

Meeting Agenda

September 13, 2022 | 8:30-10:00am

NKADD | 22 Spiral Drive | Florence || **Zoom** | Meeting ID: 988 2414 5838

1. **Call to Order and Welcome** – *Michelle Cestaric, Board Chair* 8:30am
2. **Roll Call of Members** (if necessary) – *Correy Eimer, NKWIB Director*
3. **Self-identification of members**- at this time, any member of the board having a potential conflict of interest regarding any issue on today's agenda should self-identify – *Michelle Cestaric*
4. **Approval of Minutes** – *July 12, 2022 meeting – Michelle Cestaric* *action requested* 8:35am
5. **Mission Moment** – *Douglas Beard, WIOA Direct Services Lead* 8:40am
6. **Committee Status Reports**
 - a. **Program/Youth Committee** – *Dean McKay will report* 8:50am
 - I. **Supportive Services Policy** *action requested*
 - II. **One-Stop Operator RFP** *action requested*
 - b. **Business Services Committee** – *Brian Bozeman will report* 9:00am
 - I. **Adoption of Direct Services Provider's Recommended Metrics** *action requested*
 - c. **Membership & Board Operating** – *John Baines will report* 9:10am
 - I. **New Board Member Nominations**
Matthew Turner, Superintendent of Boone County Schools *action requested*
Natasha Bowsher, Vice President of Abrapower Inc *action requested*
 - II. **Member Spotlight** – *Alecia Webb-Edgington, Life Learning Center*
 - d. **Diversity Equity Inclusion Committee** – *Catrene Bowman-Thomas will report* 9:20am
 - e. **Executive Committee** – *Michelle Cestaric will report* 9:30am
7. **Career Center Operator report** – *Brighton Center Staff* 9:40am
8. **WIOA Direct Services report** – *Douglas Beard* 9:45am
9. **NKWIB Director's Update** – *Correy Eimer* 9:50am
 - a. **CEDS**
 - b. **Fiscal KPI** – *Liberty Kordish, NKWIB Fiscal Specialist*
 - c. **Program KPI** – *David Klokner, NKWIB Data Analyst*
 - d. **FY 2022 Results and Impact**
10. **New Business**
11. **Adjourn** – *Michelle Cestaric* 10:00am

Vision Statement

Every Northern Kentucky community thrives as a result of sustained economic prosperity.

Mission Statement

We drive innovative policy and direct funding for workforce investment through strong community partnerships to promote: engaged employers, skilled jobseekers and collective impact.

Next meeting: November 8, 2022 at 8:30AM | NKADD, 22 Spiral Drive, Florence

Diversity, Equity, Inclusion Statement

The Northern Kentucky Workforce Investment Board embraces the need for diversity, equity and inclusion to be a component of everything we do. We strive to create a network that meets business needs while it also supports the dignity of our clients. We respond to regional employment needs through the perspectives of local employers' demand for talent and economic empowerment. We are a catalyst for equity, inclusion and life-changing results for all our clients. These priorities are supported through the values below and outlined in our diversity, equity and inclusion action plan.

NKWIB Strategic Plan Elements

1. Employer Services

Engage employers in the design of services that support talent recruitment, incentivize workforce participation and remove employment barriers.

- Monitor and respond to employer feedback on Career Center business services.
- Serve as a trusted resource and collaborator for employer and workforce partners.
- Assess and deploy WIOA resources as available to support hiring and upskilling.

2. Jobseeker Services

Prepare individuals to enter and advance along the talent pipeline by aligning with P-12, adult and post-secondary education to provide lifelong opportunities for the rapidly shifting realities of work.

- Monitor and assess outcomes for individuals utilizing Career Center and WIOA services.
- Leverage partnerships and resources to effectively engage clients in work and training opportunities.
- Connect educational and training partners with employers to further align career pipeline preparation.

3. Board Governance

Maintain strong leadership and community connectivity by fostering board member recruitment, retention and education efforts with an emphasis on diversity, equity and inclusion.

- Create a Diversity, Equity and Inclusion Committee comprised of board and community members to report regularly to the board and oversee DEI Action Plan.
- Create and implement a Diversity, Equity and Inclusion Action Plan.
- Increase initiatives designed to engage current board members and attract new board members from all five in-demand industry sectors and all eight counties in our region.

4. Data-Driven Decision Making

Respond to changing employer and individual needs by effectively leveraging local, state and federal resources and benchmarking impact through data and metrics through an equity lens.

- Collaborate with regional workforce partners to assess and drive progress toward local and statewide goals.
- Update financial and programmatic key performance indicators and analyze regularly through the NKWIB and its committees.
- Establish innovative workforce policy and funding using regional labor market information and local Career Center performance data.

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FY22 MINUTES
MEETING | Tuesday, July 12, 2022 | 8:30 am
NKADD and Via Zoom

MEMBERS PRESENT		GUESTS
John Baines	Michelle Tyson	Correy Eimer, Brighton Center
Nick Birkenhauer	William Weier	Natalie Ruppert, Kenton County Public Library
Brian Bozeman		Douglas Beard, Brighton Center
Cara Brooks		
Joe Buerkley	MEMBERS ABSENT	
Gina Douthat	Dr. Vicki Berling	STAFF
Deborah Ramirez	Catrena Bowman-Thomas	Tara Johnson-Noem
Mike Flannery	Michelle Cestaric	Katie Jo Kirkpatrick
Janet Harrah	Brent Cooper	Liberty Kordish
Dean McKay	Dana Dobbs	David Klokner
Summer Morgan	Sherra Dunlap	Tonia Slone
Deborah Ramirez	Dr. Fernando Figueroa	Simon Boxall
Kimberly Rossetti	Ryan Henson	Melissa Patchell
Connie Schnell	Colleen Kirkpatrick	Melinda Ford
Dave Schroeder	Dr. Randy Poe	
Shannon Starkey-Taylor	Alecia Webb-Edgington	
Gina Stough	Kristie Henry Willoby	
Jared Tiemeier		

CALL TO ORDER

Vice Chairperson Dean McKay called the meeting to order at 8:34 am with Business and Overall Attendance Quorums achieved.

SELF-IDENTIFICATION OF MEMBERS

No one self-identified as having a potential conflict of interest with agenda topics.

MINUTES APPROVAL

Dave Schroeder made a motion to approve the May 10, 2022, Meeting minutes, and Connie Schnell seconded the motion. The motion carried.

MISSION MOMENT –*Douglas Beard, WIOA Direct Services Lead, Brighton Center*

- This meeting's Mission Moment is about Grant Terry. He was recommended by the Medical Institute of Kentucky to the KCC. His career plan led him to be enrolled in the Youth WIOA program in early November of 2020 and started his Phlebotomy Technician training. After he completed his training, he received a position at Southern New Hampshire Medical Center and started at \$20 an hour along with good benefits.

ACCOUNTABILITY/TRANSPARENCY

Program/Youth Committee

Dean McKay – Follow-up on the committee meeting held on June 14, 2022:

- A majority of the meeting was in discussing the RFP process.
- Over the next 2-3 weeks the RFP committee will have a final review before presenting it to the PY committee.
- The committee recommends the approval of a modification to provide supportive services to Adult & Dislocated Workers. Tara Johnson-Noem, NKWIB Director, & Tonia Slone, NKWIB Project Manager, answered questions about the policy recommendation.
- Brian Bozeman motioned for the approval of the Supportive Services Policy for Adult & Dislocated Workers. Cara Brooks seconded the motion. All voted aye, motion carried.

Business Services Committee

Brian Bozeman – Follow-up on the committee meeting held June 15, 2022:

- Approved the recertification of Florence & Covington KCC to be moved to the Board.
 - Gina Stough motioned for the final approval of the recertification of the Florence KCC. Kimberly Rossetti seconded the motion. All voted aye motioned carried.
 - Shannon Sharkey-Taylor motioned for the final approval of the recertification of the Covington KCC. Dave Schroeder seconded the motion. All voted aye motioned carried.

Membership & Board Operating Committee

John Baines– Follow-up on the committee meeting held June 28, 2022:

- Board Nomination
 - Bill Hogen, Director of Innovation of Boone County Schools, has been nominated to the board.
 - Deborah Ramirez motioned for the nomination of Bill Hogen to the board. Joe Buerkly seconded the motion. All voted aye. The motion carried.
- Currently out of compliance with business composition with a requirement of 51%. The committee is looking for any recommendations of new board members.
- Member Spotlight – Cara Brooks, Duke Energy

Diversity, Equity, & Inclusion Committee

Tara Johnson-Noem – Reported DEI Activities, next meeting will be held July 26th

- A DEI survey has been sent to the board to determine demographics of the board and finding gaps in membership and active recruitment.
- The current survey is based on the previous survey that asked what the board defined as diversity.

Executive Committee

Dean McKay – the Executive Committee did not have quorum, but discussion was held:

- The Workforce Innovation Awards are coming up. This year's awards are scheduled at a different time than the September NKWIB meeting.
- There is currently a need for sponsorship of the event. There will likely be a fee for entry for people to allow career center staff and front line workers to attend for free.
- Kimberly Rossetti offered to sponsor and search out other potential sponsors.
- David Schroeder offered the Kenton Library as the location for there is no cost for the setting for the awards.

PROGRAMMING

Career Center Operator Report

Correy Eimer, One-Stop Operator, reported:

- Partner News
 - KCC-Carrollton held an open house on June 16th and had approx. 30 attendees
 - Job Corps Hosting “Signing Day” on Jul 19th at KCC – Covington
 - EC Learn moved into KCC – Florence; ribbon-cutting will likely be in August
 - Goal for Life Learning Center to become an official (MOU-level) partner
- GROW NKY
 - State evaluating how best to proceed with the *Work-Ready Community* initiative
 - SWAT meetings continue to take place, with a goal of having two per month
- Outreach/Marketing
 - Tina Rollinger promoted to “First Impression and Marketing Specialist”
 - Hootsuite Professional (social media management platform) subscription
 - Facebook = 3,800+ followers, 120 gain in the past month; Twitter = 1,100+ followers
 - The Think Shop contract is continuing through July; agreed to extend the contract at no cost to help us roll out the “More Than” campaign

WIOA Direct Services Report

Douglas Beard, WIOA Direct Services Lead, reported:

Targeted outreach populations –

- Substance Use Populations: Brighton Recovery Center & Sober Living Facilities
- Connection to the justice system: Child Support Court, Detention Center, Fair Chance Academy
- Rural Communities: UK Extension Offices & Farmers Markets
- English Second Language Learners from the Esperanza Center
- Kenton County Public Libraries
- Training Providers such as Gateway CTC
- Family Resources Youth Service Centers
- Surveys of high school graduates, those respond that they are not employed or attending secondary education

Target Outreach Businesses –

- Bureau of Labor Statistics to establish several establishments for outreach
- Secretary of State Business Data
- Chambers and Industrial Groups
- CVG Tenant List

Director's Report

Tara Johnson-Noem Director's Report reviewed her Director's report and highlighted:

- The NKADD is in the process of finding the next NKWIB Director/Associate Director of Workforce Development.
- We anticipate that by August there should be a replacement.
- There has been cross-training for staff and work for the transition to retain continuity when there is a replacement for NKWIB Director or vacancy.

NEW BUSINESS

- No new business.

ADJOURNMENT – Dean McKay adjourned the meeting at 10:06 am.

Adult/Dislocated Worker Supportive Services Policy

20 CFR 680.900 describes supportive services for adults and dislocated workers as defined in WIOA sec. 3(59) and secs. 134(d)(2) and (3) as services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134 (c)(2) and (3). These services include but are not limited to, the following:

- (a) Linkages to community services.
- (b) Assistance with transportation.
- (c) Assistance with childcare and dependent care.
- (d) Assistance with housing.
- (e) Needs-related payments, as described at §§ 680.930, 680.940, 680.950, 680.960, and 680.970.
- (f) Assistance with educational testing.
- (g) Reasonable accommodations for individuals with disabilities.
- (h) Legal aid services.
- (i) Referrals to health care.
- (j) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- (k) Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes.
- (l) Payments and fees for employment and training-related applications, tests, and certifications.

