by emphasizing and improving the parallel relationships between:

- Career advisors and their job-seeking clients.
- Business Services Coordinators with employers, partners, training providers, and business groups.

The success of the workforce development system depends upon the coordination and success the career advisors and Business Services Coordinators achieve in meeting the needs of its employers and job seekers.

In 2010-11, EKCEP completely revised the policies governing its client services to support this new service model. The new policies — implemented July 1, 2011 — include several new elements and improved approaches to prior elements.

EKCEP's new service model provides several possible entry points for job-seeking customers and allows them to dynamically flow across the entire range of services, becoming clients and moving into and out of individual services depending upon what will best help them toward their ultimate goal of obtaining a job. The newest and most flexible entry points for customers are the Job Clubs that EKCEP has started throughout its service area.

Job Clubs are small groups of job seekers that meet weekly with local workforce professionals to improve their job searches. The group members provide support for each other while networking and learning techniques for improving their job searches from the workforce professionals and invited guests. This combination of support, networking, and job-search education makes Job Club members much more successful at getting a job than job seekers who search alone.

The primary goal of a Job Club is to get jobs for its members. A Job Club does this by:

- Providing peer support for each job seeker during his/her career crisis.
- Easing the job seekers' feelings of isolation, fear, and depression.
- Helping the job seekers regain their confidence.
- Leading the job seekers to discover new skills and abilities.
- Providing networking opportunities with local employers that give job seekers access to unpublished job opportunities
- Providing job seekers with professional career services that develop and polish their job-search and interviewing skills.
- Helping each job seeker:
  - Develop and discover a clear vision of the type of job and salary he/she wants and the steps it will take to obtain that job as quickly as possible.
  - Uncover any hidden challenges that may be sabotaging his/her efforts to get interviews and job offers.
  - Create a job search plan that he/she can work from week to week with the support of the other club members.
- Providing workforce programming that includes:
  - Best practices for networking.
  - Understanding the structure of a successful job search.
  - How to build a resume.
  - Tips for applying successfully for jobs.
  - Ways to succeed at job interviews.
  - How to overcome obstacles and setbacks.
  - Up-to-date labor market and career information.
  - Building a digital identity in the 21st century job market.

In EKCEP's new service model, Job Clubs serve as a major outreach and intake component, attracting a wide variety of job seekers who may then learn about and transition into other services offered by the workforce system, especially the assistance that clients can receive through an ongoing relationship with a career advisor. Job Clubs also allow EKCEP to place more clients in employment without the expenditures involved in sending clients through long-term training.

Workshops also play a large role in EKCEP's redesigned service model. The new service model emphasizes workshops that provide work readiness training, customer service training, and other "soft skills" that employers identified as needed in EKCEP's yearlong Workforce Opportunity Project regional survey. For the work readiness workshops, EKCEP staff developed a new curriculum — called "Fast Forward to Work" — that specifically addresses several of the most prominent needs identified by employers.

EKCEP's new service model has also redesigned its business services efforts. Business services play a vital role in ensuring that the workforce needs of the

region's employers are met and that the workforce system is properly preparing the region's job seekers for the real job opportunities that are present in the region. Business services are the workforce system's driver for job placements and the creation of skills development and training opportunities.

Under the new service model, EKCEP's business services continue to be guided by three principles:

- Business services should be solutions-driven.
- Business services should be relevant to business needs.
- Business services should be delivered in a timely manner.

However, in the redesigned service model EKCEP has given its Business Services Coordinators (BSCs) a wider range of responsibilities and a larger role in coordinating with the business services staff of workforce partners. The redesigned role of EKCEP's BSCs includes:

- Working directly with local employers to identify specific workforce development needs.
- Working with local business groups (e.g., Chamber of Commerce, Society of Human Resources Managers [SHRM], etc.) to identify employer needs, raise awareness of EKCEP's business services programs, and develop relationships that help EKCEP and its workforce partners align services to meet the needs of employers.
- Assisting local employers in obtaining qualified employees, including informing local employers about options for training previously unqualified job seekers, on-the-job training opportunities, assistance available for human-resources tasks, and other ways to address their workforce issues.
- Communicating consistently with the business services representatives of the Office of Employment and Training (OET), the Kentucky Community and Technical College System (KCTCS), and local economic development agencies to remain informed about the workforce development needs of the region's employers. (EKCEP has organized an Eastern Kentucky Business Services Network team that meets regularly to facilitate this communication.)
- Working with training providers to help them develop training programs that meet the skills needs of local employers and job seekers and meet EKCEP's training goals.
- Overseeing the initiation and implementation of employer-based training programs supported by EKCEP WIA funds, including on-the-job training, customized training, work experience, and incumbent worker training programs.

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- Communicating with WIA Career Advisors and the job seekers they serve about local employer needs, job opportunities, required qualifications/training, application and hiring procedures, and other specific factors relating to obtaining local employment.
- Working with Job Clubs to help link Job Club participants with appropriate employers.

EKCEP's new service model also builds upon the agency's efforts over the past five years to elevate the expertise and level of service provided by its Career Advisors. The new policies define the Career Advisor's role in more detail and provide an improved blueprint for career advising services. New tools — including an improved career action plan and detailed curricula for Job Clubs and work readiness training — were developed and implemented to strengthen the performance of Career Advisors. In addition, EKCEP continues to offer training that makes it possible for its Career Advisors to earn the nationally recognized Global Career Development Facilitator (GCDF) credential, as well as providing continuing education opportunities that enable Career Advisors who have earned the GCDF credential during the past five years to keep their certifications current.

### Implementation timeframe:

Implementation of the new service model began on July 1, 2011, and continues with ongoing training for Job Club facilitators, work-readiness trainers, and Career Advisors. EKCEP monitors the success of the new aspects of service model and makes adaptations and refinements as needed.

### Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P. Workforce Investment Board and its staff are responsible for the design and emphases of the new service model. EKCEP's required partners under WIA are included in the new service model, including major roles for the Kentucky Office of Employment and Training, Adult Education, and the Kentucky Community and Technical College System.

### Current status of initiative:

The implementation of the service model is ongoing.

## II. Education Alignment

Related statewide initiatives: Tech-High, I-Best (aka Skill Up or Accelerating Opportunities), Apprenticeships, High School Outreach

### Education Alignment Initiative (1)

**Title:** Postsecondary Targeted Job Clubs

Initiative is a local innovation     Part of a statewide initiative

Initiative's mission and strategic goals:

Job Clubs of Eastern Kentucky is an EKCEP initiative to provide ongoing support, networking opportunities, and practical job-seeking strategies in communities throughout the EKCEP region. Job Clubs also provide a portal for job seekers to receive more intensive career advising, services, and training. EKCEP instituted Job Clubs as a way of being more responsive to the needs of job seekers and employers.

Postsecondary-targeted Job Clubs aim to meet postsecondary students' need to get connected to employers who need to hire them. This alignment with post-secondary education will strengthen and leverage the work of multiple workforce initiatives across our region.

The mission of this initiative is to align the workforce system in eastern Kentucky with postsecondary education by providing placement services for postsecondary graduates that include state-of-the-art resume development, job search strategies, and important information regarding employer expectations and employment opportunities in our region.

Implementation timeframe:

Local Job Clubs specifically designed for postsecondary students will begin in May and June of 2012. They will begin again in December 2012 and January 2013, and continue cyclically thereafter.

Partners/players/stakeholders and role of WIB:

Partners include WIA Career Advisors, the Office of Employment and Training, Kentucky Community and Technical College System (KCTCS) placement staff, members of the EKCEP Workforce Investment Board's Eastern Kentucky Business Services Network, and others as needed and appropriate.

Current status of initiative:

Organizational meetings for postsecondary-targeted Job Clubs were underway in January 2012. Job Clubs for the general public have been operating in the EKCEP workforce area since July 2011.

## Education Alignment Initiative (2)

**Title: Accelerating Opportunity**

Initiative is a local innovation     Part of a statewide initiative

Initiative's mission and strategic goals:

EKCEP is an active partner in the Accelerating Opportunity initiative. This initiative is a strategic collaboration between Adult Education, KCTCS, and the workforce system. It is directly linked to a grant to KCTCS made by a strategic collaboration of

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diverse philanthropies including the Bill & Melinda Gates Foundation the Joyce Foundation, WK Kellogg, Kresge, and the Open Society Foundations. The mission is to strengthen adult learning through teaching within the context of occupational training. EKCEP is providing assistance with recruitment, career advising, and job placement activities. The strategic goals of the initiative are to provide 300 stackable credentials to adult learners in combination with adult education to increase job opportunities and sustainable wages.

The implementation team has identified two credential tracks. They are: Allied Health and Industrial Maintenance.

### Implementation timeframe:

The general implementation timeframe for this state initiative can be viewed in the Kentucky Workforce Investment Board's (KWIB) strategic plan. EKCEP has begun recruitment, which will be ongoing. Career advising will also be ongoing. Placement activities will begin as students complete their academic and training goals.

### Partners/players/stakeholders and role of WIB:

Partners include Southeast Kentucky Community and Technical College, Adult Education, Workforce Investment Act career advisors, the Office of Employment and Training, and members of the EKCEP Workforce Investment Board's Eastern Kentucky Business Services Network.

### Current status of initiative:

EKCEP is currently recruiting students for the Allied Health portion of this initiative. Students are working toward a certified nursing assistant (CNA) credential as the base credential. A second, advanced credential such as the licensed practical nurse (LPN) credential will be stacked upon this credential.

Planning is underway to begin the Industrial Maintenance Technician track of this initiative.

### Education Alignment Initiative (3)

**Title: Solutions-Based Alignment Model**

**Initiative is a local innovation**     **Part of a statewide initiative**

### Initiative's mission and strategic goals:

EKCEP's decade-long initiative to provide a solutions-based approach to serving the business community has resulted in multiple partnerships and examples of alignment with education. This initiative's singular mission is to provide workforce services that are timely, responsive to the employer community, and created by partnerships with employers, KCTCS, and other workforce service providers.

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The strategic goals are to create clear lines of communication within the workforce system, leverage funding, and combine EKCEP's expertise with the expertise of others to create solutions that work for employers. Ultimately, the goal is to increase the number of job placements and the extent to which employers participate in the workforce system.

