

# Workforce Investment Act Program Client Services:

## Kentucky Career Center

121 East Broadway  
859.239.7411

## Frankfort Access Point

1121 Louisville Road, Suite 6  
502.564.7046

## Kentucky Career Center

1000 West Main Street  
502.863.2402

## Kentucky Career Center

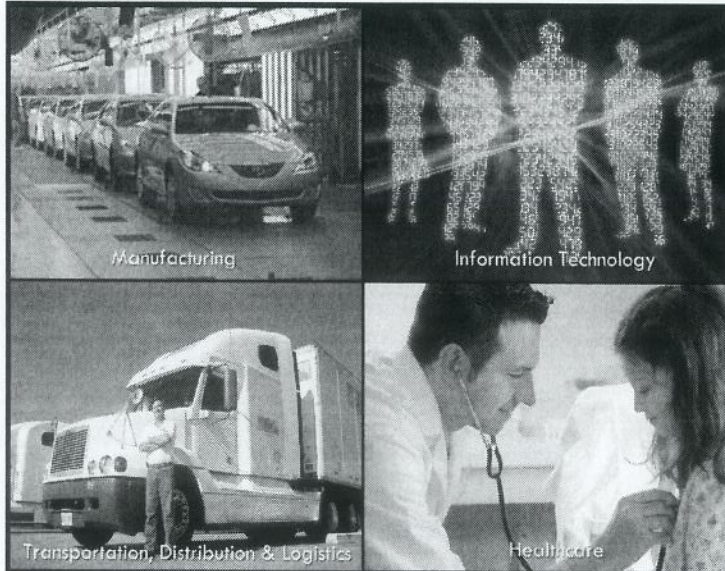
1055 Industry Road  
859.258.3140

## Kentucky Career Center

595 South Keeneland Drive  
859.624.2564

## Kentucky Career Center

15 West Lexington Avenue  
859.737.7793



Find us online at:

**Kentucky  
Career Center**

[www.ckycareers.com](http://www.ckycareers.com)



Keyword:  
ckycareers

## Locating Employment:

When you find yourself without employment, just beginning the search can be difficult. WIA can assist you with your search with services including:

- Assessments/Interest Surveys
- Career Guidance
- Identifying Transferable Skills
- Job Clubs
- Online Services:
  - E3
  - Job Scouts
  - Assistance Uploading Resume
- Networking Groups

## Securing Employment:

Once you have chosen an employment path, WIA can assist you in "getting the job" by providing the following:

- Application Assistance
- Dress for Success
- Employer Contacts
- Resume Writing
- Interviewing Skills
- Job Fairs
- Job Referrals
- National Career Readiness Certificate (WorkKeys)
- Occupational Skills Training
- On-the-Job Training
- Relocation/Out-of-Area Job Search Assistance
- Short-Term Training





**BGWIB**  
 BLUEGRASS WORKFORCE INVESTMENT BOARD

## BUSINESS SOLUTIONS FOR THE BLUEGRASS

- Application Administration
- Computer Testing Facilities
- Customized Training
- Labor Market Information
- Mobile Career Center
- On-the-Job Training
- Post Job Openings
- Retention Services
- Tailored Recruitment
- Specialized Benefits and Resources



**Winchester Career Center**  
 15 West Lexington Avenue  
 859.737.7793



**Danville Career Center**  
 121 East Broadway  
 859.239.7004



**Frankfort Access Point**  
 121 Louisville Road, Suite 6  
 502.564.7046



**Georgetown Career Center**  
 1000 West Main Street  
 502.863.2402



**Lexington Career Center**  
 1055 Industry Road  
 859.425.2190



**Richmond Career Center**  
 595 South Keeneland Drive  
 859.624.2564

Serving: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott and Woodford Counties