WIOA will be the last funding used after collaboration with available partner resources and appropriate Career Center referral processes.

All requested supportive services must be documented as necessary in the data base of record. The NKWIB reserves the right to limit the type, amount, and funding of supportive services available locally based on the availability of funding.

The NKWIB approved a budget limit of \$500.00 per person in addition to allowable training funds. This limit can be exceeded with prior approval of the NKWIB Director submitted through the approval process.



Request for Proposals

to

Serve as the One-Stop Operator
in Northern Kentucky's
Kentucky Career Center Network

Services to be Performed During
the 2023 – 24 Program Year
(July 1, 2023, through June 30, 2024)
with Possibility of Extension to June 30, 2026

Issued by

The Northern Kentucky Workforce Investment Board

January 21, 2023

NOTE: The REVISED Request for Proposal Budget Format will be finalized after a fiscal discussion with the financial specialist.

I. Description of the Northern Kentucky Workforce Investment Board (NKWIB) and Northern Kentucky Local Workforce Development Area (NKWDA)

The Northern Kentucky Workforce Investment Board (NKWIB) is the workforce development strategy and policy board for the Northern Kentucky Workforce Development Area (NKWDA), formed and certified under the provisions of the federal Workforce Innovation and Opportunity Act (WIOA) of 2014. The NKWDA consists of eight (8) counties in Northern Kentucky: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, and Pendleton.

The NKWIB does not act as the One-Stop Operator, instead contracting for the delivery of those services in alignment with guidance from the Kentucky Education and Labor Cabinet. Once the contract has been awarded, the NKWIB interacts administratively with the contractor, providing leadership, guidance, professional development, technical assistance, monitoring, and other activities to ensure that the contractor faithfully executes the strategies and policies of the NKWIB.

Funding for the NKWIB comes from the US Department of Labor, Employment, and Training Administration, through the Kentucky Education and Labor Cabinet, under the federal Workforce Innovation and Opportunity Act (WIOA).

II. General Procurement Terms and Information

A. Procurement Term

The initial period of contract performance will be July 1, 2023, through June 30, 2024. Funding will be provided on an annual basis. The NKWIB reserves the option to extend this contract for two additional years (until June 30, 2026) based on the availability of funds, contract performance, and the workforce needs of the NKWIB and the region as evaluated by the NKWIB.

The NKWIB reserves the option to use this procurement to add or increase workforce services within the region if additional funding for related workforce services becomes available and it is in the best interest of the region and the NKWIB to do so.

B. Procurement Timeline

This RFP will be available from the NKADD (Northern Kentucky Area Development District) website at www.nkadd.org, beginning January 16, 2023. The timetable for this procurement process is:

- **January 16, 2023:** RFP Release Date (local, state, national)
- **January 24, 2023:** Bidders' Conference
- **February 13, 2023:** Last day for questions from potential Bidders
- **February 22, 2023:** proposal due date from Bidders
- **March 1, 2023-March 8, 2023:** Staff Compliance Review of Proposals
- **March 20, 2023:** Proposals and Results of Staff Compliance Review will be provided to the NKWIB Program & Youth Committee for their information prior to the funding meeting.
- **April 11, 2023:** NKWIB Program & Youth Committee Funding/Contract Award Recommendations
- **May 9, 2023:** NKWIB Approval of Contract Award/ Funding Recommendation

- **TBA:** Chief Local Elected Official (CLEO) Approval of Contract
- **July 1, 2023:** Contract Implementation Date

C. Bidders Conference

An optional Bidders Conference will be held in Florence, Kentucky at 10:00 AM – 12 Noon EST on January 24, 2023 (Staff reserves the right to reschedule this event in the event of an emergency). The conference will be held in the Northern Kentucky Area Development District conference room at 22 Spiral Drive, Florence, KY. This bidder's conference will address questions about roles sought by the RFP issued by the NKWIB for One-Stop Operator. Bidders are not required to attend the conference. Failure to attend will not affect the score of a bidder's proposal.

Questions and answers from the bidder's conference or any questions submitted before the questions deadline that provides significant clarification of the intent of the RFP, the services requested by the RFP, or other factors affecting proposals will be posted on the NKADD website at www.nkadd.org under RFPs/Applications. Questions from prospective bidders may be submitted at any time before February 13, 2023 @ 4:30 PM EST to operatordirectservicesrfp@nkadd.org.

D. Workforce Investment Board Action

After a technical review performed by the NKWIB staff, proposals meeting all RFP requirements will be presented to the NKWIB. The NKWIB will determine the award of the contract to the successful candidate. Once selected by the NKWIB, the Local Elected Officials (LEOs), as defined by WIOA, will vote on the FY (Fiscal Year) 2024 Budget and to approve the successful candidate.

E. Right to Cancel and Negotiate

The NKWIB reserves the right to delay, amend, reissue, or cancel all or any part of this RFP at any time without prior notice. Any changes resulting from the WIOA 2022 reauthorization will be reflected in the guidance issued to carry out this contract. If necessary, the NKWIB staff will notify the subcontractor of changes and modify the contract.

This RFP does not commit the NKWIB to accept any proposal, and the NKWIB will not be responsible for any costs incurred by a bidder in the preparation of responses to this RFP.

The NKWIB reserves the right to reject any or all proposals, to accept or reject any or all items in any proposal, and to award contracts in whole or in part as is deemed to be in the best interest of the NKWIB. In addition, the NKWIB reserves the right to negotiate with any bidder after proposals are reviewed.

The NKWIB reserves the right to negotiate the final terms of the contract with successful bidders.

III. Proposal Submission Instructions and Content Requirements

A. Submission Instructions

Proposals must be received by the NKADD no later than 3:30 PM EST on February 22, 2023. Bidders must submit one electronic copy of their proposal. The electronic copy should be

emailed to: operatordirectservicesrfp@nkadd.org. An electronic receipt will be sent upon receiving the proposal.

No hardcopy proposals will be accepted

B. Content Requirements

The proposal should consist of the following information in this prescribed order. (Number and letter each section of the bidding organization's answer appropriately.):

1. Proposal Cover and Affirmations Form

Completed Proposal Cover and Affirmations Form (see ***Appendix 1***)

2. Executive Summary

Provide a brief description of the bidding organization's mission and history and how it compliments the NKWIB vision, mission, core values and strategic plan. In addition, include how the bidding organization addresses Diversity, Equity and Inclusion. To learn more about the NKWIB's vision, mission, core values and strategic plan, including the NKWIB Diversity, Equity and Inclusion statement, visit NKCareerCenter.org/wib/.

The summary may not exceed 1 single-spaced, single-sided 8.5 x 11-inch page with Times New Roman 12-point font and 1-inch margins.

3. Narrative

4. Budget Narrative

5. Required and Supportive Documentation

IV. Service Solicited by this Request for Proposals (RFP)

This Request for Proposals (RFP) seeks proposals for organizations to manage the American Job Centers through the Kentucky Career Center – Northern Kentucky (KCC) system by:

Serving as the One-Stop Operator for Northern Kentucky's workforce services network in all eight counties served by the NKWIB, including coordinating the services of one-stop network partners at any full-service career center(s), affiliate career center(s), or other service outlet(s) in those counties.

One-Stop Operator services may not be subcontracted.

Prospective bidders are prohibited from interviewing or soliciting information from the existing One-Stop Operator or any Kentucky Career Center staff/partners. Questions from prospective bidders may be submitted at any time before February 13, 2023 @ 4:30 PM EST to operatordirectservicesrfp@nkadd.org.

Upon initial selection of a successful proposal, the NKWIB retains the right to negotiate with the successful organization to modify the proposal and determine the terms of the contract before the award becomes final. If such negotiations fail to produce an agreement, the NKWIB reserves the right to retract its approval of that proposal and select another proposal.

V. One-Stop Operator

WIOA establishes the position of One-Stop Operator (Section 121[D]) and allows local workforce areas a great deal of latitude in defining the specific functions of this position. **Overall, the primary role of the One-Stop Operator for the NKWDA is to provide onsite, tactical, day-to-day, and operational leadership to the Kentucky Career Centers – Northern Kentucky, under the guidance, leadership, and strategic plan of the NKWIB.**

Note: Bidders should reference **Appendix 2** (organizational chart) for more details.

In the NKWDA, the One-Stop Operator is to perform the following key functions:

A. First Impressions and Customer Service

1. Hire, train, and supervise front desk reception staff members (First Impressions Specialists) and oversee the daily staff schedule.
2. Promote a customer-centered design, flow/process, and culture in all KCC locations.
3. Coordinate the KCC partner schedule as needed.
4. Ensure a professional appearance and high-quality aesthetics of the KCC facilities (interior and exterior); report and follow-up on maintenance, cleaning, repairs, and/or improvements.
5. Maintain a full stock of approved, current, KCC branded material (and suitable partner/employer literature), display appropriate interior/exterior signage (emphasize KCC first) and maintain virtual billboards in all locations.
6. Chair/Co-chair the KCC Committees and facilitate regular convening.
7. Ensure an optimal experience for all customers.
8. Maintain ADA compliance and inclusivity of all KCC customers and staff during daily operations and during the development of new initiatives or operational changes.
9. Resolve customer complaints and issues; notify the NKWIB Director of any incidents.
10. Complete incident report(s) for any safety or health situation that involves staff or customers and occurs onsite at the KCC.
11. Develop and implement Customer Service training (and related topics) for KCC staff, specifically designed for staff/partners/support staff.
12. Coordinate onsite customer (job seeker and employer) satisfaction survey process and address customer satisfaction deficiencies.
13. Ensure that partner staff receives KCC-branded name tags to support unified messaging to customers.
14. Communicate all relevant information to NKWIB Director.

B. Service Coordination and Continuous Quality Improvement

1. Coordinate the delivery of services of One-Stop (KCC) partners and service providers in the eight counties served by the NKWIB.
2. Work closely with KCC partners to ensure an inclusive and integrated service delivery approach, emphasizing service functions over agency/organization.
3. Lead the Kentucky Career Center/One-Stop certification process.
4. Develop, negotiate, maintain, and reconcile the career center's Infrastructure Funding Agreement (IFA) to support the local Memorandum of Understanding (MOU) and demonstrate the KCC partners' proportionate resources and contributions.

5. Provide ongoing resources and/or training to maintain quality in customer service.
6. Support the NKWIB's strategic plan and assist with regional industry sector/workforce initiatives.
7. Facilitate or co-facilitate regularly scheduled meetings to build and maintain a collaborative culture, improve service delivery, and evaluate progress toward shared goals.
8. Serve as a resource for staff of partner agencies.
9. Provide reports on Career Center system activities.
10. Facilitate the sharing and maintenance of data, with emphasis on the state system(s).
11. Actively participates on the KCC Continuous Quality Improvement (CQI) team.
12. Maintain accurate and timely data and submit all monthly reports on or before the established deadline.
13. Chair/Co-Chair and/or actively participate in the KCC Staff Development Committee.

C. Outreach/Marketing/Social Media

1. Manage the KCC social media pages to maintain and expand the social media presence of the KCC.
2. Chair/Co-chair the KCC Outreach Committee and facilitate the regular convening of this committee.
3. Carry out marketing/outreach efforts as directed by NKWIB, use platforms to establish Career Center as the 'go to' for job services.
4. Respond to customer messages/emails from social media pages.
5. Monitor KCC's social media and website to ensure accurate and professional content; report any issues to the NKWIB Director.
6. Ensure marketing/outreach efforts align with State branding and local NKWIB guidelines.
7. Comply and monitor compliance with KCC and NKWIB Branding Guidelines; make necessary corrections and report unresolved issues to the NKWIB Director.