This initiative is listed here under "Education Alignment" because this solutions-based model has resulted in nearly \$2 million of leveraged state WINS grants and has created hundreds of examples of aligning services between education and the workforce system. This initiative is demonstrated by partnerships like those with KCTCS that combine technical training and on-the-job training (OJT) to create customized solutions for banks, gas companies, coal companies, retail, medical facilities, and many others. It has created a partnership with the University of Kentucky to assist EKCEP in its research of employers' needs throughout the region (see [www.workforceopportunity.org](http://www.workforceopportunity.org)). EKCEP's alignment with Hazard Community and Technical College also created and developed the initiative that has now become Kentucky Teleworks.

EKCEP's solutions-based alignment model continues to create a fluid and dynamic alignment with education that is providing the groundwork for new initiatives.

### Implementation timeframe:

This is an ongoing and ever-developing initiative.

### Partners/players/stakeholders and role of WIB:

All levels of education are partners, players, and stakeholders in this initiative. The WIB's role is multi-faceted. It provides policy; it sometimes acts as a convener; and it also is a contributing partner when other partners take leadership roles for a specific project.

### Current status of initiative:

EKCEP believes its creation of the Eastern Kentucky Business Services Network provides needed structure and a greater level of inclusiveness to our long-standing approach to building a solutions-based model for business services. This structure and inclusiveness can only create more opportunities for alignment with education.

### **III. Economic Development Alignment**

Related statewide initiatives: Entrepreneurship, Work Ready Communities, Rapid Response Redesign (aka Business Services Redesign)

#### **Economic Development Initiative (1)**

**Title: Kentucky Teleworks**

**Initiative is a local innovation**     **Part of a statewide initiative**

Initiative's mission and strategic goals:

Over 40 million Americans currently telework, according to the Telework Coalition. More and more companies are adopting telework strategies because of rising fuel costs, increasing overhead, environmental concerns, and emerging technologies that allow instant communication and enable employers to monitor computer-based work wherever it is done — making it immaterial whether an employee works down the hall or across the continent. Because of its previous investment in digital infrastructure, Kentucky is uniquely positioned to capitalize on this employment trend.

Kentucky Teleworks prepares and promotes Kentucky's workforce to telework employers. This positions Kentuckians to compete in the global economy instantaneously, and creates opportunities and hope in economically distressed areas of the state.

- Kentucky Teleworks maximizes the return on the significant private and public investments made in the state's digital infrastructure.
- Kentucky Teleworks captures new jobs without requiring the employers to make huge, long-term investments in facilities or relocate management staff to the region. Kentucky Teleworks also succeeds without requiring the state and local governments to waive taxes or invest large sums in site preparation or infrastructure.
- Kentucky Teleworks brings new jobs and wages funded by outside dollars into rural Kentucky.
- Kentucky Teleworks prepares and promotes our workforce to telework employers. This positions Kentuckians to compete in the global economy instantaneously, and creates opportunities and hope in economically distressed areas of the state.

EKCEP's strategic goals for extending and expanding this initiative are to:

1. Form formal agreements with employers that allow the workforce system to screen, train, and refer applicants for hiring consideration.
2. Exceed 300 telework job placements by June 30, 2013.
3. Create telework incubators in strategic location within the EKCEP region.
4. Create a dynamic online database that will expedite and facilitate the jobseeker and employer connection exclusively for Kentucky Teleworks' registered employers and job seekers.
5. Leverage additional revenue sources to support the growth of Kentucky Teleworks in order to create a competitive advantage for Kentuckians in the telework industry.
6. Establish a telework credential.

### Implementation timeframe:

The Kentucky Teleworks initiative began in 2010 as a pilot project with Hazard Community and Technical College under the name “Eastern Kentucky Distance Earning Initiative.”

In July of 2011 EKCEP brought the entire project under its organizational and management structure in an attempt to broaden the scope of the initiative and better coordinate with and utilize the resources of the WIB and workforce system.

Implementation is ongoing.

### Partners/players/stakeholders and role of WIB:

EKCEP’s Kentucky Teleworks initiative has active partnerships with KCTCS, Morehead State University, Eastern Kentucky University, Area Development Districts, and adjoining local workforce investment areas. EKCEP believes that the Economic Development Cabinet, EDA, Chambers of Commerce, and local elected officials are all both stakeholders and partners in the ongoing growth of this initiative.

All partners within the workforce system have both a stake and a role in the advancement and success of this initiative.

The Eastern Kentucky C.E.P. WIB is a catalyst for this initiative by providing the vision and leadership. It is also providing management for the implementation and coordination between partners within and outside of the workforce system.

### Current status of initiative:

Kentucky Teleworks is already bringing new revenue streams into the state, especially into rural counties. In less than a year, Kentucky Teleworks has created more than 80 jobs in Kentucky. The initiative — funded solely by the Eastern Kentucky Concentrated Employment Program (EKCEP), Inc. — has cultivated partnerships and entered into discussions with companies that have the potential to employ hundreds more Kentuckians, including:

- AccountingDepartment.com.
- Frontier Communications (a Fortune 500 company).
- Convergys.
- VIP Desk.
- InfoCision.
- Apple.
- U-Haul.

- JP Morgan Chase.
- IPSOS, a French-based international research marketing firm that has already used Kentucky Teleworks to hire 25 people.

The Kentucky Teleworks website ([www.kentuckyteleworks.com](http://www.kentuckyteleworks.com)) has enabled people from across the state to apply for and gain employment with Apple, JP Morgan Chase, and other companies seeking teleworkers. Over 3,000 people enrolled on the website in its first two months.

Kentucky Teleworks has entered into Memoranda of Understanding (MOUs) with 2 major companies hiring telework employees throughout the world.

EKCEP is seeking additional funding for the Kentucky Teleworks initiative.

### **Economic Development Initiative (2)**

**Title: Business Services Redesign**

Initiative is a local innovation     Part of a statewide initiative

Initiative's mission and strategic goals:

EKCEP's decade-long initiative to provide a solutions-based approach to delivering workforce services to the business community has resulted in multiple partnerships and examples of alignment with economic development. This initiative's singular mission is to provide workforce services that are responsive to EKCEP's employer community and are created from partnerships with employers.

The strategic goals are to:

- Create clear lines of communication within the workforce system.
- Leverage funding and expertise to create solutions that work for employers.

The ultimate goals are to increase job placements and the rate of employer participation in the workforce system.

Companies that have expanded employment opportunities and/or located within our region have cited the WIB's assistance and its approach to providing services as pivotal in their decisions to do so.

The Eastern Kentucky C.E.P. WIB's vision of an Eastern Kentucky Business Services Network preceded the KWIB initiative to redesign business services. However, the Eastern Kentucky C.E.P. WIB is supportive of the continuous improvement of business services and has benefited by the KWIB's interest in this area.

EKCEP's regional manager for the Office of Employment and Training has provided added leadership and is instrumental in maintaining and strengthening the network's relationship with cabinet-level agencies. As a co-chair of the network and WIB member, she is facilitating improved communication.

Specifically the Eastern Kentucky Business Services Network seeks to:

1. Provide a vehicle for communication between businesses and the workforce, training, and economic development agencies that serve them.
2. Create a resource guide of network member services.
3. Identify specific opportunities for strategic workforce planning for an employer, an industry, or a growing community within the region.
4. Support the growth and functionality of industry partnerships within the region.
5. Serve as an important resource to the WIBs strategic planning efforts.

Implementation timeframe:

Ongoing.

Partners/players/stakeholders and role of WIB:

The Eastern Kentucky Business Services Network includes members from all agencies of the Department of Workforce Investment in the Education and Workforce Development Cabinet, EKCEP, Cabinet for Economic Development, and the Center for Rural Development, Area Development Districts, KCTCS, Eastern Kentucky University's Small Business and Entrepreneurial Center, MACED, and the Kentucky Highlands Investment Corporation. The Eastern Kentucky Business Services Network has met four times.

The primary stakeholders in this initiative are the business and industry leaders, tax-paying workers, and community leaders throughout our region. Members of the network are also stakeholders and stand to gain by the success of the network's efforts.

The role of the WIB is not only to listen and respond to the information provided by the network but also to establish the operational parameters of the network, provide direction and vision, and evaluate the network's effectiveness in engaging business and industry with the workforce system and coordinating with economic development. In short, the WIB is responsible for establishing the design of business services for its designated local area and is, therefore, the gatekeeper for the primary stakeholders of this initiative.

Current status of initiative:

The Eastern Kentucky Business Services Network has met four times. It has created two committees and established a private professional group within LinkedIn for communication. Informal working subgroups have also been developed.

The network has identified a number of strategic projects, including developing a unified response to specific industry start-ups and expansions within our region.

A draft resource guide is being developed.

Members of the network have had preliminary discussions with the Southeast Kentucky Chamber of Commerce to develop a strategic workforce development initiative to address the current and emerging industry needs of the area served by the Southeast Kentucky Chamber of Commerce.

### **Economic Development Initiative (3)**

**Title: Workforce Opportunity – “Fast Forward to Work” Initiative**

**Initiative is a local innovation**     **Part of a statewide initiative**

Initiative’s mission and strategic goals:

The Eastern Kentucky C.E.P. WIB completed the Workforce Opportunity Project in 2010. This groundbreaking empirical survey is based upon 100 intensive face-to-face interviews of randomly selected eastern Kentucky employers.

Questions included:

- What are the most important personal traits you seek when hiring a worker?
- What skills do you need in your workforce today and in the future?
- What majors, degrees or training do your future workers need?
- What is your projection about hiring in the future?

The participating employers provided a picture of the future workforce needed in Eastern Kentucky. Their responses pave the way for preparing the workforce by identifying the top skills and traits needed. The results of this research are being used to provide workforce readiness information to customers of the workforce system as a means to address many of the critical job skills needed by eastern Kentucky employers.

The *Fast Forward To Work* curriculum was developed to give job seekers insight into the characteristics that employers in eastern Kentucky value and how employees can benefit and advance on the job by fulfilling employers’ expectations. The curriculum

also addresses how to navigate in the workplace by understanding diversity within the workplace.

This mission of this initiative is to respond to the voice of the region's employers by developing a workforce that better understands the basic skills and traits most valued by the employers and is better prepared to provide those skills and traits. EKCEP strategically integrated the *Fast Forward To Work* curriculum into the new service model by making it a prerequisite to many of the services and trainings we provide or support. *Fast Forward To Work* workshops will also be offered as stand alone opportunities for low-wage employees and will be a critical element in customized employer services.

### Implementation timeframe:

July 1, 2011 to full-scale by October 30, 2012.

