

# WORKSmart

Kentucky



A Strategic Transformation of  
Kentucky's Workforce System

## IMPLEMENTATION STATUS REPORT

*February 28, 2011*



KENTUCKY WORKFORCE INVESTMENT BOARD

# February Summary

## Report Contents

- *Implementation Activities*
- *Project Status Summary Tables*
- *Project Calendar (Next Three Months)*
- *Outreach Activities*
- *Monthly Project Reports*

## New Implementation Activities

### High Performing Workforce Investment Boards

One of the major efforts to assist local workforce boards in their efforts to continuously improve, reached a major milestone with the submission of applications to the Steering Committee for evaluation of their performance. While 2011 is a benchmarking year, with no designation of high performance status being made, all ten of the local areas submitted documentation and will receive a site visit from a review team to discuss their strengths and look at ways to improve. A February training session for the review team yielded valuable feedback from the local area representatives that will help the Steering Committee improve the program.

### Partnering for Success

This project addresses a long standing concern of many workforce stakeholders...how to get partner agencies engaged and working together to achieve the vision for a seamless one stop system. The workgroup for this project is planning a 2-day leadership meeting in April to kick off a process to develop action plans for a variety of partnering efforts.



### Apprenticeships receiving national attention

The cabinet and the KWIB Apprenticeship project team is working closely with the Labor Cabinet in planning for a 3-day Action Clinic in May to be conducted by the U.S. Department of Labor. The purpose of the Action Clinic is to develop strategies for increasing the role of apprenticeships in Kentucky.

### Branding and Identity getting close

The Steering Committee for this project has made major strides and has selected an architectural framework for how common branding of the system will be applied at the state and local level, as well as how various aspects of the system will be branded, including facilities, on line services, name tags, etc. Landor associates is currently developing actual brand name and design concepts, so very soon we should all have an idea of what the new name for Kentucky's reinvented workforce system will be.

### Buy-in for Work Ready Communities program sought

Members of the Steering Committee are currently meeting with representative groups from Chambers of Commerce, Economic Development authorities, educators, workforce directors, and County officials to discuss the program, its benefits and criteria. Input from these various groups will be used to refine the program and generate interest in the process of becoming Work Ready.

# Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	Sector Strategies	Jim Beyea <b>Maier &amp; Maier</b>	Developed final draft of target sectors and PowerPoint of analysis and process; delivered briefing at KWIB meeting
✓	Branding & Identity	Tom West <b>Landor Associates</b>	Verbal and Visual Brand driver completed; Business Journey finalized February 23 – Steering Committee meeting
✓	One Stop Certification Policy	Bill Monterosso & Tommy Wheatley <b>Maier &amp; Maier</b>	Employer panel convened; 2 <sup>nd</sup> Core Team meeting facilitated March – 3 <sup>rd</sup> Core Team Meeting
	User Friendly On Line Services	Jim Beyea & AJ Jones	Scheduled to start – March 2011
✓	NCRC	TBD <b>ACT</b>	Database billing process completed and in test mode; backlog of certificates printed; coordinated special project to assess ATC
✓	Eligible Training Provider List	Linda Burton	Approval policy, criteria, and provider performance evaluations drafted

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Tech High (Phase 1)</i>	<i>Mike Kindred</i>	<i>No February report submitted</i>
✓	I-Best	Linda Prewitt	Budgets submitted by all programs; student recruitment finished; Skill Up project manager visiting sites this month
✓	<i>Apprenticeships</i>	<i>Mike Kindred</i>	<i>No February report submitted</i>
	High School Outreach	Palvena Pace	Scheduled to start – May 2011
	GED Express	Linda Burton	Scheduled to start – January 2012 Reecie Stagnolia has been meeting with State Parks Commissioner to develop cost estimates

Economic Development Alignment			
Active	Project Name	Manager/Consultant	Notes
	Mind Your Own Business (Entrepreneurship)	Beth Smith	Scheduled to start – January 2012
✓	Work Ready Communities	Tom West & Jason Slone <b>Thinking Media</b>	Criteria finalized; Draft threshold developed Research and compilation of application materials from programs
✓	Rapid Response	Bill Monterosso & Linda Prewitt	Team met to discuss processes and the direction of the US Department of Labor
	Economic Development Academy	Jim Beyea	Scheduled to start – July 2011