D. Safety, Security and Wellness

The One-Stop Operator will successfully perform the following functions to ensure a safe, secure, and healthy environment and work culture for customers and staff (any unresolved issues or issues of import need to be reported to the NKWIB Director immediately):

1. Monitor safety and security of KCC locations; resolve issues immediately.
2. Oversee/coordinate the daily opening and securing of each career center
3. Resolve customer complaints and concerns and/or de-escalate situations.
4. Report facility/property damage and/or maintenance issues immediately to the property management company.
5. Provide support, assistance, and resolution to facility needs, safety concerns, or other related problems.
6. Develop, update, and maintain Emergency Action Plans for each location; provide (electronic and/or printed) copies of plans for all KCC staff/partners.
7. Enforce the adherence to KCC certification standards, including Standard Operating Procedures (SOPs) and Emergency Action Plans.
8. Schedule, coordinate, and facilitate semi-annual safety drills for fire and tornado/severe weather scenarios; maintain documentation of these activities.
9. Report suspected or actual criminal activity to law enforcement ASAP.
10. Organize and facilitate the cleaning and maintenance of the staff breakroom.
11. Chair/Co-chair the KCC Safety and Wellness Committee.
12. Conduct regular walk-throughs of facilities and grounds to ensure a safe, healthy, and

professional environment.

13. Provide training for KCC staff/partners on safety, security, and wellness.

E. Collaboration and Communication

1. Foster a culture of collaboration and excellent customer service among one-stop partners through regular staff meetings.
2. Collaborate with local KCC partners on all customer service/operational changes.
3. Include local KCC partners in the decision-making process for customer flow/ Provide regular communication to center staff/partners regarding pertinent announcements, updates, and information.
4. Priority of Service – per state guidance 16-006-WIOA Section 194(1) requires that services be provided to those who can benefit from "and who are most in need of such opportunities." with 50.1% of all participants must be from a priority of service category:
 - Recipients of Public Assistance
 - Other low-income individuals
 - Individuals who are basic skills deficient
 - Veterans remain a priority

F. Additional key functions & requirements include (not all inclusive):

1. WIOA Eligibility Verification
 - WIOA eligibility packets are completed by the Direct Services Provider staff and submitted to the Operator staff for approval. Verification or rejection should be rendered within two business days.
 - The Operator (or designated staff) will contact the NKWIB Project Manager with any issues, concerns, technical questions, or disputes related to WIOA eligibility.
2. Innovation and Technology
 - The Operator will use digital resources to enhance the overall customer experience, maximize staff efficiencies, and capture necessary data/Key Performance Indicators (KPI) elements.
 - Oversee and maintain the lease of the Innovation Center.
3. NKWIB Initiatives and Strategic Plan
 - Operator must coordinate with the NKWIB Director to ensure the alignment of NKWIB strategic goals and initiatives within the KCC.
4. Locally Based Leadership
 - The One-Stop Operator lead staff person must reside within the Northern Kentucky/Greater Cincinnati area (Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, or Pendleton County in Kentucky; Butler, Clermont, Hamilton, or Warren County in Ohio; or Dearborn County in Indiana).
5. Accountability, Monitoring, and Reporting
 - The One-Stop Operator will receive guidance and technical assistance from the NKWIB Director.
 - The Operator will communicate all operational challenges, successes, and/or pertinent information to the NKWIB Director.
 - The Operator will track and report the "In-the-Door," customer flow and other KCC data/metrics.
 - The Operator will communicate partner disputes or potential violations of the Memorandum of Understanding (MOU) or Infrastructure Funding Agreement (IFA) to the NKWIB Director.

VI. Firewalls and Compliance

"Firewalls" must be described in the application to address conflicts of interest or the appearance of conflicts of interest. Examples of firewalls include but are not limited to organizational arrangements that provide a clear separation of duties and responsibilities, including confidentiality and disclosure agreements.

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

Once the contract is awarded and in accordance with 20 CFR §679.430, the winning organization must develop a written agreement with the Local Workforce Development Board and Chief Elected Official(s) to clarify how the organization will carry out its responsibilities while demonstrating compliance with Workforce Innovation and Opportunity Act (WIOA) and corresponding regulations, relevant Office of Management and Budget (OMB) circulars, and the state's conflict of interest policy.

In compliance with WIOA, the One-Stop Operator may not perform the following functions:

- Provide oversight of itself.
- Convene system stakeholders to develop the local plan or prepare and submit local workforce plans, or similar regional planning initiatives (WIOA sec. 107)
- Manage or significantly participate in the competitive selection/procurement/RFP process for One-Stop operators.
- Select or terminate One-Stop operators, career services, or youth providers.
- Negotiate local WIOA performance measures.
- Develop and submit the budget for activities of the local workforce development area/Board. In coordinating local services, the One-Stop Operator must not establish practices that create disincentives to providing services to individuals with barriers to employment that may require longer-term services, such as intensive employment, training, and education services.

The NKWIB prefers to contract with an entity that is knowledgeable about workforce development services, those provider objectives, and the regulations that govern them, including:

- Career services (described in WIOA Section 134(c)(2)).
- Training services (described in WIOA Section 134(c)(3)).
- Employment and training activities carried out under WIOA Section 134(d), if any.
- Programs and activities carried out by one-stop partners, including but not limited to Vocational Rehabilitation, Adult Education, postsecondary education, Unemployment Insurance, and Veterans Services.
- Data, labor market information, and analysis from Wagner-Peyser (described in Section 15(a) of the Wagner-Peyser Act).
- Labor exchange services authorized under the Wagner-Peyser Act.
- Registered/DOL Apprenticeships.

VII. Physical Facilities

Organizations submitting proposals are required to locate their services in the existing **Comprehensive** and **Affiliate** sites of the Kentucky Career Centers in the Northern Kentucky Workforce Development Area. Bidders may also include **Access Points**, which offer some flexibility to maximize customer services and resource utilization. Kentucky Career Center locations may change at the NKWIB's discretion.

The NKADD will hold the leases on all existing facilities beginning July 1, 2023.

Current Comprehensive and Affiliate career centers and Access Point include:

1. **Comprehensive Career Center** – A comprehensive Career Center is a workforce center that has been so designated by the Northern Kentucky Workforce Investment Board (NKWIB) after meeting criteria established by the Commonwealth of Kentucky and the NKWIB and completing the application and certification process. As of the date of this RFP, the following location is the Comprehensive Career Center in the NKWIB local area: Kentucky

Kentucky Career Center Covington, 1324 Madison Avenue, Covington, KY 41011

2. **Affiliate Career Centers** – An Affiliate Career Center can be any location where two or more of the WIOA core partner agencies (WIOA Title I, WIOA Title II- Adult Ed, WIOA Title III- Wagner-Peyser, WIOA Title IV- Vocational Rehabilitation, etc.), in the Kentucky Career Center (KCC) network to provide services and maintain a regular schedule during operating hours. Currently, the following location serves as the local Affiliate Career Center in the NKWIB area:

Kentucky Career Center Florence, 8020 Veterans Memorial Drive, Florence, KY 41042.

6. **Access Points** – Access Points can be a location where career center services are available to the public, with at least one KCC partner providing onsite support services. These access points may also include entities with higher customer volume, such as a local public library or an international airport. These access points may allow for greater exposure to customers while reducing the costs of office space and/or lease agreements. Bidders are required to outline their staff representation throughout the workforce area to ensure accessible, efficient, and high-quality services to the citizens/job seekers and employers of Northern KY.

Current Access Point career centers (physical sites) include the following locations:

1. Kentucky Career Center Carrollton at 1209 Highland Avenue, Suite S, Carrollton, KY 41008
2. Kentucky Career Center Williamstown at 1350 N Main St, Williamstown, KY 41097
3. Kentucky Career Center- CVG Career Center at the Cincinnati/ Northern Kentucky International Airport, located at 3087 Terminal Drive, Hebron, KY, 41048
4. Kenton County Public Library, Erlanger Branch, 401 Kenton Lands Road, Erlanger KY, 41018
5. Owen County Public Library, 1370 Hwy 22 East, Owenton, KY 40359
6. Pendleton County Public Library 801 Robbins Ave, Falmouth, KY 41040

Bidders are strongly encouraged to leverage/expand workforce partnerships, technology, and innovation to strategically develop/expand designated career center Access Points (with staffing/support provided by the bidder) in locations that will provide optimal exposure to new,

existing, and potential customers while maximizing resources and promoting higher key performance indicators/results of services.

Note: *although bidders may propose additional/alternative/new locations of access points beyond or in place of the current access point locations, the Kentucky Career Center- CVG Career Center location was approved by the NKWIB as a strategic workforce partnership/career center and must be included in the bidder's proposal.*

Bidders must be able to organize and meet the requirement of the provision at 20 CRF 678.630 stating: "Continued use of State merit staff for the provision of Wagner-Peyser Act services or services from other programs with merit staffing requirements must be included in the competition for and final contract with the one-stop operator when Wagner-Peyser Act services or services from other programs with merit staffing requirements are being provided."

VIII. Narrative

Answer all the questions (A and B) in Sections VIII. Full or partial points will be awarded for the response to each narrative question. The narrative should be double-spaced, single-sided 8.5 x 11-inch page with Times New Roman 12-point font and 1-inch margins and not exceed 10 pages.

A. Narrative A— Questions Regarding Provision of One-Stop Operator Services (100 total points possible)

1. How will you lead Kentucky Career Center partners with
 - a. an integrated menu of services for job-seeking customers and employers
 - b. implementing agreements among the partners such as Memorandum of Understanding and resource sharing
 - c. maintaining communications with all Kentucky Career Center partners and co-located staff
 - d. coordinating between KCC partners and other external stakeholders and partner organizations. (25 points)
2. Describe the bidding organization's strategic plan to provide accessible and innovative Kentucky Career Center services to all job seekers and employers in the NKWDA. The plan should address:
 - a. Access to services in areas with high unemployment and transportation barriers, such as in rural communities
 - b. Potential use of leveraged/expanded workforce partnerships, technology, and innovation to strategically develop/expand designated career center Access Points to serve new, existing, and potential customers while maximizing resources and promoting higher key performance indicators/results of services.
 - c. Meaningful access and adaptation for customers with disabilities. (25 points)
3. Describe the bidding organization's work toward diversity, equity and inclusion. Please submit any administrative policies related to diversity, equity and inclusion the bidding organization has adopted, including vendor procurement practices that tie to equity-focused hiring. (10 points)

Example - *The NKWIB embraces the need for diversity, equity, and inclusion to be a component of everything we do. The NKWIB strives to create a network that meets business needs while also supporting the dignity of our clients. We respond to regional employment*

needs through the perspectives of local employers' demand for talent and economic empowerment. We are a catalyst for equity, inclusion, and life-changing results for all our clients. These priorities are supported through the values below and outlined in our diversity, equity, and inclusion action plan.