### Partners/players/stakeholders and role of WIB:

The key partners in this initiative have not been clearly established. EKCEP's vision is that our partners will include secondary and postsecondary education, adult education, and the Office for Employment and Training, among others. The form these partnerships take will be based on the needs and interest of the organizations. The EKCEP WIB and its contractors will require many job-seeking clients to attend workshops using the curriculum. The workshops will also be provided to employers as a preliminary step toward employment for their applicants. We have already identified employer need and interest. We also intend for this curriculum to be an important element toward helping communities qualify for certification as Work Ready Communities.

### Current status of initiative:

The initial version of the curriculum has been developed and is being used within the EKCEP region.

EKCEP has issued a Request for Proposals (RFP) to select a contract provider who will deliver the training area-wide. This is being done to create consistently high quality training delivery. The successful bidder will also be an important collaborator for curriculum modifications, improvements, and customized delivery to meet unique industry needs.

We anticipate having a provider under contract by April 2012.

**IV. System Simplification**

Related statewide initiatives: Alphabet Soup, Partner for Success, Case Management, [High Impact Workforce Investment Boards](#)

**System Simplification Initiative (1)**

**Title:** Career Advisor Training and Professional Development

**Initiative is a local innovation**     **Part of a statewide initiative**

Initiative's mission and strategic goals:

In conjunction with the rollout of its new service model, EKCEP is continuing to build upon its focused efforts of the past five years to elevate the expertise and level of service provided by its Career Advisors. Along with the new policies — which define the Career Advisor's role in more detail and provide an improved blueprint for career advising services — EKCEP has implemented several new supporting elements that provide professional development and skills enhancement for its Career Advisors. These include:

- New tools, including an improved career action plan and more advanced resume preparation training.
- A detailed curriculum and regular training for Job Club leaders.
- A new curriculum for work readiness training.
- Training to earn and/or maintain the nationally recognized Global Career Development Facilitator (GCDF) credential.
- A Career Advisor Council.

Each of these aspects of EKCEP's initiative to elevate the performance and skills of its Career Advisors are explained below.

**New Tools** — To help Career Advisors deliver the kind of detailed, productive, one-on-one career advising that is the target of the new service model, EKCEP developed a new career action plan form that guides Career Advisors through the conversations, information collection, assessments, research, and decision-making that career advising requires. The career action plan document was developed and all Career Advisors in EKCEP's area were trained in its use before the beginning of the current program year (July 1, 2011). Because a quality resume is an essential element for most job seekers, EKCEP entered into a contract with a master career counselor to develop a variety of resume templates that meet employers' current standards and preferences and then to train EKCEP's Career Advisors in the use of those templates.

**Job Club Curriculum and Training** — Because Job Clubs are a crucial part of EKCEP's new service strategy, EKCEP committed significant time and resources to the development of a curriculum guide for the Career Advisors who would be leading the region's Job Clubs. The curriculum defines the agenda for Job Club meetings and

provides content and lesson plans for a dozen meetings. To teach the curriculum and other aspects of sustaining and supporting a local Job Club (e.g., recruitment, promotion, employer engagement), EKCEP instituted monthly meetings of Job Club leaders at the beginning of the program year. Once the basic information had been taught, the monthly Job Club trainings became peer meetings where Job Club leaders from throughout EKCEP's service area discuss best practices, lessons learned, possible curriculum improvements, and other ways the Job Club service can be become better.

**Work Readiness Curriculum** — In response to the information gathered by the Workforce Opportunity Project, EKCEP's yearlong survey of its region's employers, EKCEP developed an improved work-readiness curriculum and taught its Career Advisors how to teach it. The curriculum addresses several of the issues employers identified as needed and lacking in eastern Kentucky's workforce. It also standardizes the way work readiness is taught throughout EKCEP's region. The work readiness curriculum was written into EKCEP's policies as a prerequisite for work experience and other services. Although the responsibility for teaching the curriculum will soon move to a contractor, knowing the information begin taught in the curriculum will help the Career Advisors better assist their clients.

**Global Career Development Facilitator (GCDF) Training** — This year, EKCEP is providing training to enable a new group of 20 Career Advisors to obtain the nationally recognized Global Career Development Facilitator (GCDF) credential. This 12-month training teaches Career Advisors techniques they can use to better guide, advise, and serve their clients. In addition, EKCEP is providing opportunities for its Career Advisors who have already earned the GCDF credential to acquire the continuing education credits they need to keep their certifications current.

**Career Advisor Council** — Because EKCEP's new service model is a significant change that places substantial responsibility upon its Career Advisors, EKCEP has instituted a Career Advisor Council. The Career Advisor Council is comprised of Career Advisors from each of EKCEP's contractor agencies who were elected by their coworkers to represent them. The council meets monthly to exchange best practices and information about every aspect of the new role of Career Advisors under the new service model. The council provides focus for professional development and important feedback to EKCEP about the degree to which aspects of the new service model are succeeding and ways in which the region's Career Advisors can improve their effectiveness.

### Implementation timeframe:

Curriculum development and many of the other preparations for this initiative began early during the previous program year. EKCEP has been engaged in providing GCDF credential training for five years. The initiative is ongoing and has no end date. The peer-group aspects of this initiative (e.g., Job Club Facilitators Meetings, Career Advisor Council) are expected to provide useful input and be a part of

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improving EKCEP's service delivery for the foreseeable future.

### Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P. Workforce Investment Board and its staff are responsible for the design and elements of this initiative, in conjunction with the new service model. As the direct employers of the Career Advisors, EKCEP's contractor agencies are the major participating partner in this effort.

### Current status of initiative:

Ongoing.

## V. Customer Service

Related statewide initiative: Workforce Academy

### Customer Service Initiative (1)

**Title: Customer Service**

**Initiative is a local innovation**  **Part of a statewide initiative**

### Initiative's mission and strategic goals:

Several elements of EKCEP's new service model were designed to improve customer service to the workforce system's clients, both job seekers and employers. The strongest customer-service elements of the new service model are:

- Job Clubs.
- Eastern Kentucky Business Services Network.
- Work Readiness Training.

**Job Clubs** — Job Clubs are small groups of job seekers that meet weekly with local workforce professionals to improve their job searches. The group members provide support for each other while networking and learning techniques for improving their job searches from the workforce professionals and invited guests. This combination of support, networking, and job-search education makes Job Club members much more successful at getting a job than job seekers who search alone.

In EKCEP's new service model, Job Clubs improve customer service by providing a very flexible entry point for customers. Interested customers can attend a Job Club without meeting financial eligibility requirements or making a commitment to participate in programs or services. As customers attend Job Clubs and learn more about the workforce development system and the services it can provide, they can reach their own decisions about the degree to which they will engage with the system. Job Clubs place the choice in the customer's hands, while giving the workforce system a chance to deliver something of value to the customer immediately without

complex enrollment procedures or conditions — both of which are important aspects of customer service.

**Eastern Kentucky Business Services Network** — The Eastern Kentucky Business Services Network team organized by EKCEP includes the business services representatives of EKCEP’s partners in the workforce development system, education, and economic development, as well as representatives of the region’s business community. The regular communication provided through this team, in conjunction with EKCEP’s establishment of intercommunication as a key responsibility of its own business services representatives, will make it easier for all the participating organizations to better meet the needs of their employer customers. By coordinating and unifying efforts, these organizations can more rapidly identify the needs of more of their employer customers, and can respond more effectively by leveraging the resources that each can contribute.

Better communication will make it possible for the workforce development system and its partners to serve the regions employers according to EKCEP’s three guiding principles for business services:

- Business services should be solutions-driven.
- Business services should be relevant to business needs.
- Business services should be delivered in a timely manner.

**Work Readiness Curriculum** — EKCEP’s new work readiness curriculum — called *Fast Forward 2 Work* — was developed and implemented in response to the needs of employers as expressed through the Workforce Opportunity Project, EKCEP’s yearlong survey of its region’s employers. The improved work readiness curriculum addresses several of the issues employers identified as needed and lacking in eastern Kentucky’s workforce. By teaching the lessons employers want taught to the region’s job seekers, EKCEP is improving its ability to serve both its customers: the employers who identified the need and the job seekers whose chances of getting a job will increase.

Easier and more flexible access to the workforce system and its many services, faster and more comprehensive responses to the needs of businesses, and raising the readiness of eastern Kentucky’s workforce are key elements in improving the customer service of the workforce system in the EKCEP region.

### Implementation timeframe:

The three elements identified as key components of EKCEP’s initiative to improve customer service were implemented when EKCEP’s new service model went into effect: July 1, 2011. However, the research, planning, and development of these elements began early in the preceding program year. Because customer service is critical to the success of EKCEP’s efforts, there is no end date for these initiatives. They will be revised and expanded as results are analyzed.

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Partners/players/stakeholders and role of WIB:

The Eastern Kentucky C.E.P. WIB and its staff are responsible for the design and elements of the customer service elements as a part of the new service model.

Current status of initiative:

Ongoing.

**Oversight/Monitoring Process** – Describe the local board strategy to ensure continuous improvement to move the local system toward the Commonwealth’s vision and achieve the goals identified in the [WorkSmart Kentucky Strategic Plan](#).

Monitoring is the process by which EKCEP staff, under the direction of the Eastern Kentucky C.E.P. WIB, determines whether contractors are in compliance with the provisions of the Act, contract terms, and the applicable State and Federal regulations. Monitoring provides a comparison of planned outcomes versus actual outcomes.

The monitoring process may include activities such as:

- Inspection of supporting documentation to ensure adequacy and accuracy.
- Comparing expenditures to contract limits.
- Writing reports and recommending corrective action.

EKCEP uses two monitoring methods:

- Desktop monitoring
- On-site monitoring

EKCEP’s financial system will ensure that the agency, as well as any contractors, will provide fiscal controls and accounting procedures that are:

1. In accordance with generally accepted accounting principles and financial systems. These procedures shall include:
  - Information pertaining to sub-grant and contract awards, obligations, un-obligated balances, assets, expenditures, and income.
  - Effective internal controls to safeguard assets and assure their proper use.
  - A comparison of actual expenditures with budgeted amounts on each sub-grant and contract.
  - Source documentation to support accounting records.

- Proper charging of costs and cost allocation.

2. Sufficient to:

- Permit preparation of required reports;
- Permit the tracing of funds to a level of expenditure adequate to establish that funds have not been used in violation of the applicable restrictions on their use.

Desktop monitoring and on-site monitoring are performed on accounting and programmatic systems to ensure that all requirements are met. The ability of contractors to execute proper fiscal controls is determined before contracts are awarded. Technical assistance is provided to contractors and training sessions may be provided as necessary. Cost principles, allowable costs, and cost clarification/limitations under the Act and applicable regulations will be reviewed in the procurement and budgeting process.