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Alphabet Soup</i>	<i>Chris Smith &amp; Lanny Brannock</i>	<i>No February report submitted</i>
✓	Partner for Success	Beth Smith	March 3 <sup>rd</sup> , 2011 – next meeting Team meeting held; April agenda finalized; member assigned to work on common assessment form
✓	Statewide Reserve Investments	Jim Beyea	April 2011 – next meeting Email sent for project status updates
✓	<i>Case Management</i>	<i>Gina Triplett-Johnson</i>	<i>No February report submitted</i>
✓	High Performing WIBs	Bill Monterosso <b>CSW</b>	Beta test applications scored; issues and definitions outlined from reviewer training; Steering Committee conference call to be scheduled

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade <b>Maier &amp; Maier</b>	Three consultant presentations held
	Outreach Initiative	Gina Triplett-Johnson	Originally scheduled to start – July 2011 Project to follow on heels of Branding roll out (possibly May 2011)
	Get Back to Work	TBD	Scheduled to start – July 2011
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Completion Date – May 2011 Touch screen issues being addressed
✓	UI Customer Service Plan	Allen Larson	Testing complete; E-Pay implemented

# March 2011

March 2011							April 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
	March 1	2	3	4	5
	9:30am Marilyn Lyons (Transportation Building)	Kentucky Energy Workforce Development	10:00am High Performing WIBs (Conference Call)	8:00am Make-up Reviewer Training Conference Call (High Performing WIBs)	
	10:00am Work Ready Communities Steering Committee (Transportation Building - Frankfort)			11:30am MONTHLY REPORTS DUE	6
7	8	9	10	11	12
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)			10:00am Conference Call (KWIB: 3 Projects Coordination Call)	13
14	15	16	17	18	19
				10:00am Work Ready Communities Mtg. w/KAED Bd.	
				1:00pm Consultant Coordination Call	20
21	22	23	24	25	26
Kiosk Project Team Meeting (Louisville)	One Stop certification Core Team Meeting (Lexington)	10:00am One Stop Certification Steering Committee Meeting (Conference room (314) Capital Plaza Tower-Next to Commissioner Brinly's office)			
1:30pm Work Ready Communities Mtg. w/KACo	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	1:00pm Project Manager Meeting (JFT Conference Room at the CHR Building in Frankfort)			27
28	29	30	31		
10:00am Work Ready Communities Mtg. w/State & Local Chambers					



# April 2011

April 2011							May 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
3	4	5	6	7	8	9	1	2	3	4	5	6	7
10	11	12	13	14	15	16	8	9	10	11	12	13	14
17	18	19	20	21	22	23	15	16	17	18	19	20	21
24	25	26	27	28	29	30	22	23	24	25	26	27	28
							29	30	31				

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
				April 1	2
					3
4	5	6	7	8	9
10:00am Branding Steering Committee (Louisville - Humana Bgd.)					
11:30am MONTHLY REPORTS DUE					10
2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-					
11	12	13	14	15	16
			10:00am Work Ready Steering Committee (Frankfort - Transportation Building (C110))		17
18	19	20	21	22	23
ACT Workforce Conference - Chicago					
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				24
25	26	27	28	29	30
		Partner for Success leadership Meeting (Jamestown)			

# May 2011

May 2011							June 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30		

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					May 1
2	3	4	5	6	7
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)		11:30am MONTHLY REPORTS DUE		8
9	10	11	12	13	14
					15
16	17	18	19	20	21
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				22
23	24	25	26	27	28
					29
30	31				
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				

# KWIB Strategic Plan Outreach Presentations

## Local Workforce Investment Boards

	Date	Time	Presenter(s)	Local Contact	Notes
EKCEP	6/17/2010	6:00 PM	Tom West	Jeff Whitehead	Verbal Update - No PowerPoint used
Cumberlands	10/19/2010	10:00 AM	Tom West	Darryl McGaha	
TENCO	8/18/2010	12:00 PM	Tom West	Denise Weidelman	
Northern Kentucky	9/14/2010	8:30 AM	Crystal Gibson	Barb Stewart	
Bluegrass	12/21/2010	9:00 AM	Ed Holmes	Jennifer Compton	
Barren River	11/4/2010	12:00 PM	Roger Marcum	Debbie McCarty	
Lincoln Trail	9/21/2010	11:30 AM	Hugh Hayden	Sherry Johnson	
Greater Louisville	TBD	TBD	Heidi Margulis	Michael Gritton	November Meeting conflicts with KWIB Meeting & KACo
Green River	8/4/2010	12:00 PM	Elizabeth Hack	Tonya Logsdon	
West Kentucky	8/24/2010	10:00 AM	Tom West	Sheila Clark	