KEYWORD: BGWIB



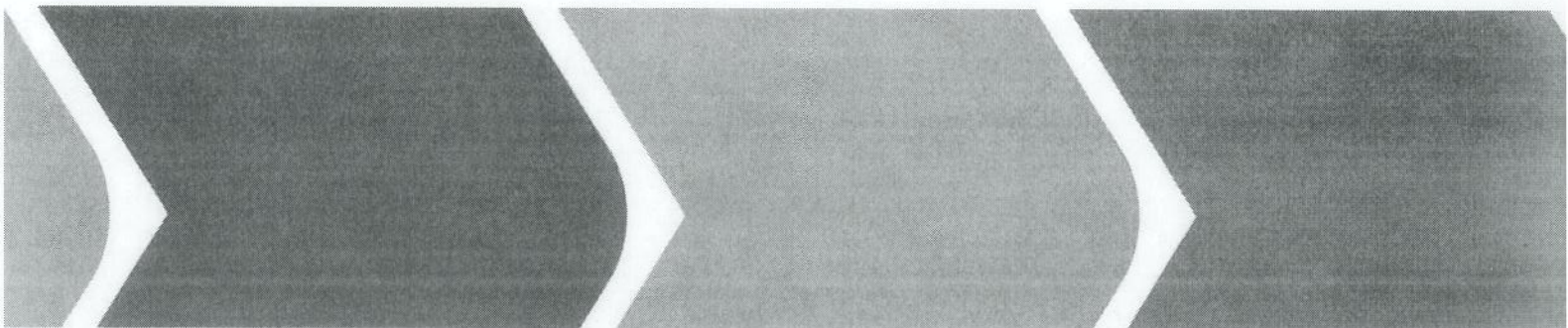


## **Our Promise**

As a team of experts, we are dedicated to providing Kentucky employers with a qualified, skilled workforce and the people of Kentucky with career, job training and educational opportunities.

With the unique ability to connect employees and employers through the combined efforts of state and local partners, we will become a valuable, competitive and best-in-class asset in the growth of our regional and national economy.

By guiding, empowering and inspiring our customers, we will continue our mission to create success stories across the Commonwealth.