4. Please describe the bidding organization's past experience with the administration of federal and/or state programs across multiple agencies, especially those involving WIOA, workforce and/or human services programming. (10 points)
5. Using the organizational chart as the framework, describe the bidding organization's strategy to ensure that staff members are well-trained and ready to implement an integrated service delivery system. The strategy should:
 - a. Describe staff onboarding, training and retention to drive the optimum customer flow processes in the Kentucky Career Center(s).
 - b. How will staff be supported and trained in order to meet the goals of the WIOA Local and Regional Plan and NKWIB Strategic Plan?
 - c. Address other required experiences such as marketing, social media, collaboration and consensus-building. (10 points)
6. Describe how the bidding organization's experience in providing first impression/customer service, service coordination/continuous quality improvement, and safety/security will result in high levels of customer satisfaction for both job seekers and employers. (10 points)
7. Describe how the bidding organization's experience in creating outreach and communication materials, including but not limited to traditional media and use of social media, will result in community awareness of the services and resources available through the Kentucky Career Center partners. (10 points)

B. Narrative B – Questions Regarding Financial Capabilities (100 total points possible)

1. Please discuss the bidding organization's overall financial capabilities to provide the proposed services. Please include experience in fiscal management and oversight by corporate and subsidiary/affiliate companies. Demonstrate the bidding organization's ability to provide the fiscal and administrative capacity to support NKWIB's service delivery model.
 - A bidder must provide two (2) years of audited financial history. Adequate documentation could include:
 - recent audit reports,
 - the entity's Comprehensive Annual Financial Report (CAFR), an independent CPA review
 - tax records
 - another recognized review of accounting processes and procedures.
 - Bidders must provide the status of any costs that have been questioned related to fraudulent activity and/or disallowed costs by any state and/or federal agency within the past five (5) years, by the primary entity and *subsidiary/affiliate companies and/or subcontractors*. Bidder must provide:
 - the name of the agency
 - the amount of disallowed costs that are in dispute
 - the bidder's position as to the disputed disallowed costs
 - the status of any review process, dispute process and/or corrective action plan that is in place related to the disputed disallowed costs. (40 points)
2. Please provide a past record of federal and/or state grants management that includes required information of any disallowed costs for the past five years. (20 points)

3. Cost reasonableness – budget narrative must demonstrate the reasonableness and necessity for requested funding. Please note that the lowest cost/best value will be a consideration in awarding the contract. However, it may not be the determining factor. (20 points)
4. NKWIB is funded through the federal Workforce Innovation Opportunity Act (WIOA). Funds move from the US Department of Labor to the Cabinet for Education and Labor and then to local areas. Historically, the timing and availability of funding have varied significantly. Please describe the bidding organization's capacity to avoid disruption of service should funding be delayed. (20 points)

IX. Funding for Contractors' Activities

The NKWIB offers the bidder the opportunity to develop a functional staffing plan to meet the specifications of this request. A complete plan should be included in the form of an organizational chart. All staffing suggestions will be negotiated at the time of contract negotiations.

The NKWIB will fund contractors' activities in the following categories:

A. Staff Interaction with Job Seekers and/or Employers

This category includes the costs of providing First Impressions/Customer Service, social media assistance and management. In evaluating proposed staff budgets, the NKWIB will consider the population of the service area in determining the number of staff to be funded.

B. Staffing requirements may change based on conditions or funding availability.

The NKWIB offers the bidder the opportunity to develop a functional staffing plan to meet the specifications of this request. A complete plan should be included in the form of an organizational chart (**Appendix 2**). All staffing suggestions will be negotiated at the time of contract negotiations.

Pending availability of federal funding granted to the Northern Kentucky Workforce Investment Board through the Workforce Innovation and Opportunity Act by the U. S. Department of Labor (USDOL) through the Education and Labor Cabinet, Department of Workforce Investment, the following will be estimated as needed to provide the associated categories of service. The following numbers are provided as estimates and do not in any way guarantee funding; successful bidders must be responsive and adaptable to any changes in the funding allocations (as well as other/additional resources):

Grand Total	\$X,XXX,XXX
-------------	-------------

Note: If the contract is extended for Year 2 and Year 3, the estimated/planning figure will remain the same as the estimated/planning figure for Year 1.

Bidders are encouraged to show how they will leverage non-WIOA resources in their service delivery plans.

C. Outcomes and Performance Requirements

The NKWIB's performance is measured against the goals, objectives, and standards attached to each funding stream that it administers. The overarching objectives of the NKWIB's programs are to prepare and place the region's workers in jobs that provide a self-sufficient wage and to build the region's economy by ensuring that the region's employers — whether existing or new — can hire qualified workers that help their businesses succeed.

Key Performance Indicators (KPI) are collected system-wide (see **Appendix 4** for more details). The successful bidder will demonstrate an ability to meet set performance matrix.

1. The Northern Kentucky Workforce Investment Board will oversee and evaluate the performance of the entity or entities selected as the One-Stop Operator(s) for the local area.
2. The performance of successful responders to this RFP will be measured against the goals, objectives, key functions of the One-Stop Operator and performance standards attached to each funding stream that supports client services and activities that they will deliver under the contract. The specific levels of measurable performance deemed successful will consist of pre-determined outputs and impactful regional workforce ecosystem outcomes and will be discussed and identified during the contract negotiations that precede the final contract awards.
3. The NKWIB may require additional or revised performance measurements based on their strategic plan or specific guidance. Bidders will be expected to adapt to these changes accordingly.

X. Budget

Provide a budget for the One Stop Operator for one year (July 1, 2023 through June 30, 2024) by answering all questions below.

- A. The budget format included in **Appendix 3** must be used in the submission of the proposal.
- B. A detailed budget narrative must be provided to support the TOTAL REQUESTED BUDGET.
- C. The narrative MUST include a detailed breakdown of expected expenditures for each line item in the budget.
 1. If using the line item Other, please provide additional details and supporting documentation, if applicable.
- D. The projected personnel costs budget narrative should be reflective of the organizational chart. The budget narrative should include the position title and salary breakdown.
- E. The budget narrative should include an explanation of the bidding organization's Indirect/Administrative Allocation Method.
- F. The budget narrative is not included in the narrative page limit.

All donations for activities, events, programming and sponsorships will be made to the NKADD with oversight provided by the NKADD financial team and the NKWIB Director, as the fiscal agent for WIOA services in order to track, monitor and provide accountability.

XI. Documentation

- A. Required Documents
 1. An organizational chart by staff and function.
 2. All private, for-profit, or not-for-profit organizations should provide documentation of their registration under either Kentucky or their respective state's Secretary of State's office.
 3. A copy of the bidding organization's Diversity, Equity, and Inclusion Policy and related DEI training, including vendor procurement practices that are tied to equity-focused hiring
 4. Provide two (2) years of audited financial history
 5. Personnel policies related to Equal Employment Opportunity
 6. A copy of the bidding organization's current federally approved Indirect Cost Rate or Cost

Allocation Plan approval letter (if applicable).

B. Supportive Documents

1. Letter of Support from Community Partners (limit 3)

NKWIB Staff will provide technical assistance and training for any staff positions and activities for the successful bidder and their staff prior to contract execution and on an ongoing basis throughout the contract. The staff of the successful bidder will be required to participate in training and technical assistance activities. In some cases, bidder staff may be required to achieve specific levels of competencies prior to performing some aspects of these jobs.

Appendices

Appendix 1

Proposal Cover and Affirmation Form– Please complete the Proposal Cover Sheet and Affirmation Form. The completed form will be the first page of the bidding organization's proposal.

Appendix 2

Functional Organizational Chart Example

Appendix 3

Required Budget Format

Appendix 4

FY2022 Enrollment Data and Key Performance Indicators (KPI)

Appendix 5

References

Proposal to Deliver One-Stop Operator Services in the Kentucky Career Center Network in the Northern Kentucky Local Workforce Area and Affirmations Form

During Program Year 2023 (July 1, 2023 – June 30, 2024)

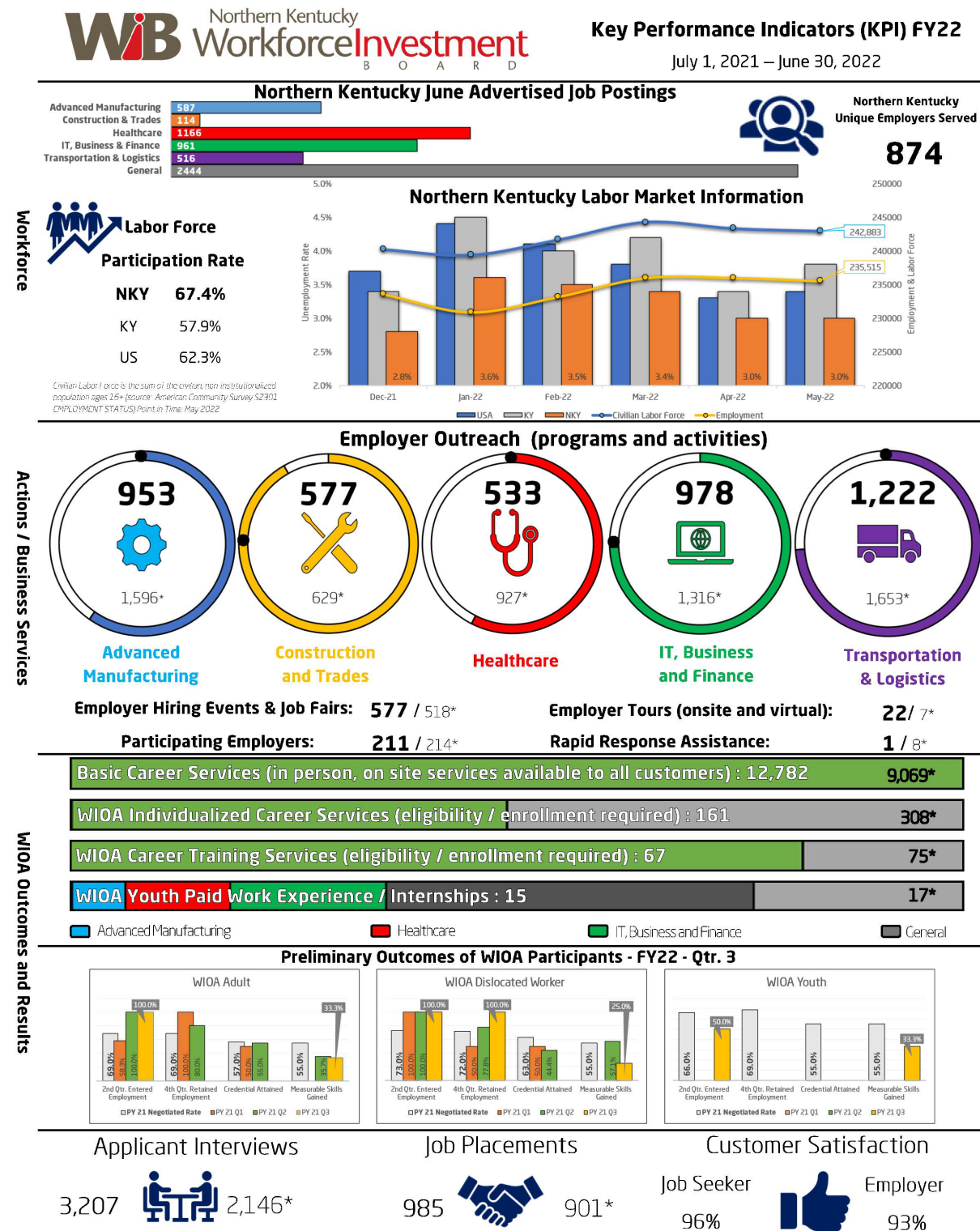
Name of Proposing Organization:		
Mailing Address (Street, City, State, ZIP):		
Phone Number:	DUNS # (required):	
Type of Organization (non-profit, for-profit, LLC, etc.):	Year Established:	
Contact Persons		
Name:	Title:	Email:
AFFIRMATIONS: The person signing below affirms that he/she is authorized to submit this proposal on behalf of the proposing entity. The person signing below further affirms that the proposing entity can perform the services as described in the attached proposal and agrees to the Northern Kentucky Workforce Investment Board's terms of service as described in the Request for Proposals to which this proposal responds.		
Signature:		Date:
Printed Name:	Title:	



Appendix 3--Request for Proposal Budget Format
One-Stop Operator
Budget

	Request Amount
Personnel Costs:	
Salary	
Fringe	
Travel	
Computer Software	
Telephone	
Internet	
Supplies	
Printing/Postage	
Equipment	
Marketing/Outreach	
Employment Related Costs	
Insurance	
Staff Development	
Indirect	
Other (please specify)	
Total	

Appendix 4 – FY2022 Enrollment Data and Key Performance Indicators (KPI)



Sources: KY Stats, U.S. BLS, KIBES/KEE Suite, NKY KCC Team, Labor Insight, FOCUS (Not Seasonally adjusted) *Previous Year Point in Time *Previous Year Total

Appendix 5 - References

NKADD: www.nkadd.org

Local KCC and WIB website: <http://www.nkcareercenter.org/>

WIOA Overview: <https://www.doleta.gov/wioa/about/overview/>

Workforce Innovation and Opportunity Act (WIOA): <https://www.doleta.gov/wioa/>

WIOA Rules - <https://www.doleta.gov/wioa/about/final-rules/>

This site also includes links to many other resources regarding WIOA operation and implementation, including reference guides, overview documents, and frequently asked questions.