**Desktop Monitoring:** Desktop monitoring is performed by the staff of EKCEP's Monitoring Department, Accounting Department, and the Office of the Director. This type of monitoring consists of reviewing the reports, invoices, and other information received from contractors and field offices, and the internal reports generated by accounting, and other administrative staff.

Reviewing these reports may reveal a need for technical assistance, on-site monitoring, or corrective action. When a staff member identifies a problem area during desktop monitoring, the staff member immediately notifies the Office of the Director in writing. The Office of the Director then schedules an on-site monitoring visit by appropriate staff.

**On-Site Monitoring:** On-site monitoring involves a staff member (or members) traveling to the site to see firsthand if the operation is in compliance with program and/or contract requirements. This staff monitor (or monitoring team) examines documents, determines if training requirements are being met, reviews accounting practices and other programmatic and financial records using monitoring tools developed for the specific contract or activity.

When an on-site monitoring visit is completed, the monitor conducts an exit interview, fully explaining any findings and recommendations to the contractor. The monitor (or team) then prepares a written report of findings and any recommendations. A prepared format developed specifically for the monitoring system is used in preparing the report. This report is prepared and distributed following the on-site or desktop monitoring process. All reports are sent to the appropriate administrative staff that will review the report and take any necessary action.

If corrective action is required by a monitoring report, the contractor must prepare a corrective action plan detailing the action to be taken. In these cases, the

following procedure is followed:

1. The contractor must send the corrective action plan to the appropriate monitor within the period designated in the monitoring report. (If required, the monitor may provide technical assistance to the contractor in preparing the corrective action plan.)
2. Upon receiving the corrective action plan, the monitor reviews the response to determine whether it is acceptable. If the monitor determines that the plan is unacceptable, the monitor will provide the necessary technical assistance to the contractor.

After a corrective action plan has been approved by the monitor (or monitoring team), the contractor should implement the plan immediately. The monitor may make a follow-up visit to ensure plans are being followed correctly. On this visit, the monitor determines whether the corrective action plan has been implemented properly. The monitor then prepares a report of follow-up findings if necessary. This follow-up report is distributed to the appropriate contractor staff and central office staff.

## Section B: Program Operations

This section collects information required by “WIA Law, Section 118: Local Plan” in order for LWIBs to receive their base funding.

### 1. Keeping the changing economy in mind, describe the workforce investment needs of your local area:

#### (a) Businesses

Uncertainty is how most businesses describe the current and projected economic conditions for the economy of eastern Kentucky. This uncertainty stems primarily from the coal industry, which is the dominant economic driver in our region. One researcher recently commented that coal is more important to the economy of eastern Kentucky than the auto industry is to Detroit. It is common for the coal industry to experience the ebb and flow of the market; we have come to expect temporary layoffs. However, the current uncertainty in the Appalachian coalfields is being caused by a combination of factors, most of them regulatory in nature. The cost of mining coal is increasing while the cost of using coal to generate power is also increasing. This is causing some power companies to transition from coal to alternative energy sources. The speed and degree of this transition is uncertain, but even a relatively small downturn in the use of eastern Kentucky coal can have a very significant impact on our economy.

The Eastern Kentucky C.E.P. WIB recently completed research that included the industries of healthcare, mining, construction, and general business. One aspect of the research looked into the employment outlook for the next five years and found that 68% of the employers surveyed indicated that they would be hiring for at least one new position in the next five years. Employers in the healthcare sector were more likely to say they would increase employment. However, employers were lukewarm in the confidence about their hiring plans. Only 56% said they were Extremely or Very Confident in their hiring forecasts. Among those with hiring plans, growth in jobs was projected to be 31%. Positions for Associates/Line Workers accounted for 41% of planned job growth. Coordinators accounted for 27% and Supervisors accounted for 24%.

Aging baby boomers continue to leave the workforce, creating a vacuum of expertise and institutional knowledge in those businesses that have not addressed the need for knowledge transfer and succession planning. The mining industry, construction, and transportation industries report an aging workforce as a concern.

Businesses continue to remark on the lack of basic soft skills and work readiness skills found in entry-level employees. These 11 job skills were identified as being critical for current jobs by 90% or more of the employers:

- Verbal Ability
- Make Decisions

- Mathematical Computation
- Maintains Confidentiality
- Follow Instructions
- Delegates
- Works Well Within a Team
- Reading Comprehension
- Time Management
- Instruct/Teach
- Critical Thinking Ability

Employers were asked to identify which of the job skills identified as critical they find lacking or deficient in their employees and applicants. The percentages of employers who deemed a skill as critical and also said it was deficient in their workforce are shown below:

- Verbal Ability (32% found this skill deficient)
- Make Decisions (23% found this skill deficient)
- Mathematical Computation (39% found this skill deficient)
- Maintains Confidentiality (30% found this skill deficient)
- Follow Instructions (34% found this skill deficient)
- Delegates (21% found this skill deficient)
- Works Well Within a Team (39% found this skill deficient)
- Reading Comprehension (19% found this skill deficient)
- Time Management (51% found this skill deficient)

The traits that employers identified as critical for employees were more likely to be those in the Traditional and Social skills categories. The top 10 personal traits employers identified as being critical were:

- Effective Problem-Solver
- Honesty
- Team-Player
- Decision-Maker
- Strong Work Ethic
- Willingness to Learn
- Resolves Conflict
- Forward Thinking (to Future)
- Professionalism
- Continuous Improvement

Employers were asked to identify which of the personal traits identified as critical they find lacking or deficient in their employees and applicants. The percentage of employers who deemed a personal trait as critical and also said it was deficient in their workforce is shown below:

- Effective Problem-Solver (40% found this trait deficient)

- Honesty (21% found this trait deficient)
- Team-Player (31% found this trait deficient)
- Decision-Maker (24% found this trait deficient)
- Strong Work Ethic (37% found this trait deficient)
- Willingness to Learn (28% found this trait deficient)
- Resolves Conflict (32% found this trait deficient)
- Forward Thinking (to Future) (26% found this trait deficient)
- Professionalism (26% found this trait deficient)
- Continuous Improvement (33% found this trait deficient)

Additionally, businesses are seeking additional resources to train their workers to meet the continual advances in technology and to promote workers to fill gaps in skill sets lost to attrition or retirements. Many businesses are also requesting more programs such as On-the-Job Training.

Finding workers with mid to upper level skill sets is becoming a challenge. We are also learning that business is concerned with the lack of a transportation infrastructure in the rural communities that make it difficult to attract and retain workers.

Further, employers are concerned about the lack of connection to high schools. Employers are telling us that high school students are unaware of the good employment and career opportunities in this region. We find this especially true in the skilled trades. This is where the most obvious skills gap occurs. The need for apprenticeship programs and advanced training in the skilled trades has been identified by a number of employers.

Regional training providers will need to continually monitor businesses' workforce needs, develop curricula, and deliver training which is accessible, affordable and responsive to employer needs.

### **(b) Job seekers**

Some of the jobs lost as a result of the recession will never return and wage levels may be considerably lower, especially when entering a new field. Job seekers will need to assume a greater responsibility for developing and maintaining a portfolio of skills necessary to insure their competitiveness in the labor market. The good news for job seekers in eastern Kentucky is that technology has expanded the job market for those that are willing to develop the necessary skills to compete in a global market.

It is no secret that many Kentuckians lack a skill credential, which many times is a determining factor in enhancing one's employability, especially as it relates to local occupations in demand. Job seekers will be required to identify and utilize needed academic remediation, wraparound support services, career pathways and stackable credential offerings, which are being made available to them.

Job seekers need assistance with setting career goals, focusing their job searches, and

choosing appropriate training. Job seekers are not necessarily aware of the range of occupations in the region that can offer a living wage and economic stability. It is for this reason that the Eastern Kentucky C.E.P. WIB has focused its efforts on emphasizing the role of Career Advising. Job seekers request assistance with the job search process and preparing for job search, such as resume writing, job search strategies, finding job leads, and interviewing techniques. In sum, job seekers need assistance with career exploration and guidance, occupational information, access to resources, information about and access to training options, job search assistance, work experience, and education in soft skills and workplace behaviors. Supports that remove barriers to employment success continue to be a strong need.

The WIB has established a service model that is designed to be more responsive to the many needs of job seekers within our region.

### (c) Workers

The relationship between employers and workers is changing. Today, most workers cannot expect to work for the same employer throughout their career or trust their employer to be responsible for their professional development and future. Because of this, workers need to become increasingly responsible for their own employability. As noted above, the need to master new technologies and skills will become increasingly important. Therefore, workers will require affordable training tied to their workforce needs.

Increasingly, workers and their employers are requesting additional training in both soft skills and specific occupational skills. Workers need applied occupational training specific to their jobs. The Eastern Kentucky C.E.P. WIB is receiving additional training requests from both groups on a more frequent basis.

Workers and employers have also identified a concern over competitive wages in the region and the lack of affordable health care benefits. Both of these have become increasingly difficult for area employers to provide. These two areas have been identified as the biggest factors affecting employers' ability to retain talent.

## 2. Describe the current and projected employment opportunities in your local area.

As noted above, there is considerable uncertainty within our region at this time. However, employment opportunities do exist. The Eastern Kentucky Business Services Network is the primary conduit for "real time" information about employment opportunities within our region. The WIB also relies upon LMI data and results from EKCEP's research. Currently we have identified opportunities in the following areas with local employers.

1. Entry-level customer service industries

2. Healthcare
3. Skilled trades
4. Transportation industry
5. Communications

The WIB is also identifying employment opportunities through its Kentucky Telework initiative.

Our research has identified the skills, traits, and education needs that employers identified for new hires. A summary profile is provided in question 3 below.

### **3. Describe the job skills necessary to obtain such employment opportunities.**

The job skills necessary to obtain the employment opportunities identified in question 2 above vary by occupation. However, all occupations require basic skills in math, reading and comprehension, written and oral communications, problem solving, reasoning, computer usage, and human relations. In addition, employers are demanding increased attention to basic work ethic skills such as attendance, punctuality, and teamwork.

A review of the specific technical job skill training requirements of the top occupations listed above reveal that most occupations will require at least moderate-term on-the-job training or some vocational classroom training. Jobs in healthcare are more likely to require at least an associate's degree. Telework job opportunities require a range of education and experience across the entire spectrum.

**Profile of the Employees Needed in Eastern KY over the Next Five Years**

The chart below describes the qualified worker needed by the eastern Kentucky employers EKCEP will help prepare for future success.