**Compassionate Advisors, Empowering Solutions, Inspiring People**

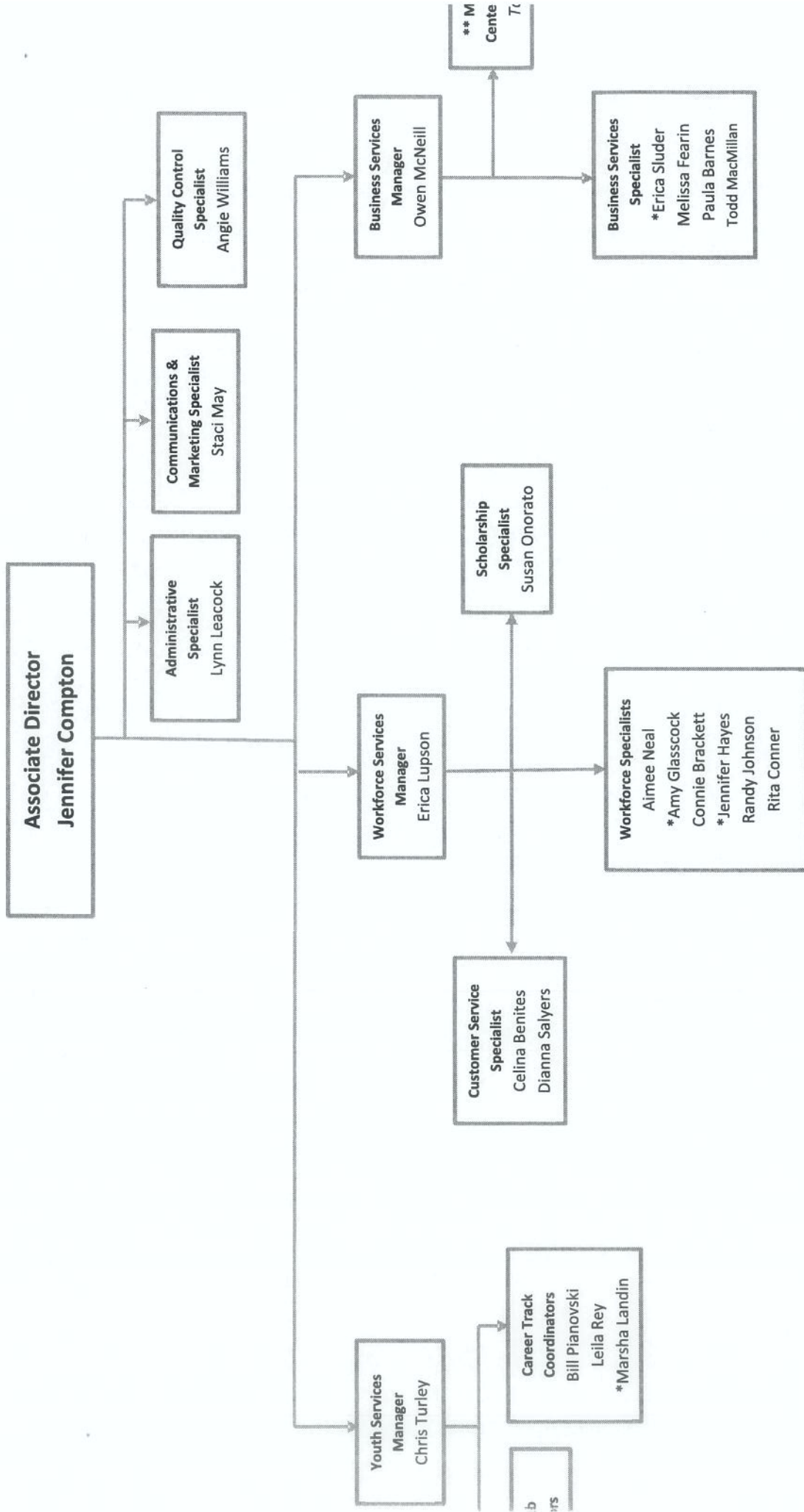
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**That's Our Promise,  
and we're sticking to it!**