WIOA Fact Sheet: One-Stop Career Centers:

<https://www.doleta.gov/WIOA/Docs/Top-Line-Fact-Sheet.pdf>

Training and Employment Guidance Letters: <https://wdr.doleta.gov/directives/>

Kentucky Career Center (KCC) state website: <http://kcc.ky.gov/>

KCC / Career Center Certification

[https://kcc.ky.gov/KCC%20Policies/KCC Certification Instructions.pdf](https://kcc.ky.gov/KCC%20Policies/KCC%20Certification%20Instructions.pdf)

[https://kwib.ky.gov/Local-Boards/Documents/KCC Certification 2.pdf](https://kwib.ky.gov/Local-Boards/Documents/KCC%20Certification%202.pdf)

Kentucky Workforce Innovation Board –Strategic Plan:

[https://kwib.ky.gov/About/Documents/KWIB Strategic Plan 2020.pdf](https://kwib.ky.gov/About/Documents/KWIB%20Strategic%20Plan%202020.pdf)

Kentucky Skills Network – (Business Services):

<http://www.thinkkentucky.com/workforce/>

NKWIB Adult/Dislocated Worker Policy & Procedures Manual (2022) -

<https://nkcareercenter.org/wp-content/uploads/2022/07/2022-A.DW-PP.docx>

NKWIB WIOA Youth Policy & Procedures Manual 2022 - [https://nkcareercenter.org/wp-](https://nkcareercenter.org/wp-content/uploads/2022/02/YOUTH-PP-Manual-2022.pdf)

[content/uploads/2022/02/YOUTH-PP-Manual-2022.pdf](https://nkcareercenter.org/wp-content/uploads/2022/02/YOUTH-PP-Manual-2022.pdf)

Employer Penetration Rate

Numerator:
 Unique Employers Served
Denominator:
 BLS Count of Employers

Equation:

Unique Employers Served Divided by BLS Count of Employers = X; X times 100 = Total Sector Penetration Rate

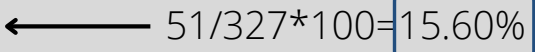
Total County Penetration Rate Equation:

Total Unique Employers Served in County Divided by BLS Total Number of Employers in County=X; X*100=Total County Penetration Rate

Total Employer Penetration Rate:

Total Unique Employers Served in all NKY Counties Divided by BLS Total Number of Employers in all NKY Counties=X; X*100=Total Penetration Rate

Carroll County Example

Employer Penetration Rate-FY22 Data						
County:	Carroll					
Total Establishments per BLS:	327					
Total Unique Employers Served:	51					
	Advanced Manufacturing	Construction and Trades	Healthcare	It, Business, and Finance	Transportation and Logistics	General
Sector Establishment Count:	21	46	30	53	21	156
Unique Employers Served:	7	2	5	10	2	25
Penetration Rate by Sector:	33.33%	4.35%	16.67%	18.87%	9.52%	16.03%
Total County Penetration Rate:	15.60%					

All NKY Counties Example

Employer Penetration Rate-FY22 Data						
County:	All NKY					
Total Establishments per BLS:	13277					
Total Unique Employers Served:	874					
	Advanced Manufacturing	Construction and Trades	Healthcare	It, Business, and Finance	Transportation and Logistics	General
Sector Establishment Count:	624	1172	1572	4023	573	5313
Unique Employers Served:	100	79	91	137	107	380
Penetration Rate by Sector:	16.03%	6.74%	5.79%	3.41%	18.67%	7.15%
Total County Penetration Rate:	6.58%	← $874/13277*100=6.58\%$				

Repeat Business Customers

- Percentage of employers who have used WIOA core program services more than once during the last three reporting periods.
- Addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time.

Repeat Business Customers

Numerator: Unique Employers (UE) currently being served

Denominator: Unique Employers (UE) served over the last 3 Fiscal Years

$$\frac{874}{2838} = \frac{\text{FY22 UE}}{\text{FY19-21 UE}} = 0.3079633 \times 100 = 30.79633$$

30.80%

Targeted Employer Outreach

Tracked through KIBES
Activity: Prospecting

FY22 Employer Outreach:
3,543

LWDB: Northern Kentucky

MEMBERSHIP NOMINATION FORM LOCAL WORKFORCE DEVELOPMENT BOARD

NEW NOMINATION ☒
or
TERM RENEWAL ☐
or
REPLACEMENT ☐

By: Name: Judge Gary W. Moore
Agency: Boone County Judge/Executive Office
Position: Judge/Executive
Address: 2950 Washington Street, Burlington, KY
Phone: 859-334-2242

☐ Initial Term: _____ ☐ 2nd Term: _____ ☐ 3rd Term: _____
(Beginning & Ending Dates Required for All Terms When Applicable)

* If a **New Nominee** to represent (check one): ☐ Business ☐ Education ☐ Organized Labor
☐ CBO ☐ Economic Development ☐ One-Stop Partner

Workforce Sector (if representing Business): _____

*If a **Replacement** - Name of Former Member: _____

- Group Represented: _____

*If a **Term Renewal** - CLEO signature is required with all term renewals as well as new nominees & replacements.

Representing: (Check all that apply)

☐ Labor/Representative of Labor ☐ Employee Representative (Labor) ☐ Adult Education ☐ Vocational Rehabilitation
☒ Community Based Organization ☒ Youth Serving Organization ☐ Higher Education ☒ Local Education Agencies
☐ Joint Labor-Management Apprenticeship Program ☐ Other (Specify): _____

Category member represents:

☐ Business ☒ Workforce ☒ Education and Training
☐ Government and Economic Development ☐ Other (Specify): _____

*Entity represented is primary employer of nominee.

Nominee is an individual with opportunity and decision making authority for the organization.

Name of Nominee: ☒ Mr. or ☐ Ms. Matthew L. Turner Title: Superintendent
Business Address: Street: 8330 U.S. Hwy 42
City: Florence State: KY Zip: 41042 County: Boone
Employer: Boone County Schools Business Phone: 859-282-2375
Home Phone: 859-322-6470 Email Address: matthew.turner@boone.kyschools.us
Explain Basic Responsibilities: _____

Organization Affiliations (Civic & Professional): Ky Assn School Supts, Ky Assn School Administrators, American Assn School Admin, Florence Rotary Club, Boone Co. Business Assn.

Qualifying Experience: education, workforce development, career & technical pathways
Background information that reflects experience in human resource activities or Workforce Development related programs

For use by Chief Local Elected Official-This box must be completed entirely to meet WIOA requirements.

Appointed By:

Cleo Signature: _____

Printed Name: _____, ☐ Judge Executive or ☐ Mayor

Date: _____

County: _____

MEMBERSHIP NOMINATION FORM
LOCAL WORKFORCE DEVELOPMENT BOARD – 19-007 ATTACHMENT III

NEW NOMINATION ☐

or

TERM RENEWAL ☐

or

REPLACEMENT ☐

By:	Name:	Brent Cooper
	Agency:	NKY Chamber of Commerce
	Position:	President/CEO
	Address:	300 Buttermilk Pike, Suite 330 Ft. Thomas, KY 41017
	Phone:	859-578-8800

☐ Initial Term: _____ ☐ 2nd Term: _____ ☐ 3rd Term: _____
(Beginning & Ending Dates Required for All Terms When Applicable)

* If a **New Nominee** to represent (check one): x☐ Business ☐ Education ☐ Organized Labor
 ☐ CBO ☐ Economic Development ☐ One-Stop Partner

Workforce Sector (if representing Business): Manufacturing

*If a **Replacement** – Name of Former Member: _____
 - Group Represented: _____

*If a **Term Renewal** - CLEO signature is required with all term renewals as well as new nominees & replacements.

Representing: (Check all that apply)

<input type="checkbox"/> Labor/Representative of Labor	<input type="checkbox"/> Employee Representative (Labor)	<input type="checkbox"/> Adult Education	<input type="checkbox"/> Vocational Rehabilitation
<input type="checkbox"/> Community Based Organization	<input type="checkbox"/> Youth Serving Organization	<input type="checkbox"/> Higher Education	<input type="checkbox"/> Local Education Agencies
<input type="checkbox"/> Joint Labor-Management Apprenticeship Program		<input type="checkbox"/> Other (Specify): _____	

Category member represents:

<input checked="" type="checkbox"/> Business	<input type="checkbox"/> Workforce	<input type="checkbox"/> Education and Training
<input type="checkbox"/> Government and Economic Development		<input type="checkbox"/> Other (Specify): _____

**Entity represented is primary employer of nominee.
Nominee is an individual with optimum policy and decision making authority for the organization.*

Name of Nominee: ☐ Mr. or ☐ Ms. Natasha Bowsher Title: Vice President

Business Address: Street: 7451 Empire Drive

City: Florence State: KY Zip: 41041 County: Boone

Employer: Abrapower Inc Business Phone: _____

Home Phone: 8596206719 Email Address: Natasha@abrapowerusa.com

Explain Basic Responsibilities: Finance/Operations/HR

Organization Affiliations (Civic & Professional): _____

Qualifying Experience: Run a manufacturing facility with 30 full time employees

Background information that reflects experience in human resource activities or Workforce Development related programs

