

December 11, 2024

Michael Thoroughman
TENCO Workforce Development Board
201 Government Street
Maysville, KY 41056

Dear Mr. Thoroughman,

On behalf of the TENCO Career Center Certification Review Team, we appreciate the opportunity to assess the Kentucky Career Center – Mt. Sterling Access Point. The Access point recently moved to 108 Locust Street, Mt. Sterling, KY. The review team immediately noticed the positive changes made by the transition to the Montgomery County Health and Civic Center. The building is accessible, in close proximity to numerous community resources, and has abundant parking for customers. The location encourages partnership with multiple agencies utilizing space in the Montgomery County Health and Civic Center. The office designated for career center services allows three individuals to access services simultaneously. There is a small area for additional individuals to wait for services.

The following are recommendations discussed during the visit.

- 1) Ensure ADA compliance concerns are corrected.
- 2) Include the office location on the directories by the multiple building entry ways.
- 3) Add signage by the front entry way to direct individuals to the center.
- 4) Ensure customers who are waiting are provided with information regarding services.
Maximize wait space, as allowed.

The recommendations noted can easily be achieved and preparations to implement action for each of these items are already underway. Therefore, the recommendation of the Review Team is to certify the Kentucky Career Center – Mt. Sterling Access Point.

Sincerely,



Jennifer Carpenter
Sterling Health Care



Denise Dials
TENCO Workforce Director



December 3, 2024

Brittany Layne
One-Stop Operator
Ky Career Center - TENCO
110 Lake Park Drive
Morehead, KY 40351
Brittany.layne@ky.gov

Dear Ms. Layne,

This letter is in reference to the ADA review of the Mt. Sterling Access Point Career Center Office in November.

The accessible parking is adequate and properly located, but not properly marked, as the loading aisle for the van parking should be striped to prevent people from parking in it. Additionally, all accessible parking must be marked by signage that is at least 60" off the ground.

Paths of travel throughout the building meet ADA Standards as far width and protruding objects and allow for physical accessibility. The customer service area has an accessible computer station.

The women's restroom (room #109) is accessible. The men's restroom (room #111) in that area lacks side grab bars in the accessible stall. The other accessible restrooms (rooms # 101 and #102) meet ADA requirements except for the entrance doors, which require more than the maximum 5 pounds of force to open it.

If you have any questions about this review or other ADA issues, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jennifer Hicks", is written over the word "Sincerely,".

Jennifer Hicks, ADAC
Program Manager