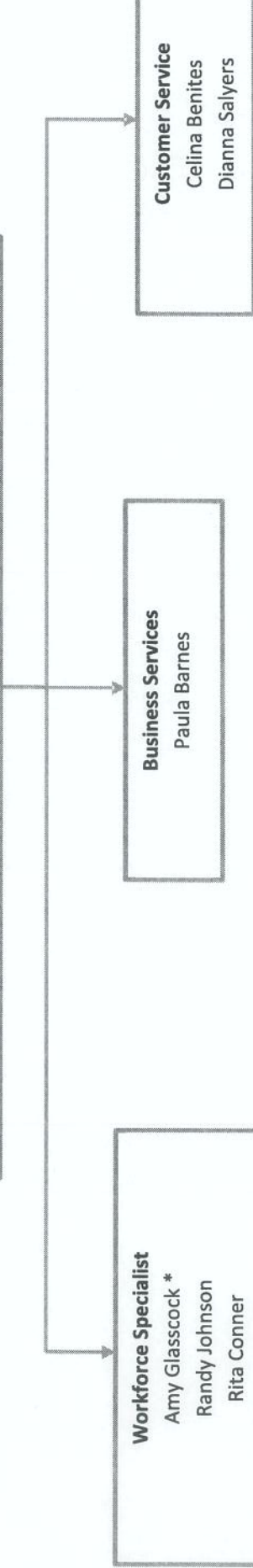
# WIA Staff Organizational Chart



\* Team Leaders

\*\* Reports to Shane New, Director of Information Systems and Technology

**Kentucky Career Center – Bluegrass**  
1055 Industry Road  
Lexington, Kentucky



**Workforce Specialist**  
Amy Glasscock \*  
Randy Johnson  
Rita Conner

**Business Services**  
Paula Barnes

**Customer Service**  
Celina Benites  
Dianna Salyers

BGWIB  
Revised November 2013  
All Funds Report

Expenses	% of Budget Allocated	YTD Budget	YTD Expenditures	Balance
Staff	25%	\$ 2,055,799.83	\$ 539,762.89	\$ 1,516,036.94
Supplies	3%	\$ 257,066.20	\$ 37,012.85	\$ 220,053.35
Board	1%	\$ 87,981.10	\$ 3,348.00	\$ 84,633.10
Professional Development	1%	\$ 117,540.72	\$ 11,701.50	\$ 105,839.22
Indirect/Shared	7%	\$ 557,960.87	\$ 189,482.96	\$ 368,477.91
Contracts	13%	\$ 1,085,110.27	\$ 87,305.07	\$ 997,805.20
Assessments	1%	\$ 56,973.62	\$ 2,952.75	\$ 54,020.87
Marketing	1%	\$ 56,206.52	\$ 903.46	\$ 55,303.06
Career Centers	1%	\$ 56,973.62	\$ 30,443.32	\$ 26,530.30
Training	27%	\$ 2,158,886.78	\$ 455,086.37	\$ 1,703,800.41
Support Services	3%	\$ 263,860.78	\$ 21,913.14	\$ 241,947.64
Employer Services	16%	\$ 1,319,299.61	\$ 389,955.10	\$ 929,344.51
<b>Total Expenses</b>		<b>\$8,073,659.91</b>	<b>\$ 1,769,867.41</b>	<b>\$6,303,792.50</b>

**Funding Received**

Category	Amount	Date Received	Expiration Date
FY 2014 Carry Over	\$ 5,007,515.88	N/A	N/A
Adult July allocation	\$ 24,897.53	7/18/2013	6/30/2015
DW July allocation	\$ 145,640.48	7/18/2013	6/30/2015
Adult Oct allocation	\$ 1,054,596.64	10/24/2013	6/30/2015
DW Oct allocation	\$ 1,358,321.18	10/24/2013	6/30/2015
Rapid Reponse - Additional Assistance	\$ 90,000.00	10/8/2013	3/31/2014
Rapid Reponse - Additional Assistance	\$ 90,000.00	7/3/2013	12/31/2013
DWT - NEG	\$ 302,688.20	8/16/2013	5/31/2015
Trade	\$ 816,000.00	12/9/2013	9/30/2014

Staff	Includes staff salaries, burden, annual leave, and travel
Supplies	Includes all office supplies, postage, phone, print, equipment, computers, and other
Board	Includes cost associated with the board, board meetings, and/or board members
Professional Development	Includes all cost associated with training for staff
Indirect/Shared	Includes those costs incurred for a common or joint purpose benefiting more than one cost objective, and not readily assignable to the cost objectives specifically benefited, without effort disproportionate of the results achieved.
Contracts	Includes cost of approved contracts to third party vendors
Assessments	Includes all assessments for participants that assists staff in determining eligibility for services
Marketing	Includes all charges on behalf of educating other on our programs and services
Career Centers	Includes all charges that allows us to be operational at the Career Centers
Training	Includes all cost associated with providing participants with training
Support Services	Includes those services provided directly on the behalf of the participate to assist them in being successful
Employer Services	Includes cost associated with services to employers



# **Kentucky Career Center**

## **Kentucky Career Center: Standards and Measures**

### **Contents**

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**Overarching Themes**

The following themes serve as the guiding principles for the employer services portion of the Kentucky Career Center certification framework. They include:

*Service Content:*

- ❖ Kentucky Career Centers' employer services are grounded in a context of familiarity with the needs of industry sectors in their regions, and with the particular needs of employers within those sectors.
- ❖ Kentucky Career Centers offer employers creative, flexible, and customized solutions designed to meet business needs and address business challenges.
- ❖ Business services provided by Kentucky Career Centers/workforce areas are designed to support employers throughout all stages of the business cycle.

*Service Accessibility:*

- ❖ Kentucky Career Centers connect employers to all of the services and resources they need in a coordinated, seamless, and non-burdensome manner.
- ❖ Kentucky Career Centers are nimble, flexible, and able to “keep pace” with employers as their business needs and challenges evolve quickly over time.