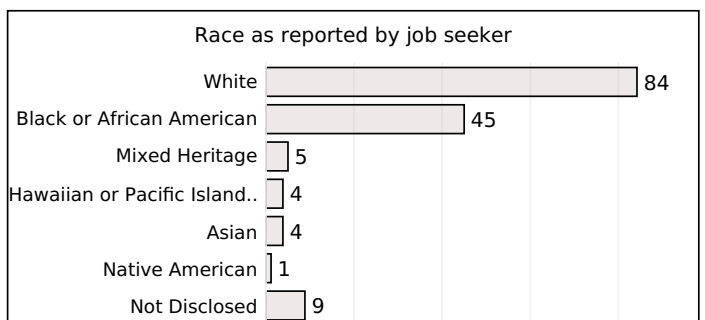
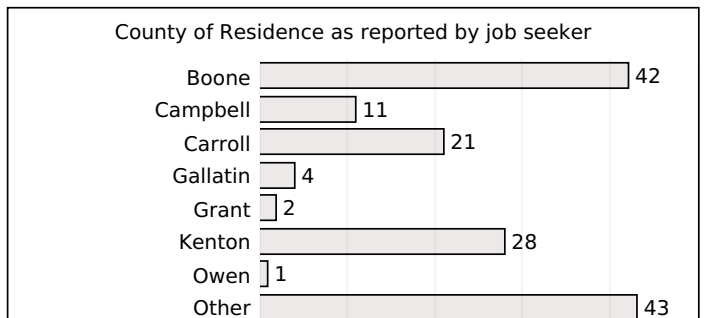
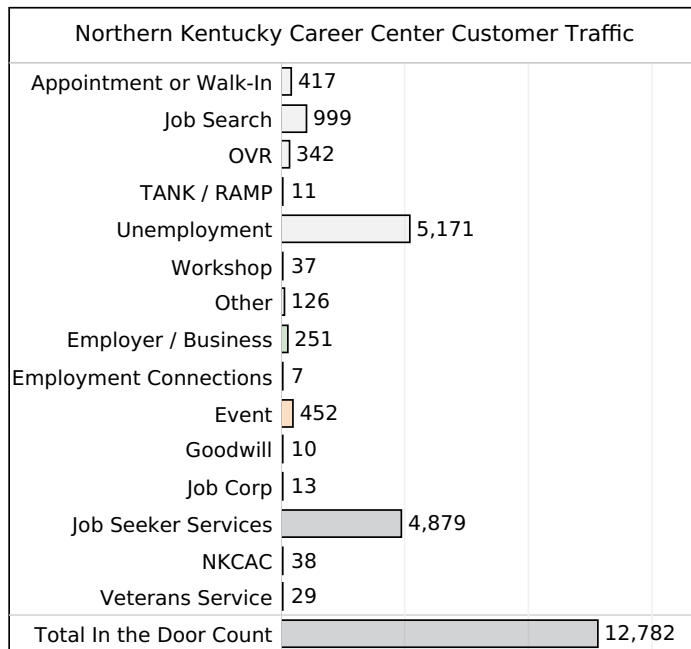
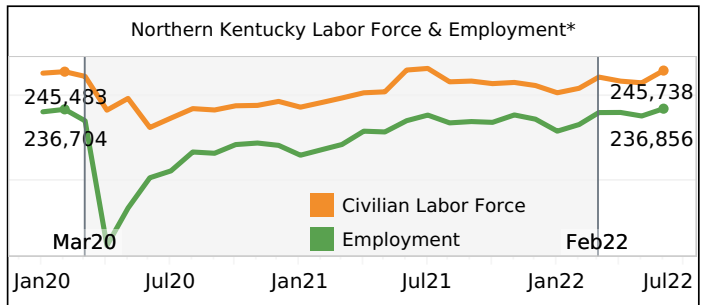
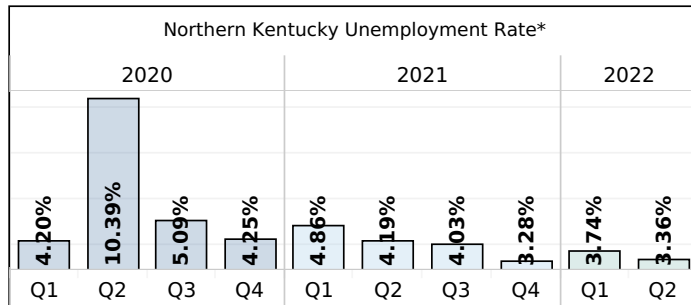
For use by Chief Local Elected Official-This box must be completed entirely to meet WIOA requirements.

Appointed By:

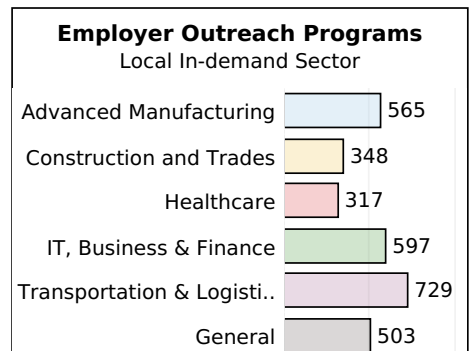
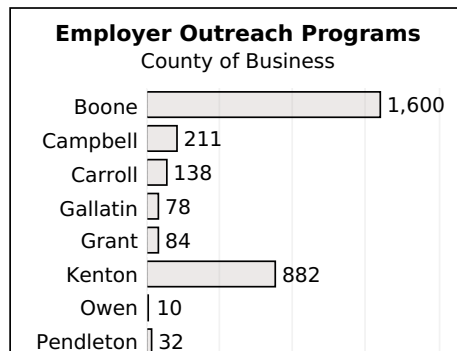
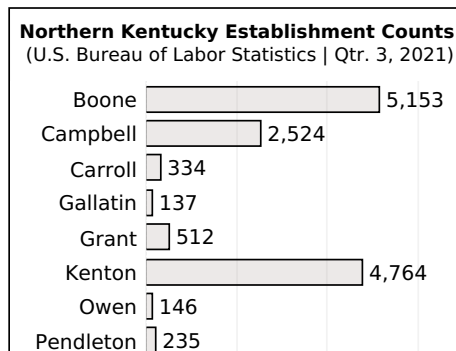
Cleo Signature: _____	Date: _____
Printed Name: _____, <input type="checkbox"/> Judge Executive or <input type="checkbox"/> Mayor	County: _____
Cleo Signature: _____	Date: _____
Printed Name: _____, <input type="checkbox"/> Judge Executive or <input type="checkbox"/> Mayor	County: _____

FY 2022 as of June 2022 (100% of Fiscal Year)	WIOA Formula Funds Totals	Statewide Reserve (Special Projects) Total	National Dislocated Worker Grant (NDWG)	Trade Total	Grand Total	YTD Expended	% Expended
Actual Carryover From FY 2021							
Grant 27121 (Dislocated Worker Program)	\$ 323,700.07				\$ 323,700.07		
Grant 27221 (Dislocated Worker Program)	\$ 77,724.77				\$ 77,724.77		
Grant 27021 (Adult Program)	\$ 8,143.82				\$ 8,143.82		
Grant 27321 (Adult Program)	\$ 208,631.52				\$ 208,631.52		
Grant 205BE19 (Trade Training Program)	\$ -			\$ 12,263.13	\$ 12,263.13		
Grant 27420 (Youth Program)	\$ 88,306.49			\$ -	\$ 88,306.49		
Grant 27421 (Youth Program)	\$ 238,036.03				\$ 238,036.03		
271DW20 (Dislocated Worker Program)	\$ 13,991.39			\$ -	\$ 13,991.39		
273AD20 (Adult Program)	\$ 3,096.12	\$ 1,010.01	\$ 385,256.71	\$ -	\$ 389,362.84		
Actual Carryover	\$ 961,630.21	\$ 1,010.01	\$ 385,256.71	\$ 12,263.13	\$ 1,360,160.06		
Actual Allocation							
Adult	\$ 502,314.98				\$ 502,314.98		
Dislocated Worker	\$ 921,867.28				\$ 921,867.28		
Youth	\$ 495,935.89				\$ 495,935.89		
*Rapid Response Funding (Requested from State as Pass Thru)	\$ 129,177.83				\$ 129,177.83		
Trade Training Funds	\$ -				\$ -		
Actual Allocation	\$ 2,049,295.98	\$ -	\$ -	\$ -	\$ 2,049,295.98		
Total Available	\$ 3,010,926.19	\$ 1,010.01	\$ 385,256.71	\$ 12,263.13	\$ 3,409,456.04		
Obligations							
*NKWIB Subgrant Recipient/Fiscal Agent	\$ 721,532.17	\$ 1,010.01	\$ 55,750.53		\$ 778,292.71	\$ 673,022.59	86%
*OS Operator Contracted Provider (Brighton Center)	\$ 237,000.00				\$ 237,000.00	\$ 230,854.47	97%
*OS Direct Workforce Services Contracted Provider (Brighton Center)	\$ 1,185,371.70		\$ 33,000.00		\$ 1,218,371.70	\$ 964,752.86	79%
NDWG- Contracted Providers	\$ -		\$ 292,006.17	\$ -	\$ 292,006.17	\$ 164,812.69	56%
Set-aside Obligations							
JOBS EQ Data Base Agreement	\$ 4,300.00				\$ 4,300.00	\$ 4,313.90	100%
Outreach	\$ 15,000.00				\$ 15,000.00	\$ 588.00	4%
GROW	\$ 27,880.00				\$ 27,880.00	\$ 12,120.00	43%
Training							
Youth Work Experience	\$ 282,980.98				\$ 282,980.98	\$ 191,318.14	68%
Incumbent Worker	\$ 70,000.00				\$ 70,000.00	\$ -	0%
OJT	\$ 20,000.00				\$ 20,000.00	\$ -	0%
Youth Education/Career Funds	\$ 50,000.00				\$ 50,000.00	\$ 15,553.91	31%
*Individual Training Accounts (ITA's)	\$ 175,000.00		\$ 4,500.00	\$ 3,065.68	\$ 182,565.68	\$ 108,640.65	60%
Total Obligations	\$ 2,789,064.85	\$ 1,010.01	\$ 385,256.70	\$ 3,065.68	\$ 3,178,397.24	\$ 2,365,977.21	74%
Remaining Balance	\$ 221,861.34	\$ -	\$ 0.01	\$ -	\$ 221,861.35		

Local Workforce Development Area Labor and Unemployment Statistics



Employer Outreach (Programs and Activities / Effectiveness in Serving Employers)



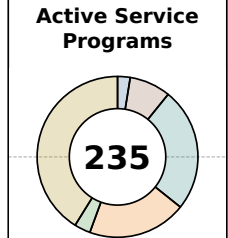
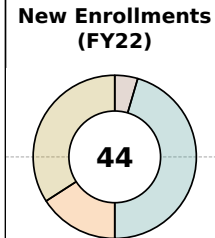
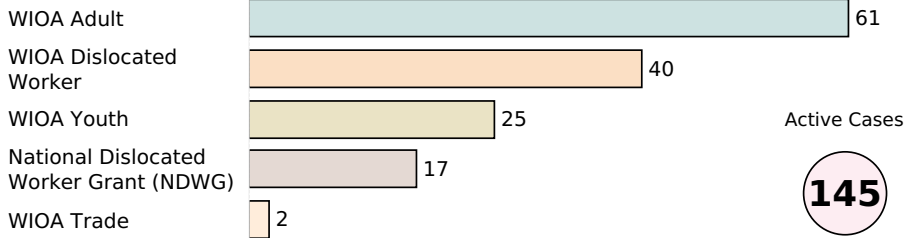
Unique Employers	Market Penetration Rate	Repeat Customer Rate	Reported Job Placements
1,318	10.68%	58.37%	1,421

*not seasonally adjusted

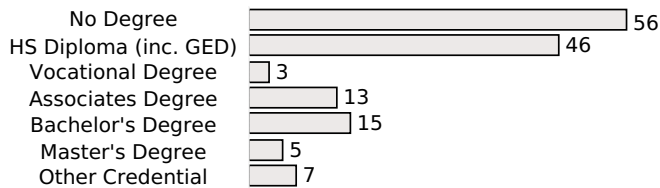
**self-reported during customer satisfaction..