# KWIB Strategic Plan Presentation Schedule

## Statewide Organizations

	Date	Time	Presenter(s)	Organization Contact	Contact Info	Notes
Kentucky Chamber of Commerce				Dave Adkisson (Candy Keeton)	464 Chenault Road Frankfort, Kentucky 40601 Phone: 502-695-4700 Fax: 502-695-5051 E-mail: kcc@kychamber.com	<b>Candy Keeton is running the idea past Dave Adkisson</b>
Kentucky Association of Manufacturers	2/8/2011	11:00 AM	Tom West	Ken Carroll (k.carroll@kamanufacturers.com)	609 Chamberlin Ave Frankfort, KY 40601 (502) 352-2485 Fax: (502) 352-2489 E-Mail: info@kamanufacturers.com	Capitol Plaza Hotel, Frankfort Kentucky
Kentucky Association for Economic Development	8/5/2010	2:15 PM	Tom West	Mike Mangeot	2225 Lawrenceburg Rd. Bldg. B, Suite 4 Frankfort, KY 40601 502-227-9653 (phone) 502-227-2611 (fax)	Summer Conference
Joint Committee on labor & Industry and Economic Development & Tourism	10/21/2010	1:00 PM	Beth Brinly Tom West Bill Monterosso	Linda Bussell	LRC	Presentation at Lexington Center, created At A Glance Brochure about the plan.
KCTCS Workforce Solutions Managers				Donna Davis	859-256-3249	October 5th and 6th <b>working on the Agenda - will call back in a in a few days</b>
Kentucky Society of Human Resource Management				Jeff Nally CHAIR ?	(502) 580-1947	Fall Conference (Sept 29-October 1) <b>LM</b>
Kentucky Renewable Energy Consortium	11/17/2010	10:55 AM	Tom West	Donald Douglas	<a href="mailto:d.douglass@louisville.edu">d.douglass@louisville.edu</a>	Panel discussion to include info on ARRA KESP Grants and Sector Strategies
IWIN - University of Kentucky				Dr. Jennifer Swanberg	139 West Short Street, Suite 200, Lexington KY 40407: (859) 323-0585	Roundtable or other event? <b>Will call back with a date</b>
Kentucky League of Cities	9/14/2017			Tammy Penna (Rebecca Morton)	100 East Vine Street, Suite 800, Lexington KY 40507 (859) 977-3700	<b>NEED NEW DATE - Tammy Penna will run it by her Director and call me back this week (11/8/10)</b>
Kentucky Association of Counties	11/18/2010		Elizabeth Hack	Sonya Chesser (sonya@kaco.org)	400 Englewood Drive, Frankfort, KY 40601 (502) 223-7667	36th Annual KACO Conference is November 17th - 19th
Kentucky Education Association	<b>12/3/2010</b>				Sharron Oxendine (502) 875-2889 soxendine@kea.org	<b>Emailed "soxdine@kea.org" the Strategic Plan Link for review</b>
Statewide Council on Vocational Rehabilitation	9/20/2010	1:00 PM	Tom West	Dave Matheis	502-782-3420	Quarterly Meetings - SCVR Quarterly Meeting Monday, September 20, 2010 8:00 - 3:00 Marriott Griffin Gate Resort and Spa 1800 Newtown Pike, Lexington, KY 40511
Office of Vocational Rehabilitation Leadership Meeting	11/18/2010	8:30 AM	Tom West	Pam Jarbow	Pamela S. Jarbow, M.Ed., CRC, CPM Director of Program Services Office of Vocational Rehabilitation 1-800-372-7172	
OET Managers Meeting	9/29/2010	1:30 PM	Betsy Flynn Tom West	Bill Monterosso	564-5331	September 28-30th (Still working on the Agenda, Linda Prewitt) Lake Barkley
Council on Postsecondary Ed				Dr. Robert King (Mary Morse) <b>Lee Nimocks and CC' Phyllis Bailey</b>	502-573-1555	November 5th 2010 at EKU
Kentucky Energy Workforce Development Conference	4/29/2011	1:00 PM	Joe Meyer Ed Holmes	Ann Randolph	502-564-3350	