<b>Healthcare</b>	<b>Mining</b>	<b>Construction</b>	<b>General Business</b>
			
<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Industry with the highest projected growth.</li> <li>Employers have the highest confidence in job growth.</li> <li>Most jobs planned for Associates/Line Workers, Coordinators, and Supervisors.</li> </ul>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Limited growth in jobs planned due to economic uncertainty and legislative pressure on the industry.</li> <li>Planned jobs mostly for Associates/Line Workers and Coordinators.</li> </ul>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Limited growth planned.</li> <li>Planned jobs focused on Associates/Line Workers.</li> </ul>	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>Limited growth planned.</li> <li>Planned jobs focused primarily on Associates/Line Workers and Coordinators, with some opportunities for higher level positions.</li> </ul>
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>201 Mathematical Computation</li> <li>301 Verbal Ability</li> <li>401 Reading Comprehension</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>101 Physical Stamina</li> <li>102 Carry/Lift</li> <li>203 Critical Thinking Ability</li> <li>301 Verbal Ability</li> <li>408 Make Decisions</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>417 Follow Instructions</li> <li>408 Make Decisions</li> <li>201 Mathematical Computation</li> <li>101 Physical Stamina</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>301 Verbal Ability</li> <li>404 Computer/Technical Literacy</li> <li>408 Make Decisions</li> <li>315 Works Well Within a Team</li> </ul>
<p><b>Traits</b></p> <ul style="list-style-type: none"> <li>804 Effective Problem-Solver</li> <li>703 Team Player</li> <li>701 Resolves Conflict</li> <li>501 Honesty</li> </ul>	<p><b>Traits</b></p> <ul style="list-style-type: none"> <li>803 Rational</li> <li>804 effective problem Solver</li> <li>806 Decision Maker</li> <li>701 Resolves Conflict</li> <li>703 Team Player</li> </ul>	<p><b>Traits</b></p> <ul style="list-style-type: none"> <li>501 Honesty</li> <li>503 Strong Work Ethic</li> <li>703 Team Player</li> <li>702 Cooperative</li> <li>804 Effective Problem Solver</li> <li>808 Willingness To Learn</li> <li>806 Decision-Maker</li> </ul>	<p><b>Traits</b></p> <ul style="list-style-type: none"> <li>804 Effective Problem-Solver</li> <li>808 Willingness to Learn</li> <li>806 Decision Maker</li> <li>703 Team Player</li> <li>702 Cooperative</li> <li>501 Honesty</li> <li>503 Strong Work Ethic</li> </ul>
<p><b>Education</b></p> <p>Education beyond high school required for most positions, even for associates/Line Workers.</p>	<p><b>Education</b></p> <p>Most Associates/Line Worker positions require high school diploma.</p>	<p><b>Education</b></p> <p>Relatively higher emphasis on Vocational and technical Training.</p>	<p><b>Education</b></p> <p>Wide variety of education and training needed, especially for higher-level positions.</p>

**4. How does the LWIB ensure continuous improvement of its providers?**

EKCEP management staff plans and implements many initiatives for contractor staff and WIB staff to ensure continuous improvement in high quality service to customers and clients. Many of these initiatives include materials and curriculum custom-developed by

EKCEP staff and/or consultants. These initiatives include:

- Global Career Development Facilitator (GCDF) training.
- Continuing education units and ongoing training for staff who have earned the GCDF certification.
- Professional development opportunities, including:
  - Resume preparation training.
  - Policy training for EKCEP's new service model.
  - Financial information and procedures training.
  - Training in delivering EKCEP's new work readiness curriculum, "Fast Forward to Work."
  - Training in delivering and interpreting the World of Work interest inventory assessment.
- EKOS and Focus Career training and updates for all staff by the state and by EKCEP staff, as needed;
- Monthly training and roundtable discussions for Job Club facilitators, with related staff (career advisors and WIA directors) joining the facilitators at least quarterly for Job Club updates and strategies.
- Training in preparing EKCEP's monthly reports, including individual staff goals and program goals for each contractor;
- Career Advisor Council meetings.
- Job Club observation and debriefing meetings with all contractors.
- Technical assistance and coaching for all contractors by EKCEP's workforce coordinators.
- On-site facilitation, modeling, and coaching for Job Clubs by EKCEP's Training and Development Coordinator.
- State initiatives such as Partner for Success, Workforce Academy, and Internal Branding regional rollouts.

**5. List the continuous improvement activities in which your local providers and partners participated in 2011.**

The continuous improvement activities in which EKCEP's local providers and partners participated in 2011 included:

- Resume training.
- World of Work interest inventory assessment (a customized assessment created for EKCEP) training.
- Fast Forward to Work (a work readiness curriculum developed by EKCEP staff) training
- Training on EKCEP's new local policies for Adult, Dislocated Workers, Out-of-School Youth, and In-School Youth.
- Training on EKCEP's Monthly Reports and contractor staff and program goals.
- Training on Job Clubs, including Job Club curriculum, management, facilitation, and

- the Job Club Team Model
- Continuing education units training for Global Career Development Facilitators (GCDFs).
- Focus Career training.
- EKOS training,
- Trade program training.
- SETA Conference training for contractor-selected staff.
- Technical assistance and coaching for all contractors by EKCEP’s workforce coordinators.
- On-site facilitation, modeling and coaching for Job Clubs by EKCEP’s Training and Development Coordinator.

**6. Provide a list of planned continuous improvement activities for 2012 in which your local providers and partners will participate.**

- The planned continuous improvement activities which EKCEP’s local providers and partners will participate in during 2012-13 include:
- Training on EKCEP’s Monthly Reports, with performance reviews of contractor and staff.
  - Training on Job Clubs, including Job Club Team Model training and monthly Job Club facilitator training.
  - Global Career Development Facilitator (GCDF) training to certify a new class.
  - Continuing education units training for Global Career Development Facilitators (GCDFs).
  - Focus Talent and Focus Assist state training.
  - SETA Conference training for contractor-selected staff.
  - Technical assistance and coaching for all contractors by EKCEP’s workforce coordinators.
  - On-site facilitation, modeling and coaching for Job Clubs by EKCEP’s Training and Development Coordinator.
  - Sales training.
  - Career Advisor Council initiatives.
  - Workforce Academy training.
  - Internal Branding regional rollout training.
  - Customer services training.

**7. What new initiatives is the LWIB implementing to ensure that the local workforce system meets the needs of employers and participants?**

These initiatives are described in Section A, items 5-I, 5-II, 5-III, 5-IV, and 5-V.

**8. Refer to Attachment A, “Performance Standards” for state and local figures.**

Done. (This is not a question.)

**9. What percentage of the participants will be in training programs (not pre-vocational services) that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A?**

Of the Adult and Dislocated Worker clients who are enrolled into training, 100% will be in occupational trainings that lead to targeted high-growth and high-wage industries, demand-driven occupations, and/or career-laddering occupations.

**10. What is the LWIB plan to help Kentucky increase by 10 percent the number of people who receive training and attain a degree or certificate through the following programs by June of 2013: WIA Title I-B programs, National Emergency Grants and Trade Adjustment Assistance?**

EKCEP doesn't have such a plan. However, our community colleges are experiencing record enrollments and recognize the Eastern Kentucky C.E.P. WIB's contribution:

*“Eastern Kentucky Concentrated Employment Program (EKCEP) offers vision and unselfish collaboration for our College and region. Executive Director Jeff Whitehead and his team work tirelessly to improve our workforce, and they partner tremendously with other organizations to ensure excellent and timely progress.*

*We are blessed to have such a partner and community resource with EKCEP.”*

*Dr. Allen Goben  
President / CEO  
Hazard Community and Technical College*

*“EKCEP's focus has never strayed from its primary purpose: helping our region to move forward by investing in its people. Innovative programming, delivered in concert with a network of partners, has helped to transform training delivery systems and, in so doing, brought (or kept) thousands of individuals into the workforce with world-class skills. It is a focus that has spawned a collaborative spirit which now permeates the area; all of us, from governmental agencies to higher education institutions, are keenly aware that we must work together”*

*Dr. Bruce Ayers  
President / CEO  
Southeast Community and Technical College*

EKCEP also believes that our new service model and the initiatives described in our plan will in fact increase the number of graduates attaining a degree or certificate to enter employment.

**11. How does the LWIA inform the State Rapid Response staff within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?**

Local contractor staff or EKCEP staff notifies the Local Area Rapid Response (LARR) Coordinator about any layoffs (layoffs of all sizes are reported to the state at this time, not just those of 50 or more) in the EKCEP area. The LARR Coordinator contacts the employer and gets information in order to set up a Rapid Response event. After the Rapid Response event is scheduled, the EKCEP LARR Coordinator notifies the state by e-mail.

**12. How does the LWIA cooperate with the State Rapid Response staff in securing information when there is a possibility of a mass layoff?**

The EKCEP LARR Coordinator and the State Rapid Response staff work together to acquire information that is needed when a mass layoff is pending. If either of these individuals finds out important information regarding a mass layoff, they notify the other so all are up to date with the latest information about the layoff.

**13. How does the LWIA inform the State Trade Act staff of companies that are potentially TAA certifiable?**

When the EKCEP LARR Coordinator acquires information that a company or its employees are in the process of filing a trade petition, she notifies the State Trade Act staff by e-mail.

**14. How does the LWIA cooperate with the State Trade Act staff where the layoff involves a company that is DOL Trade-certified?**

EKCEP LARR and WIA contractor staff work with the State Trade Act staff (Regional Trade Facilitator and OET local staff) in order to share all required information, complete all forms, and coordinate training needs (if applicable) for the DOL Trade-certified workers who were laid off. These services can include job search assistance, financial relocation assistance, and classroom training (ITA). OET staff provides case management until training is required by the Trade-certified worker. At that time, a referral is made to the WIA staff to provide case management during training. The Regional Trade Facilitator is required to sign off on the training plan after it is finalized by WIA staff.

**15. How will your LWIA work with OET in calling in and conducting orientation sessions for people who are chronically unemployed? (*chronically unemployed - those who are not employable because of their lack of skills, education, and experience*)**

OET staff conducts the first Eligibility Review (ERP) in person with the chronically unemployed client. The ERP is conducted online after the initial in-person appointment. OET staff provides case management to the client and makes appropriate referrals to WIA and other one-stop partners for needed services to assist in addressing the client's lack of skills, education, and experience and to address additional barriers to

employment. In addition, all A claimants must come into the OET office/one-stop center to attend an orientation session for information about the full array of comprehensive services available to assist them with these barriers to obtaining employment. WIA, OVR, OFB, Adult Education and other one-stop partners will partner and coordinate with OET staff to provide orientation sessions for all chronically unemployed clients.