Updated August 10, 2022
Sources: BLS, KY Stats, KIBES, KCC Staff Reports and Job Seeker Survey Data

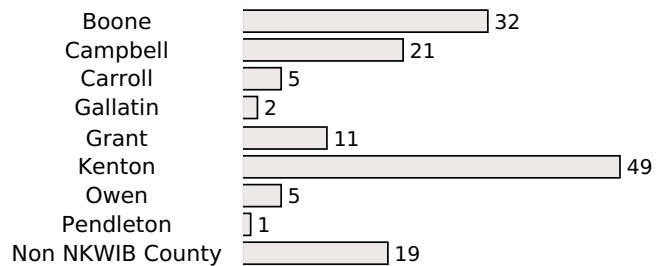
Active Workforce Cases



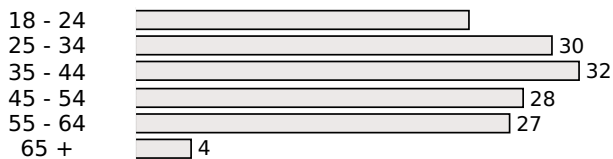
Educational Attainments (at time of enrollment)



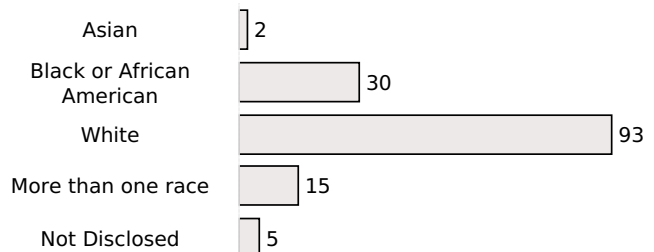
County of Residence



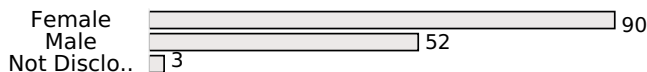
Age (at time of enrollment)



Race

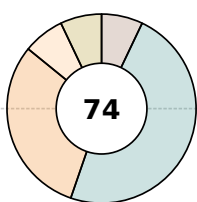


Gender

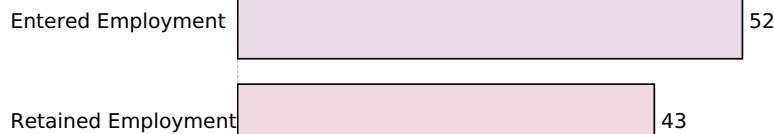


Exited Workforce Cases: Outcomes & Attainments

Exits (FY21)



Employment Outcomes After Exit (FY21)



Median Wages (FY21) (Reported 2nd Qtr after exit)

Hourly	\$17.00
Monthly	\$535.00
Yearly	\$50,000.00

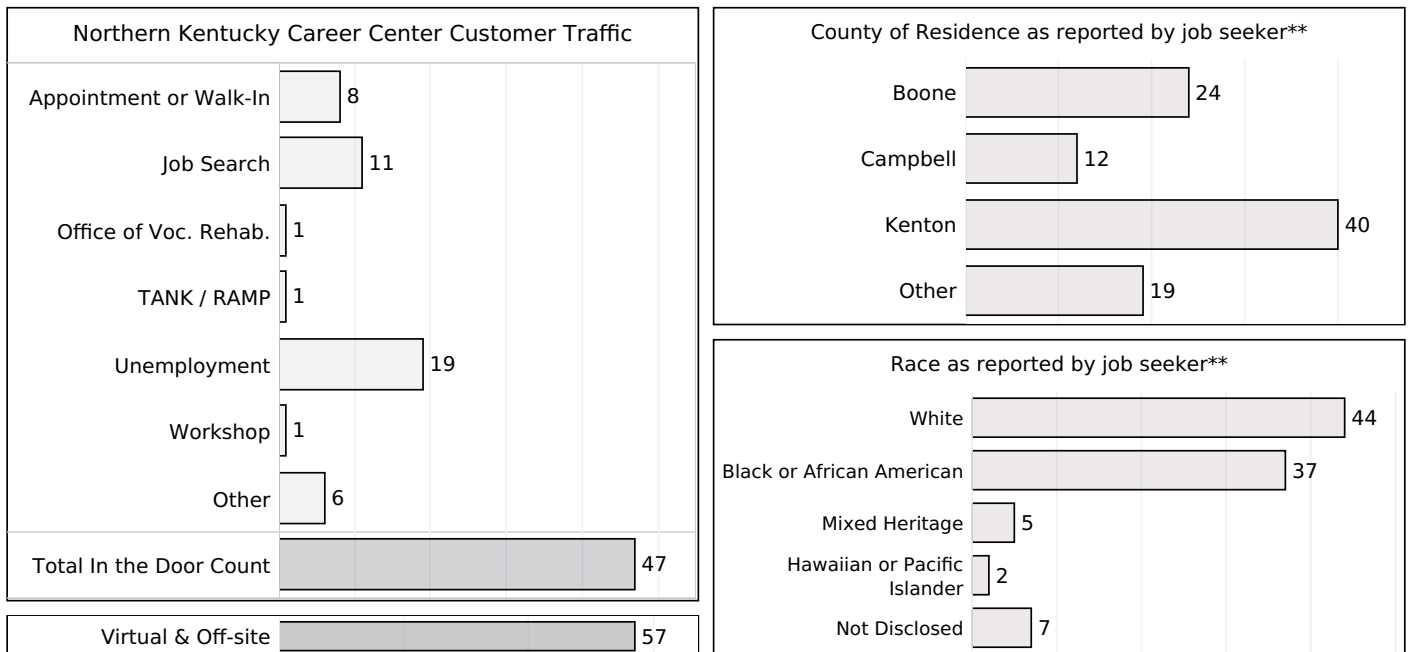
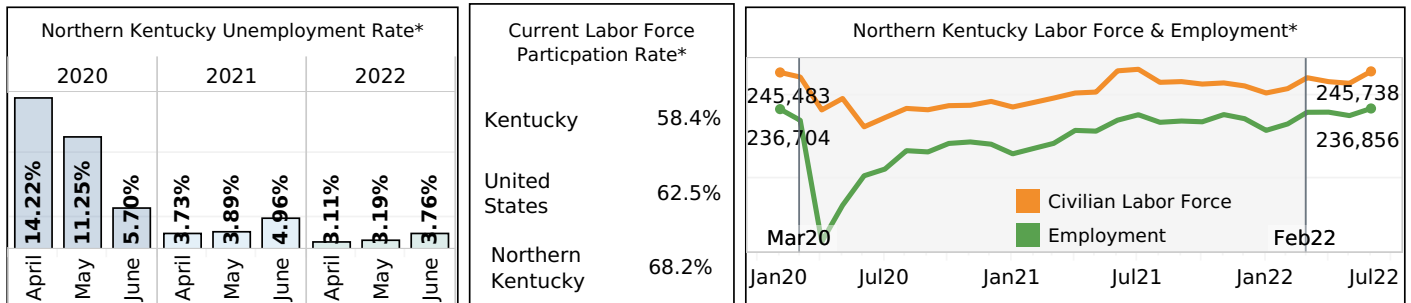
Credentials Attained

	FY 2021	FY 2022
Associates Degree	4	2
Bachelor's Degree	3	1
Occupational Certificatio..	22	23
Other	7	4

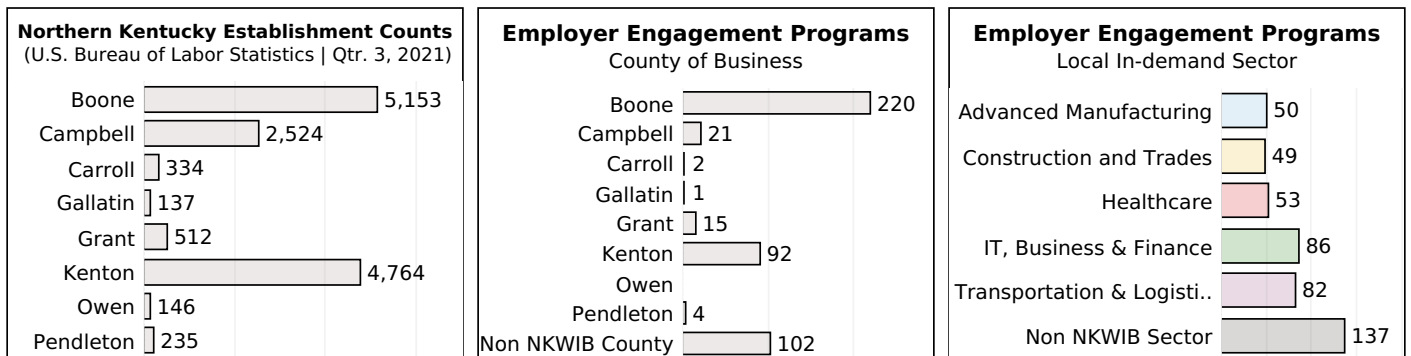
Measurable Skills Gain (MSG)

	FY 2021	FY 2022
Assessment Tool Test	2	2
Better Progress Report	1	6
Diploma	4	3
Educational Achievement	13	20
Skills Progression	23	91
Training Milestone	0	5

Local Workforce Development Area Labor and Unemployment Statistics



Employer Engagement (Programs and Activities / Effectiveness in Serving Employers)



Unique Employers	Market Penetration Rate	Repeat Customer Rate	Reported Job Placements
133	1.37%	33.15%	61

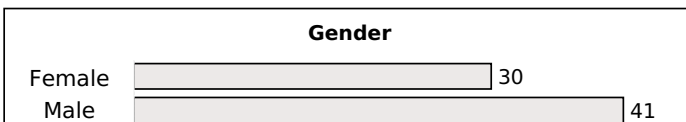
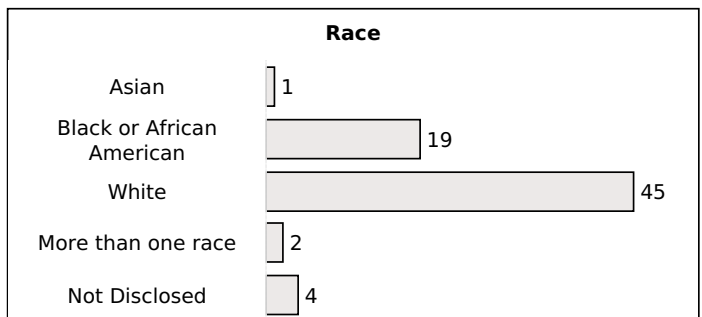
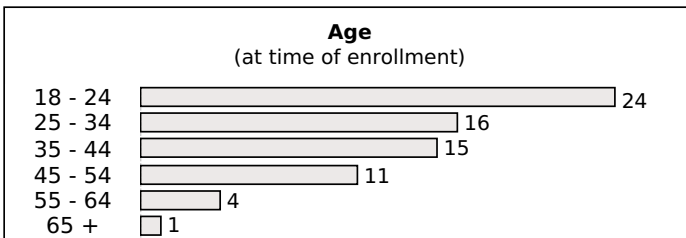
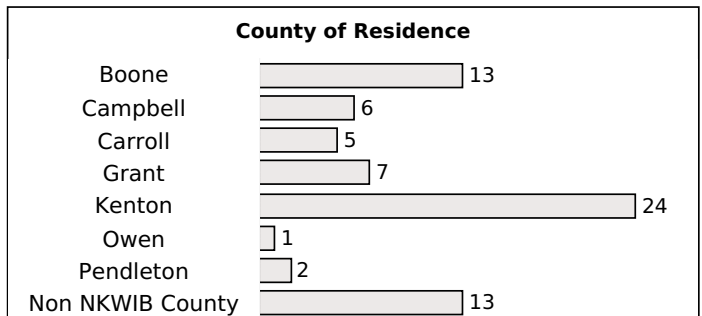
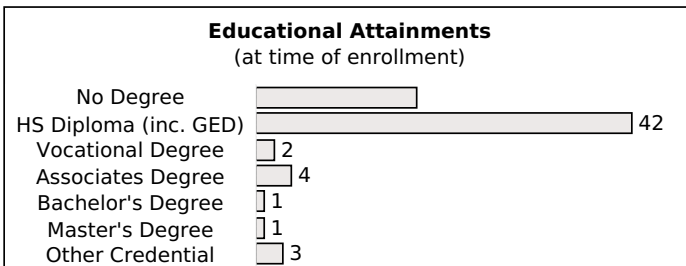
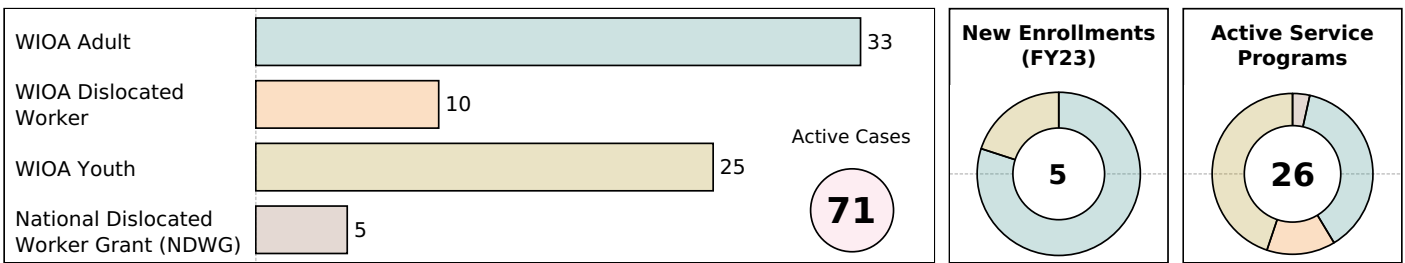
*not seasonally adjusted