*Service Management:*

- ❖ Kentucky Career Centers are dedicated to building trust-based and sustainable relationships with employers (as opposed to “transactional” interactions with employers).
- ❖ Employer services are staffed and managed to maximize flexibility, responsiveness, and availability of partners' subject matter expertise, and to minimize administrative barriers.
- ❖ Kentucky Career Centers actively solicit employers' feedback on the value and impact of services received, and are accountable for adjusting and enhancing services and services delivery as needed.

**Standards and Measures**

There are three interrelated areas of employer services that are included in the review and certification of a Career Center:

- I. Organization and staffing of employer services;



- II. roviding quality services to employers; and
- III. stening to and satisfying employers, and measuring effectiveness.

Please note that in developing employer services standards and measures, the assumption was made that the primary “organizing entity” for employer services and business services teams is the workforce area/region. In terms of the actual delivery of employer services, baseline measures require that some “core” services be available at every Kentucky Career Center, while others may be made available only at the workforce area level. The attachment that follows the standards and measures table (“Basic Employer Services Capacity Requirements”) distinguishes between those “core” employer services that should be offered by all Kentucky Career Centers in a workforce area, as opposed to those available in the wider workforce area.



## Basic Employer Services Capacity Requirements

The following discussion lists “core” employer services that must be offered by all Kentucky Career Centers within a workforce area, as well as those services that may be offered only at the workforce area level (rather than by each and every Center in a workforce area).

### **I. Common menu of basic employer services to be offered in every Kentucky Career Center**

1. Job postings (online, in-person, via phone and fax)
2. Identifying candidates, screening applicants to employer specifications, and job referral
3. Direct connection to BST representative who can broker or deliver workforce area-wide services listed below

### **II. Common menu of basic employer services to be offered in every workforce area; may be offered on an area-wide basis**

1. Outreach to business
2. Sector-based labor market information
3. Workforce intelligence, such as industry trends, wage information, etc.
4. Employer needs assessment
5. Employer solutions plan
6. Customized training
7. On-the-job training
8. Incumbent worker grants
9. Job fairs
10. Customized recruitment
11. Rapid Response services

12. Provision of information related to:
- a. Labor market information
  - b. Americans with Disabilities Act (ADA)
  - c. Unemployment Insurance
  - d. Trade Adjustment Assistance (TAA)
  - e. Tax credits
  - f. Vocational Rehabilitation services
  - g. National Career Readiness Certificate (NCRC)
  - h. Veterans services



**Overarching Themes**

These are the important themes that emerged in the development of the job seeker services standards and measures. They include:

*Service Content:*

- ❖ In a seamless, transparent, and efficient manner, Kentucky Career Centers offer and **provide direct access to the widest possible array of talent, career, and job development services for all job seeker customers**. Recognizing the need to address a wide range of job seeker customers' needs and goals, Kentucky Career Centers offer a variety of job seeker services in addition to those services traditionally provided with WIA and ES funding, such as:
  - Adult Education services, e-learning opportunities, club/group-based skill development, scholarships, Pell grants, and other opportunities available through a diverse array of funding streams;
  - Utilizing available technologies to enhance services and service delivery and to expose customers to the maximum number of job openings (e.g., through job site spidering);
  - Developing customers' self-marketing skills in order to assist job seekers to position themselves more effectively in the local economy; and
  - Training in computer literacy offered to all customers as a basic workforce and survival skill.

*Service Accessibility:*

- ❖ Kentucky Career Centers strive to provide customers with a “no wrong door” and “no wrong time” experience so that customers are able to obtain the services they need when they need them, no matter how or when they enter the Kentucky Career Center system.
- ❖ Kentucky Career Centers offer job seekers multiple avenues to access services, and are flexible, nimble, and responsive in their resource allocation and service delivery. Services are provided in a variety of ways – in-person, via virtual technology, at alternate locations, etc. – in order to best meet customers' needs.