**16. Describe the process in which partners (i.e. Wagner-Peyser) will ensure some level of enhanced services to the chronically unemployed and UI applicants selected for Reemployment and Eligibility Assessment (REA). Describe what services will be offered such as job placement activities, resume writing or interviewing workshops, etc.**

Although the Reemployment and Eligibility Assessment (REA) funding is not available in the EKCEP area, many services are available to the chronically unemployed and other UI applicants from OET staff, WIA staff, and other one-stop partners. These services include but are not limited to: orientation; job search assistance; assessment; career advising services such as career action planning, resume writing, and assistance with interviewing skills; Job Clubs; Fast Forward to Work (work readiness workshops); and Kentucky Employment Network (KEN) workshops.

**17. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program Universal Customers), are registering in FocusCareer and are making their resumes viewable to employers?**

The receptionist at the front desk of the OET office or one-stop center refers customers to OET staff if they are interested in employment services or Unemployment Insurance services. The OET staff checks to see if these customers have already self-registered into FocusCareer and also confirms that their resume information is completed properly and is viewable to employers. The customers must be fully enrolled in FocusCareer in order to continue receiving their UI check. As a last resort and to ensure compliance, there is a 10-day window to stop the UI check for any customers who will not complete their information in the FocusCareer system.

**18. Describe how youth activities are provided and assessed in the LWIA?**

EKCEP has redesigned its WIA youth program to align it with the new service model's emphases on career advising and transition into employment. Although EKCEP's youth programs still ensure that eligible youth have opportunities to develop and achieve career goals through education and workforce training, they also emphasize more direct paths to employment, especially for out-of-school youth.

**Providing Youth Services** — EKCEP provides youth services through contractors who hire youth staff and deliver services in their local areas. EKCEP program coordinators work closely with these contractors to implement EKCEP's policies and develop strategies for youth services that:

- Effectively connect eligible youth to available services.

- Provide a thorough review of the occupational and workforce service needs of each youth.
- Provide an individualized service strategy for each youth that includes appropriate career goals and plans for overcoming barriers.
- Integrate WIA services with other appropriate community services.
- Prepare youth to meet employers' needs.

EKCEP's WIA Youth programs provide access (based upon individual need) to these 10 service elements required under WIA:

1. Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies;
2. Alternative secondary school offerings;
3. Summer employment opportunities directly linked to academic and occupational learning;
4. Paid and unpaid work experiences, including internships and job shadowing as provided in §664.460 and §664.470;
5. Occupational skill training;
6. Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;
7. Supportive services, which may include the services listed in §664.440;
8. Mentoring for a duration of at least 12 months that may occur both during and after program participation;
9. Follow-up services, as provided in §664.450; and
10. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

EKCEP's WIA Youth services are designed to meet the WIA Common Measures performance goals by:

- Helping high school students who face barriers to scholastic or employment success to transition from high school to employment and/or postsecondary education.
- Helping Out-of-School Youth to overcome barriers and successfully transition into employment and/or postsecondary education.

**Out-of-School Youth Services** — Because of limited funding, EKCEP is targeting its Out-of-School Youth services to youth ages 18 to 21 — the portion of the eligible population that is most critically in need of rapid assistance to enter employment. To maximize the assistance available to help these youth transition into employment, EKCEP has blended its Out-of-School Youth services with its Adult and Dislocated Worker services. Despite having different WIA eligibility requirements and performance measures, older Out-of-School Youth need basically the same workforce services as Adult and Dislocated Workers to enable them to overcome barriers to entering and succeeding in the workforce.

In addition to the full array of career advising and planning, skills development, job-search assistance, Job Clubs, and other services that are provided to Adults and Dislocated Workers, work experience opportunities are featured prominently for Out-of-School Youth. Work experience placements introduce and acclimate participants to the world of work and to give them experience in specific career fields or with specific employers who may be hiring soon.

Although it does not exclude other options, the emphasis of EKCEP's Out-of-School Youth program is on real local employment opportunities and the short-term skills development that qualifies clients to take advantage of those opportunities.

**In-School Youth Services** — To ensure a focus on transition into employment and/or postsecondary education, EKCEP limits its In-School Youth services on youth who are juniors or seniors in high school. In-School Youth receive a variety of services to help them overcome barriers to career or academic success, however the program emphasizes work experience placements, the skills necessary to acquire a job, and career advising to help the youth make informed career and educational choices and define the steps needed to pursue the career or educational goals.

**19. Identify the criteria used in awarding grants for youth activities, including criteria used to identify effective and ineffective youth activities and providers of such activities.**

Providers of youth services are selected from proposals submitted in response to a Request for Proposals (RFP), in accordance with EKCEP's procurement policies and procedures. EKCEP issues a stand-alone RFP for providers of In-School Youth Services. Out-of-School Youth services are selected from responses to an RFP for combined Adult, Dislocated Worker, and Out-of-School Youth services, reflecting the melding of these services in EKCEP's new service model.

Youth services providers are selected from among the proposals received on the basis of several criteria, including but not limited to the proposing organization's:

- Experience managing and providing youth case management in a workforce development environment.
- Connections to community resources that can be leveraged to comprehensively serve youth clients.
- Ability to provide sufficient service locations to cover the area to be served.
- Experience with Department of Labor workforce programs with regard to client record keeping, data entry, and eligibility certification requirements.
- Ability to work collaboratively with EKCEP, Inc. and other stakeholders in the workforce system with regard to staff training, service delivery and monitoring.
- Proposed line item budget for providing youth services.

**20. Provide a description of the process used by the LWIB to provide an opportunity for public comment, including comment/input by representatives of business and labor organizations, prior to submission of the plan.**

The draft version of this Eastern Kentucky C.E.P. Local Area Plan will be posted on the EKCEP website ([www.ekcep.org](http://www.ekcep.org)) for a public comment period of 30 days, beginning March 30, 2012. Public comments will be accepted through an e-mail link provided on the website. Any comments that express disagreement with the plan will be submitted to the Governor, through the Kentucky Office of Employment and Training, at the close of the public comment period.

**21. Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.**

EKCEP will procure property and services in a manner that provides open and free competition to the maximum extent practical by following the Eastern Kentucky Concentrated Employment Program, Inc. Procurement Procedures and the Code of Federal Regulations 29 (CFR) Part 97.36.

The EKCEP Procurement Procedures define the procedures, safeguards, and recordkeeping requirements for the methods of procurement that EKCEP may use in purchasing goods and services and awarding contracts. The procurement methods used by EKCEP include:

- Small Purchase Process, which includes categories for items that cost:
  - \$500 to \$4,999.
  - \$5,000 to \$19,999.

The quote-gathering and documentation requirements for each of these categories are described in detail in EKCEP's Procurement Policies.

- Competitive Sealed Bids Process, which applies to purchases of \$20,000 or more, as delineated in CFR 97.36(d)(2). Specific requirements for advertising for bids, evaluating bids, and awarding contracts in this category are described in EKCEP's Procurement Policies.

When the competitive sealed bids process is used, EKCEP will advertise its request to receive sealed bids in the Lexington Herald-Leader newspaper and on the EKCEP website. Other local, regional, or state circulated papers may be used if deemed necessary to attract adequate competition.

- Competitive Proposal Process, which applies to purchases of \$20,000 or more and requires a "request for proposals" (RFP). These proposals most often result in a

cost-reimbursement contract. However, the policies allow EKCEP to award a fixed-price contract when appropriate. Specific requirements for preparing the request, publicizing the request, evaluating the proposals, and awarding contracts in this category are described in EKCEP's Procurement Policies.

When the RFP process is used, EKCEP's request will be publicized by publication for a minimum of two days in the Lexington Herald-Leader's Legal Notice section and by postings on EKCEP's website during the open time frame of the solicitation. Notification of the RFP will also be sent to current pre-qualified lists of potential bidders to ensure open and free competition.

RFPs shall either:

- Have a defined response deadline, after which all respondents to the RFP will be evaluated together; or
- Have an undefined deadline, or a "rolling time frame," during which respondents to the RFP will be evaluated on a rolling basis.

RFPs will be evaluated and contracts will be awarded according to the RFP specifications and written selection procedures to responsible firms whose proposals are most advantageous to EKCEP and its purposes with price and other factors being considered.

- Non-Competitive Proposals or Negotiations Process, which is limited to use in specific circumstances when:
  - Other procurement methods are not feasible or appropriate.
  - The services of a licensed professional are being purchased.
  - A contract for certain types of insurance is being purchased.

Details about the specific circumstances in which non-competitive proposals or negotiations may be used, examples of the types of licensed professionals whose services qualify, and examples of the types of insurance purchases that qualify are described in EKCEP's Procurement Policies.

EKCEP's selection of service providers will be accomplished in an unbiased manner and in compliance with the Workforce Investment Act and the regulations. Awards will be made to organizations possessing the demonstrated ability to perform successfully under the terms and conditions of a proposed sub-grant or contract. Details about the factors that shall take into consideration to determine demonstrated ability are provided in EKCEP's Procurement Policies.

Any protests, disputes of decisions, or claims arising from EKCEP's procurement activities will be handled via a process that includes the filing of an official protest and

a hearing to review the procurement process and the reasons the proposal was not selected. The hearing will determine whether any corrective action should be taken. Details of the protest and hearing processes are contained in EKCEP's Procurement Policies.