**self-reported during customer satisfaction survey

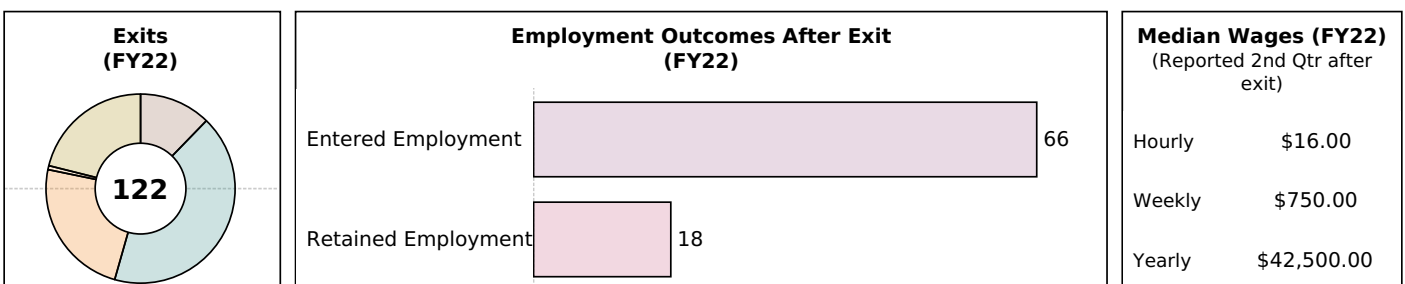
Updated August 16, 2022

Sources: BLS, KY Stats, KIBES, KCC Staff Reports and Job Seeker Survey Data

Active Workforce Cases



Exited Workforce Cases: Outcomes & Attainments



Credentials Attained

	FY 2022	FY 2023
Associates Degree	2	0
Bachelor's Degree	1	0
Occupational Certificatio..	23	2
Other	4	0

Measurable Skills Gain (MSG)

	FY 2022	FY 2023
Assessment Tool Test	2	0
Better Progress Report	6	1
Diploma	3	0
Educational Achievement	20	4
Skills Progression	91	9
Training Milestone	5	0



Northern Kentucky
**Workforce
Investment**
B O A R D

FY 2022 Workforce Impacts

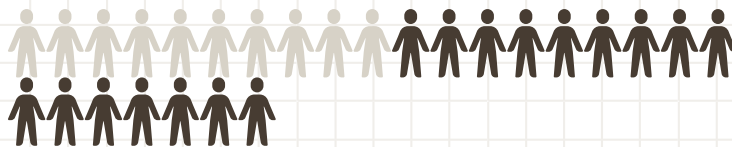
Lift Up

The **Lift Up Grant** is a substance use disorder recovery grant to meet clients' needs holistically, physically, mentally, and emotionally all the way through self-sufficient employment. **St. Elizabeth Healthcare** and **St. Elizabeth Physicians Journey Recovery Center**, NKY's largest health care employer, is the lead and recipient of this nearly \$2.4 million grant funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). One of the goals of the grant is to connect people with substance use disorders to career-building resources in Northern Kentucky. The **Northern Kentucky Workforce Investment Board (NKWIB)**, as the funder and oversight for the local **Kentucky Career Center** network, convenes partners and employers, leveraging resources and technical assistance to meet business needs while supporting the dignity of the clients. The NKWIB staff offered 275 transformational employment services to local NK businesses, while the Lift Up Grant served 268 clients. The development of businesses willing to hire clients in recovery benefits the community, the employer, and the recovery clients.

Offered local employers 275 Transformational Employment Services

268 individuals received career-building and job search services

National Dislocated Worker Grant



26 individuals found temporary employment

Of that, 10 found long-term employment

The **National Dislocated Worker Grant (NDWG)** is a specialized grant awarded to KY through the Dept of Labor and subsequently awarded to individual Workforce Investment Boards. The purpose was to assist dislocated workers who were displaced due to COVID-19 by subsidizing their employment through non-profits in an effort to help the community recover also. We assisted 26 individuals through this program.

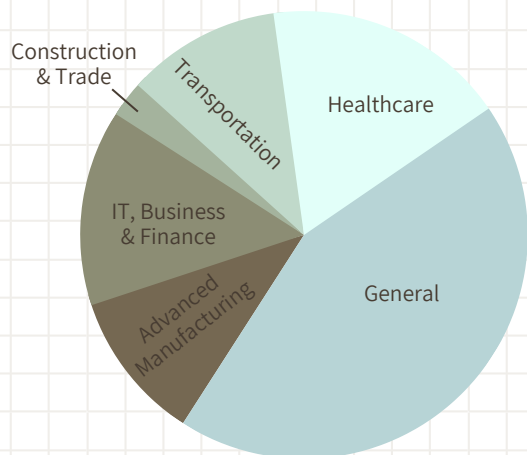
Employment Connections

Assisted 38 individuals to increase their work readiness skills

Employment Connections serves two target groups, Transitional Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) recipients. The TANF program has experienced reduced numbers in the past year due to the state lifting the mandated work/volunteer requirements due to COVID. The program goal is to assist those receiving public cash benefits in gaining the skills and experience to attain self-sufficient employment. Even with the reduced numbers, we assisted 38 individuals in increasing their work readiness skills. SNAP has the same goal, to assist individuals in achieving self-sufficiency. SNAP is a voluntary program where clients receiving nutritional assistance can take advantage of the many services offered through our Kentucky Career Center and unique SNAP Employment and Training (E&T) program to increase their work-ready skills. For both programs, we offer job search assistance and follow-up services to assist in attaining and maintaining employment. Through our SNAP program, we have served 146 people.

TANF and SNAP E&T services are funded by the Cabinet for Health and Family Services.

Northern Kentucky Advertised Job Postings



Strategic Initiative for Transformational Employment (SITE)

Served 60 individuals through collaboration

The **Strategic Initiative for Transformational Employment (SITE)**, based in EKCEP, helps bridge the gap between recovery and productive participation in the workforce for individuals in recovery by providing them with valuable career and supportive services, by cultivating and supporting second-chance employment opportunities. The SITE program served 60 individuals in the Northern Kentucky area last year by collaborating with our Kentucky Career Center partners.

Kentucky Career Center Access Points

Regional Access Points have allowed the Kentucky Career Center to expand its services and reach job seekers and employers throughout the region. Northern Kentucky's access points are the **Kenton County Public Library (Erlanger branch)**, **Owen County Public Library** and **Pendleton County Public Library**. The **Kenton County Public Library** has a dedicated workforce development staff that facilitates several programs, hosts workshops and assists visitors along the career-building pathway.

At the Erlanger Branch of KCPL,

Held 427 Workforce Development Programs with 4,967 attendees

Facilitated 3 Employer Assistance Services sessions with 44 participants

WIOA Participants Demographics

Adult & Dislocated Worker



Youth



City Futures/ Jobs Plus

Provided 111 participants with Post-Assessment Services

25 participants received transportation assistance

City Futures is a workforce development program designed to connect the residents of City Heights in Covington with quality employment services, including career coaching, job readiness workshops, job training programs, resume services and funding for occupational training services in high-demand sectors. The program is funded through a \$2.2 million Department of Housing and Urban Development (HUD) Jobs Plus Grant. At the conclusion of the 48 months program, the Housing Authority of Covington celebrated its numerous successes. The NKADD Workforce Division provides technical support to program staff.

Since 2019, City Futures have

- **Enrolled 295 participants**
- **Provided services to 170 participants**
- **By fixing rent amounts, participants saved an average of \$5,000 totally \$900,000+ over the 4 year grant period**

Employment Outreach (Programs and Activities)

Healthcare - 533



Construction & Trade - 577



Advanced Manufacturing - 953



IT, Business & Finance - 978



Transportation - 1,222



Spreading the Word



In FY 2022, the NKWIB placed an emphasis on increasing our communications. The NKWIB Facebook and Twitter accounts saw

Total impressions rose to 18,600
Posts engagement increased by 16%
and Overall, followers rose by 19%



In February 2022, the NKWIB started releasing a monthly newsletter. Since then,

more than 200 recipients with 1/3 of them viewing the information

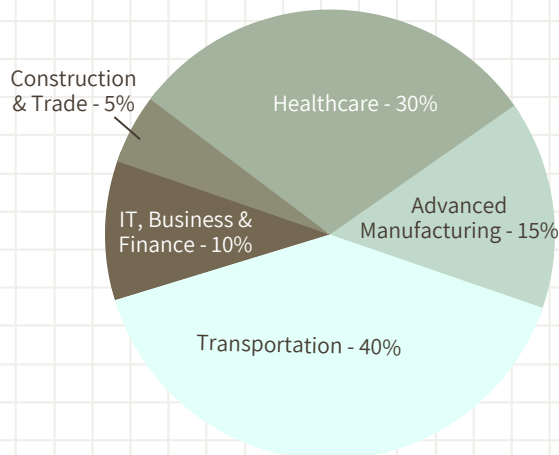
GROW NKY

In February 2022, the NKWIB became the backbone organization to lead Growing Regional Outcomes Through Workforce (GROW NKY), a comprehensive workforce initiative. As the backbone organization, the NKWIB has hired a consultant to administrate and coordinate the initiatives' members and priorities, hosted a data release for the YouScience, and is leading the convening of stakeholders to examine continued effectiveness and long-term feasibility and the initiative's next steps.

GROW NKY

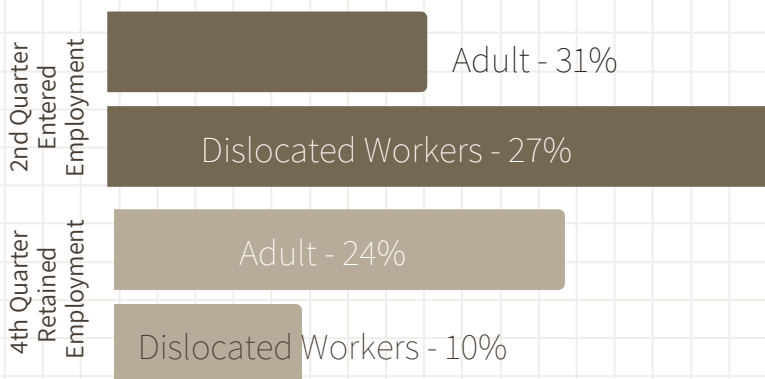
Growing Regional Outcomes through Workforce

Earned Credentials of WIOA Participants



WIOA Participants Successes

Each Year the NKWIB negotiates a WIOA performance rate for different workforce success measures. In the first 3 quarters of Program Year 2021, participants have exceeded the goal by



Teleworks, USA

Connected 77 NKY residents to remote-work job opportunities

Teleworks, USA, a division of the Eastern Kentucky Concentrated Employment Program (EKCEP), in collaboration with the Northern Kentucky Workforce Investment Board and the Northern Kentucky Area Development District, identifies and develops legitimate remote-work job opportunities with multiple national and global companies. In the past year, this collaboration has served 77 people in the Northern Kentucky area, connecting those in rural and urban areas without access to transportation or other barriers to work from home.