*Service Management:*

- ❖ Services for job seekers are organized and managed in ways that leverage Center partners' expertise, minimize duplication, and maximize the strategic alignment of resources.

## **Kentucky Center Certification Initiative: Job Seeker Standards and Measures**

- ❖ In order to ensure ongoing alignment and value of services to customers, Kentucky Career Centers actively solicit feedback from all job seeker customers (and employers), and build that feedback into a unified Center continuous improvement process.
- ❖ Kentucky Career Centers ensure that all staff are fully-trained and have access to ongoing professional development and credentialing opportunities.

### **Value Statement**

Drawing from key elements of these themes, the Core Team developed and adopted the following guiding value statement for job seeker services:

*Kentucky Career Centers are committed to facilitating career development for all “job seeker” customers, including unemployed individuals as well as employed individuals in search of skill enhancement or career advancement. Kentucky Career Centers are committed to enhancing the value of job seekers to employers in the local economy and to helping job seekers market themselves effectively.*

*Job seeker services are organized and delivered by Kentucky Career Center system partners in a coordinated and seamless fashion that leverages and maximizes resources and supports the most productive experience and outcomes for job seeker customers. Services provided are responsive and tailored both to job seekers’ needs and to their demonstrated investment of time and effort in their own career development and success.*



**Standards and Measures**

With the overarching themes and value statement as a framework, three interrelated areas of job seeker services were developed to serve as standards for Kentucky Career Center certification process:

- I. Organization and staffing of job seeker services;
- II. Providing quality services to job seekers; and
- III. Listening to and satisfying job seekers, and measuring effectiveness.

**Baseline measures** have been developed to determine whether the standards have been achieved. The attachment that follows the standards and measures table (“Job Seeker Services Capacity Requirements”) describes the basic job seeker services a customer should expect to find when using a Career Center.

**Job Seeker Services Capacity Requirements**

The following discussion lists essential, or “baseline,” job seeker services that must be offered by all Kentucky Career Centers within a workforce area, as well as those services that are also considered baseline but may be offered only at the workforce area level (rather than by each and every Center in a workforce area).

**I. Baseline job seeker services to be offered in every Kentucky Career Center in a workforce area:**

1. Information on the programs, services, and resources offered by all mandated partners under WIA that are available through the Kentucky Career Center system
2. Assistance with filing an unemployment insurance claim
3. Initial assessment of job search and/or career development goals
4. Information on job postings (online and/or paper-based)
5. Resource room, which includes:
  - a. Free use of computers, phones, fax machines, and copying machines for job search, career advancement, and training research purposes
  - b. Access to free virtual tools for job search, self-assessment, and career development
  - c. Local, regional, statewide, and national labor market information and occupational data
  - d. Staff assistance in utilizing resources, including online resources, for job search and career development
6. In-depth skill and career assessment
7. Resume development services, offered on a group-based and/or individual level
8. Education and training information
9. Information on and assistance with options for financing further education and training, including non-WIA funding
10. Job seeker screening and job matching and referral
11. Facilitated referrals to other agencies and resources



**II. Baseline job seeker services to be offered at the workforce area level (i.e., may not be offered in every Kentucky Career Center in a workforce area):**

1. Assistance with troubleshooting unemployment insurance issues
2. Career exploration and career coaching/counseling, including career development workshops
3. Interactive job search workshops, including self-marketing skills training, interviewing, and networking
4. Basic computer skills/computer literacy training

Overarching Themes

These are the important themes that emerged in the development of the center management standards and measures. They include:

*Center management is unified and responds to changing customer needs quickly and appropriately.*

*Partner presence and integration into Career Center operations is maximized, and partners work together to achieve common goals and objectives.*

*There are consistent expectations for physical infrastructure and facilities throughout the state.*

Standards and Measures

With the overarching themes as a framework, the Core Team developed standards for Kentucky Career Center certification in two interrelated areas of Kentucky Career Center management:

- I. Managing integrated service delivery; and
- II. Physical infrastructure and accessibility.