**Section C: System Operations and Attachments**

In this section, LWIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between OET and LWIAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet’s executive management, and other interested parties. *(As with the state plan submitted to the Department of Labor, local areas should update their contact information if there have been changes to the individuals listed since the last submittal. This process is simply a contact change—not a requirement to modify the local plan.)*

**1. List contact information for the designated site representative(s) at each of your comprehensive career center locations. If there is more than one contact, please include.**

Location: Kentucky Career Center JobSight, Hazard  
Contact: 1) Jack Duff 2) Donna Johnson  
Title: 1) JobSight Manager 2) WIA Director  
Phone: 1) 606-436-3161 2) 606-436-3161  
E-mail: 1) [j.duff@lklp.net](mailto:j.duff@lklp.net) 2) [d.johnson@lklp.net](mailto:d.johnson@lklp.net)

Location: Kentucky Career Center JobSight, Pikeville  
Contact: 1) Melissa Williams 2)  
Title: 1) JobSight Coordinator 2)  
Phone: 1) 606-434-7096 2)  
E-mail: 1) [mwilliams@ekcep.org](mailto:mwilliams@ekcep.org) 2)

Location: Kentucky Career Center JobSight, Manchester  
Contact: 1) Mona Whitaker 2)  
Title: 1) Deputy Director/WIA Director 2)  
Phone: 1) 606-598-5127 2)  
E-mail: 1) [mona.whitaker@danielboonecaa.org](mailto:mona.whitaker@danielboonecaa.org) 2)

Location: Kentucky Career Center JobSight, Pineville  
Contact: 1) Craig Brock 2)  
Title: 1) Deputy Director/WIA Director 2)  
Phone: 1) 606-337-3044 2)  
E-mail: 1) [craigbrock@bell-whitley.org](mailto:craigbrock@bell-whitley.org) 2)

## **WORKSMART KENTUCKY**

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2. List the contact information for the person responsible for the WIB's rapid response activities.

Contact:	1) Michelle Feltner	2)
Title:	1) Workforce Coordinator/LARR Coordinator	2)
Phone:	1) 606-435-8491	2)
E-mail:	1) <a href="mailto:mfeltner@ekcep.org">mfeltner@ekcep.org</a>	2)
Reports to:	Jennifer Bergman, JobSight Services Director	

3. List contact information for the local person responsible for Americans with Disabilities Act (ADA) for all partner programs in your area.

Contact:	1) N/A	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	2)
Reports to:		

Law Reference: 29 CFR 37.25 – Responsibility of Equal Opportunity Officer
Law Reference: 29 CFR 37.23 – Designation of Equal Opportunity Officer

4. List contact information for the local person responsible for Equal Opportunity and completing the Discrimination Complaint Log. (*Section 188 of the WIA or 29 CFR Part 37*)

Contact:	1) Janie Hackney	2)
Title:	1) Administrative Assistant/Personnel	2)
Phone:	1) 606-435-8492	2)
E-mail:	1) <a href="mailto:jhackney@ekcep.org">jhackney@ekcep.org</a>	2)
Reports to:	Jeff Whitehead, Executive Director	

5. List contact information for the person responsible for English as a Second Language (ESL) for all partner programs in the local area.

Contact:	1) Janie Hackney	2)
Title:	1) Administrative Assistant/Personnel	2)
Phone:	1) 606-435-8492	2)
E-mail:	1) <a href="mailto:jhackney@ekcep.org">jhackney@ekcep.org</a>	2)
Reports to:	Jeff Whitehead, Executive Director	

## WORKSMART KENTUCKY

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6. List contact information for the person responsible for local customer relations such as recording/reporting incidents and non-discrimination complaints. (i.e. customer is injured in one-stop career center; customer complains about non-professional service, etc.)

Contact: 1) Jennifer Bergman 2)  
Title: 1) JobSight Services Director 2)  
Phone: 1) 606-435-8484 2)  
E-mail: 1) [jbergman@ekcep.org](mailto:jbergman@ekcep.org) 2)  
Reports to: Jeff Whitehead, Executive Director

List the programs for which this individual is responsible for providing customer relations.

WIA Adult, WIA Dislocated Worker, WIA Out-of-School Youth, WIA In-School Youth, Trade

Contact: 1) Melissa Quillen 2)  
Title: 1) OET Regional Manager 2)  
Phone: 1) 606-435-6038, ext. 5035 2)  
E-mail: 1) [Melissaw.quillen@ky.gov](mailto:Melissaw.quillen@ky.gov) 2)  
Reports to: Bill Monterosso, OET Executive Director; Jare Schneider, OET Workforce & Employment Services Director

List the programs for which this individual is responsible for providing customer relations.

Wagner-Peyser, Unemployment Insurance, Employment Services, Trade, Veterans Employment Services

7. If the individual listed above is NOT the person responsible for customer relations for any of the core partner programs, list the contact information for the person responsible for customer relations for each of the other programs.

Program(s) OVR, Rehabilitation  
Contact: Holly Hendricks  
Title: OVR Assistant Director  
Phone: 502-564-4440  
E-mail: [holly.hendricks@ky.gov](mailto:holly.hendricks@ky.gov)  
Reports to: David Breach, OVR Executive Director

Program(s) OFB, Rehabilitation  
Contact: Erica Smith  
Title: OFB Regional Branch Manager  
Phone: 859-246-2111  
E-mail: [ericab.smith@ky.gov](mailto:ericab.smith@ky.gov)  
Reports to: Allison Jesse, OFB Assistant Director

## **WORKSMART KENTUCKY**

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8. Does the local area have in place an agreed upon WIA Discrimination complaint process per 29 CFR Part 37.76-77?

Yes                       No

If no, is there a plan in process to develop a discrimination complaint procedure?

Yes                       No

9. List contact information for the person responsible for local data in the comprehensive centers or Kentucky Career Center facilities.

Contact: Bridget Back  
Title: Monitoring Unit Manager  
Phone: 606-435-8486  
E-mail: [bback@ekcep.org](mailto:bback@ekcep.org)  
Reports to: Jeff Whitehead, Executive Director, EKCEP

10. Complete Attachment D – *Workforce Investment Area Sub-Grantee List* and provide a current listing for each of the LWIA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a Kentucky Career Center.
11. Complete Attachment B – *Workforce Investment Board/Council Membership List* and provide current contact information for the members of the local workforce investment board, including any vacancies, and the organizations that are represented on the board. Indicate whether the business representatives come from “targeted high-growth/high wage” industries, and/or provide demand driven occupations.
12. Briefly describe the LWIB’s policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2012.

Members of the Eastern Kentucky C.E.P., Inc. Workforce Investment Board are appointed to serve for life, at the pleasure of the WIB and Chief Elected Official, or until their affiliation with the category they represent ends, or they resign, or they are removed for cause. When a vacancy occurs, the Chief Elected Official appoints a new member to represent the category of the member whose loss created the vacancy. The appointment will be made from nominations gathered in accordance with Section 117 of the Workforce Investment Act and the specifications in the WIB by-laws, and should occur as soon as possible after the vacancy occurs.

## WORKSMART KENTUCKY

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According to DOL Training and Employment Guidance Letter (TEGL) 10-09 program operators/service providers are required to provide Veterans Priority of Service in 20 DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act Programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, pilots, and Research and Development.

Final rules (dated December 19, 2008) for Veterans Priority of Service as it relates to DOL programs.

Veterans' Program Letter (VPL) 07-09 (dated November 10, 2009) implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. DOL.

Considering the Public Law cited here, answer the following questions pertaining to your local process and procedures that ensure that Veterans receive priority of service.

13. What is the process you use to identify Veterans coming into your Kentucky Career Center?

The receptionist at the front desk of the Kentucky Career Center checks the sign-in sheet for any customer who wants services, and is identified on the sign-in sheet as a Veteran. The Veteran will be given priority of service and referred to one of the Veteran's program staff, LVER or DVOP representatives through OET, if available. Some of the initial information for Veterans services is available at the front desk and this information will be given to the Veteran by the reception staff or the Veterans program staff when they are first available. Other OET staff can also assist the Veteran with services.

14. What is the process you use to assess the needs of Veterans seeking service in your Kentucky Career Center and how do you identify Veterans with a barrier to employment?

OET staff called LVERs and DVOPs use special assessments to identify barriers and can offer other specialized services to all Veterans at the Kentucky Career Center.

15. What is your process for referral to appropriate program staff, or in the case of a Veteran with an employment barrier, to the local Veterans Employment Representative?

When a Veteran signs in at the front desk, the reception staff identifies the needed services and makes a referral or referrals to staff at the One-Stop center to include OET, WIA, OVR, OFB, Adult Education and other partners as appropriate. If specialized Veterans services are required, a referral is also made to the LVER or DVOP to meet that need.

# WORKSMART KENTUCKY

## Signature Page

### Program Year 2011 - 2012

Workforce Investment Area Name: Eastern Kentucky C.E.P., Inc. Workforce Area

Workforce Investment Board Name: Eastern Kentucky C.E.P. WIB

#### **Name and Contact Information for the WIB:**

Name and Title: Rocky Adkins, Chairman, Eastern Kentucky  
C.E.P. Workforce Investment Board  
Address: P.O. Box 688  
City, State, Zip: Sandy Hook, KY 41171  
Phone: 606-928-0407  
Phone: 606-738-4242  
Email: [rockyadkins@rockyadkins.com](mailto:rockyadkins@rockyadkins.com)

#### **Name and Contact Information for the Local Elected Official(s):**

Name and Title: John Ed Pennington, Chairman, Eastern  
Kentucky C.E.P., Inc. Board of Directors  
Address: 347 Railroad Avenue  
City, State, Zip: Manchester, KY 40962  
Phone: 606-598-2970  
Phone: 606-391-3134  
Email: [jepennington@windstream.net](mailto:jepennington@windstream.net)

We the undersigned, attest that this submittal is the Program Year 2011-2012 Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

<b>For the Workforce Investment Board</b>		<b>For the Local Elected Officials</b>	
<b>Name:</b>	Rocky Adkins	<b>Name:</b>	John Ed Pennington
<b>Title:</b>	Chairman, Eastern Kentucky C.E.P. Workforce Investment Board	<b>Title:</b>	Chairman, Eastern Kentucky C.E.P., Inc. Board of Directors
<b>Signature:</b>		<b>Signature:</b>	
<b>Date:</b>		<b>Date:</b>	

### Certifications and Assurances

By  
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ning and submitting this plan, the local workforce investment board is certifying on behalf of itself and the grant recipient, where applicable:

- A. That this *Program Year 2011-2012 Local Plan for the local Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Kentucky state statutes and that it is consistent with the PY 2011 [Kentucky State Plan](#);
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to the Office of Employment and Training (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment board's and its components' meetings and information regarding the board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by the Office of Employment and Training have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB);
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;
- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;

## WORKSMART KENTUCKY

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- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- M. that there will be compliance with the Architectural Barriers Act of 1968, Sections §503 and §504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;
- N. that WIB members will not act in a manner that would create a conflict of interest as identified in Regulations 20 CFR, Section §667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- O. that Memoranda of Understanding that is endorsed and signed by the current WIB Chair and current One-Stop Career Center partner representatives and Cost Allocation Plans are in place and available upon request for each One-Stop Career Center within the WIB's local workforce service area;
- P. that insurance coverage be provided for injuries suffered by participants in work-related activities as required under Regulations 20 CFR, Section §667.274.

### ASSURANCES

*As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA), the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:*

- *WIA, Section §188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;*
- *Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;*
- *Section §504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
- *The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and*
- *Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;*
- *The Americans with Disabilities Act of 1990 (42 USC 12101), as amended, which prohibits discrimination on the basis of physical sensory, or mental disability or impairment, and the ADA Amendments Act of 2008 effective January 1, 2009;*
- *Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities.*

## **WORKSMART KENTUCKY**

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*The grant applicant also assures that it will comply with Regulations 29 CFR, Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.*

**Performance**

**Workforce Investment Act and Wagner Peyser**

<b>WIA</b>	<b>Negotiated</b>	<b>Proposed</b>
	<b>PY 2011</b>	<b>PY 2012</b>
<b>Adult Measures</b>		
Entered Employment Rate		TBD
Employment Retention Rate		TBD
Avg. Six Month Earnings		TBD
<b>Dislocated Worker</b>		
Entered Employment Rate		TBD
Employment Retention Rate		TBD
Avg. Six Month Earnings		TBD
<b>Youth</b>		
Placement in Employment or Education		TBD
Attainment of a Degree or Certificate		TBD
Literacy and Numeracy Gains		TBD
<b>Wagner-Peyser</b>	<b>PY 2011</b>	<b>PY 2012</b>
Entered Employment Rate	60	TBD
Employment Retention Rate	75	TBD
Avg. Six Month Earnings	\$11,400	TBD

Local Area: \_\_\_\_\_

## Workforce Investment Board/Council Membership List

### Program Years 2011 and 2012

WIB: Eastern Kentucky Workforce Investment Board

Date Submitted: March 30, 2012

LWIA: Eastern Kentucky Concentrated  
Employment Program, Inc.

Indicate any vacant positions or other constituency represented as well.

*(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)*

<u>Name/Address/Email Phone/Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/Industry Represented (Private Sector Only)</u>	<u>Business Representatio n From Targeted Industry/ Occupation? (Yes/No)</u>	<u>Term Start and Term End</u>
<b>A. PRIVATE SECTOR</b>					
Carla Bishnoi 73 Piedmont Drive Whitesburg, KY 41858 <a href="mailto:cbishnoi@pmdky.com">cbishnoi@pmdky.com</a> 606-633-1434	Letcher Manor Nursing Home	Administrator	Healthcare	Yes	12/2008
Rocky Adkins PO Box 688 Sandy Hook, KY 41171	Machinery Sales and Service	Director of Public Affairs	Machinery	Yes	9/1999

## WORKSMART KENTUCKY

<a href="mailto:rockyadkins@rockyadkins.com">rockyadkins@rockyadkins.com</a> 606-928-0407					
Howard Blackburn PO Box 2947 Pikeville, KY 41502 <a href="mailto:blackbho@ctbi.com">blackbho@ctbi.com</a> 606-433-4635	Community Trust Bank	Senior VP –HR Division	Banking	Yes	12/2008
Joe Evans 600 Kentucky Blvd. Hazard, KY 41701 <a href="mailto:joe.evans@jamesrivercoal.com">joe.evans@jamesrivercoal.com</a> 606-439-3075	Leeco/Blue Diamond Mines	President	Coal Mining	Yes	3/2011
Charlie McWhorter 136 Makenzie Drive London, KY 40744 <a href="mailto:ct_mcwhorter@yahoo.com">ct_mcwhorter@yahoo.com</a> 606-864-0111	Clay Building Supply	Owner	Construction	Yes	9/1999
Wick Moore 3732 Horse Mint Trail Lexington, KY 40509 <a href="mailto:wmoore@atozmuni-dotco.com">wmoore@atozmuni-dotco.com</a> 859-351-3297	Moore Realty Co	Owner	Real Estate	No	9/1999
Kevin Chesnut 266 Cornett's Chapel Road Annville, KY 40402 <a href="mailto:kchesnut@kmi-inc.net">kchesnut@kmi-inc.net</a> 606-598-8543	Kentucky Machinery	Marketing Director	Manufacturing	No	9/1999
Ralph Hoskins PO Box 217 McKee, KY 40447 <a href="mailto:ralph.hoskins@newwavecomm.net">ralph.hoskins@newwavecomm.net</a> 606-847-4120	Hoskins Group Consulting	CEO	Educational Consulting	No	9/1999
David Lusk PO Box 280	Apple Valley Sanitation	Owner/President CEO	Sanitation	No	9/1999

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Hager Hill, KY 41222 <a href="mailto:wwulusk@yahoo.com">wwulusk@yahoo.com</a> 606-789-5980					
Walter Blevins 777 Broadway Street West Liberty, KY 41472 <a href="mailto:walter_blevins@hotmail.com">walter_blevins@hotmail.com</a> 606-743-1212	Dentist	DMD	Healthcare	Yes	12/2001
Estill Carter 713 South Lake Drive Prestonsburg, KY 41653 <a href="mailto:estill.carter@yahoo.com">estill.carter@yahoo.com</a> 606-886-9181	Music, Carter, Hughes	Owner	Automobile	No	9/1999
Carroll Burchett 1989 Ky. Rt. 3214 Flat Gap, KY 41219-9514 <a href="mailto:ccburch@foothills.net">ccburch@foothills.net</a> 606-265-4256	C & B Logging	Owner	Logging	No	9/1999
Vacant					
Vacant					
<b>B. PUBLIC ASSISTANCE AGENCY</b>					
<b>C. ORGANIZED LABOR</b>					
Spurge Mason 992 Iverness Rd. Frankfort, KY 40601 <a href="mailto:emason@fewpb.com">emason@fewpb.com</a> 502-848-0402	United Steel Workers	Consultant			9/1999
Tim Wireman 12103 Virginia Blvd.	Ky. State District Council of Carpenters	Field Representative			9/1999

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Ashland, KY 41102 <a href="mailto:twireman@ikrcc.com">twireman@ikrcc.com</a> 606-928-4370					
<b>D. VOCATIONAL REHABILITATION</b>					
Vacant					
<b>E. COMMUNITY-BASED ORGANIZATION</b>					
Paul Dole PO Box 490 Barbourville, KY 40906 <a href="mailto:pdole@kceoc.com">pdole@kceoc.com</a> 606-546-3152	KCEOC CAP, Inc.	Executive Director			9/1999
Carole Kincaid 1029 Broadway PO Box A Beattyville, KY 41311 <a href="mailto:carole_kincaid@experienceworks.org">carole_kincaid@experienceworks.org</a> 606-464-3675	Experience Works	Regional Director			9/1999
<b>F. ECONOMIC DEVELOPMENT AGENCY</b>					
Denise Thomas Big Sandy ADD 110 Resource Ct. Prestonsburg, KY 41653 <a href="mailto:denise.thomas@bigsandy.org">denise.thomas@bigsandy.org</a> 606-886-2347	Big Sandy ADD	Community and Economic Development Associate			3/2011
Vacant					
<b>G. PUBLIC EMPLOYMENT AGENCY</b>					
Melissa Quillen 318 Lyttle Blvd. Hazard, KY 41701 <a href="mailto:melissaw.quillen@ky.gov">melissaw.quillen@ky.gov</a> 606-435-6038 ext.5035	Office of Employment and Training	Regional Director			3/2011

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H. EDUCATIONAL AGENCY					
Chuck Washington 6969 Tarr Ridge Road Frenchburg, KY 40322 <a href="mailto:cwashington01@fs.fed.us">cwashington01@fs.fed.us</a> 606-768-2111 ext, 102	Frenchburg Job Corp	Career Transition Specialist			12/2006
Bruce Ayers 700 College Road Cumberland, KY 40823 <a href="mailto:bruce.ayers@kctcs.edu">bruce.ayers@kctcs.edu</a> 606-589-2145	Somerset Community and Technical College	President			9/1999
William Duke Route 40 Box 91 Staffordsville, KY 41256 <a href="mailto:wduke0002@kctcs.edu">wduke0002@kctcs.edu</a> 606-886-3863	Big Sandy CTC	Special Projects Coordinator			9/1999
I. LOCAL ELECTED OFFICIAL (list contact information even if CEO is not a member of the WIB)					
John Ed Pennington	Eastern Kentucky C.E.P., Inc. Board of Directors	Chairman			
J. OTHER CATEGORY					
K. YOUTH COUNCIL CHAIRPERSON (list contact information even if YCC is not a member of the WIB)					
Ralph Hoskins PO Box 217 McKee, KY 40447 <a href="mailto:Ralph.hoskins@newwavecomm.net">Ralph.hoskins@newwavecomm.net</a> 606-847-4120					

## Workforce Investment Board Subcommittee List

### Program Years 2011 and 2012

WIB: Eastern Kentucky C.E.P., Workforce Investment Board  
 Date Submitted: March 30, 2012  
 LWIA: Eastern Kentucky Concentrated Employment Program, Inc.

If applicable, provide a current list of the Board's committees and/or task forces along with a summary of the committee's objectives.  
 (To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Committee or Task Force	Objective / Purpose of Committee or Task Force
Executive Committee	Makes decisions and takes actions when required between times that the full WIB meets.
Strategic Planning Committee	Works with the staff to develop strategic plans for the eastern Kentucky workforce system for the consideration of the full WIB.
Policy Committee	Works with staff to develop and establish policies for consideration of the full WIB.
Youth Council	Advises the WIB on Youth programs, services, and service providers.

**Workforce Investment Area Sub-Grantee List**

**Program Years 2011 and 2012**

WIB: Eastern Kentucky C.E.P., Workforce Investment Board

Date Submitted: March 30, 2012

LWIA: Eastern Kentucky Concentrated Employment Program, inc.

*(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)*

<b>Name of Sub-Grantee</b>	<b>Services Provided</b>	<b>Funding Source</b>	<b>Provider Location</b>
Big Sandy Area Community Action Program, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Paintsville, KY
Bell Whitley Community Action Agency, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Pineville, KY
LKLP Community Action Council, Inc	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Hazard, KY
Daniel Boone Community Action Agency, Inc	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Manchester, KY
KCEOC Community Action Partnership, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Barbourville, KY

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Harlan County Community Action Agency, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Harlan, KY
Gateway Community Services Organization, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	West Liberty, KY
Northeast Kentucky Community Action Agency, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Olive Hill, KY
Middle Kentucky Community Action Partnership, Inc.	Adult, Dislocated Worker and Youth Services	Workforce Investment Act	Jackson, KY
Experience Works, Inc.	Adult Services	Workforce Investment Act	Beattyville, KY