# Implementation Progress Report



**Date:** February 2011

**Project:** Sector Strategies

**Consultant or Agency name:** Maher and Maher

**Implementation Status:** 70 % complete

**Completion Date:** June 2011

## Tasks completed this month:

Provided detailed assessment of top 5 sectors  
Developed Final Draft version of target sectors  
Developed PowerPoint of analysis and process  
Attended onsite meeting with Steering Committee  
Agreed on one sector for the state for full sector strategy development  
Delivered an in-process review and update during onsite KWIB meeting

## Major milestones reached to date:

Delivery of World Class Sector Strategies Course  
Identification of one sector for full SS development

## Tasks to be completed next month:

Begin potential target industry data/analysis for regions  
Develop data/analysis for regions that have identified target sectors  
Identify critical occupations for (1) target sector  
Identify critical education programs for (1) target sector  
Design agenda for Institutes  
Move forward with logistics and planning for Institutes

## Coordination/collaboration required next month:

Work with ADDs and WIBs to ascertain any current target sector development  
Seek coordination conference call with other KY projects.

# Implementation Progress Report



**Date:** February 2011

**Project:** Branding and Identity

**Consultant or Agency name:** Landor

**Implementation Status:** 65 % complete

**Completion Date:** May 2011

## Tasks completed this month:

Landor completed Verbal and Visual Brand Driver: which incorporates the ideas, words, and images from the January Brand Driver session to create 1 holistic verbal statement of differentiation and visual collection of images which help capture the new direction and focus of the brand in the future.

Business Customer Journey: Developed and finalized Business Customer Journey incorporating input and feedback from local KWIB directors.

Steering Committee meeting 2/23: Landor presented 3 architecture scenarios and reviewed finalized Brand Driver Statement of Differentiation and Visual Brand Driver. Steering committee to confirm aligned architecture direction to Landor.

## Major milestones reached to date:

Immersion: Landor team conducted immersion and spoke with various departments throughout the state to gain a further understanding of the services and system. Landor also conducted an audit as well as In-Person One-Stop Intercepts with consumers, employers, etc. Steering Committee and Board Meetings were held to gain alignment. A Customer Journey deck has been created which will be used to highlight key focus areas and used as inspiration for the design process.

Brand Driver Session: with internal Landor group and Tom West & Kim Houston to establish unique ownable qualities for the future of the brand. Outcome of aligned Brand Driver to help direct and inspire architecture and identity.

Architecture: Landor created and proposed 3 architecture options to Steering Committee for the system moving forward. Steering Committee to align to 1 architecture for Landor to begin to develop brand identity exploration.

## Tasks to be completed next month:

Alignment on selected architecture scenario.

Begin design exploration on brand identity based on selected architecture direction.

Finalization of brand driver statement.

## Coordination/collaboration required next month:

# Implementation Progress Report



Collaboration with Steering Committee: align on architecture option for which will inspire brand identity exploration.

Coordination with consultants as needed on architecture/identity as it relates to their specific initiatives.

# Implementation Progress Report



**Date:** February 2011

**Project:** One Stop Certification

**Consultant or Agency name:** Maher and Maher

**Implementation Status:** 40 % complete

**Completion Date:** June 2011

## Tasks completed this month:

Participated in call with all other project consultants  
Convened Employer panel to address second Core Team meeting  
Facilitated second Core Team meeting in Louisville  
Began planning with State project manager for third Core Team meeting, to be held in March, along with the second Steering Team meeting, also in March

## Major milestones reached to date:

Kickoff meeting held  
Project plan completed  
Nine of required ten One Stop visits made; interim report sent to State  
Held first Steering Team and first and second Core Team meetings  
Have draft standards for Employer/Business services

## Tasks to be completed next month:

Facilitate third Core Team meeting  
Deliver Employer/Business standards to Steering Team at in-person meeting  
Tentative: complete 10<sup>th</sup> and final One Stop Center visit

## Coordination/collaboration required next month:

All consultants call  
Tom West to convene call with Sector Strategies and Branding Project managers



# Implementation Progress Report



**Date:** February 2011

**Project:** National Career Readiness Certificates

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 93 % complete

**Completion Date:** February 2011

## Tasks completed this month:

KY NCRC Database Billing Process completed and in Test Mode  
Printed backlog of Certificates  
Coordinated Special Project to assess ATC seniors

## Major milestones reached to date:

Umbrella contract executed with ACT  
Kentucky Database completed and testing started  
KY NCRC Database populated with Test Sites and Users  
KY NCRC Database tested / First Certificate printed  
Kentucky Database complete and ready for ACT files  
"Soft Roll Out" executed

## Tasks to be completed next month:

Continue to resolve conflicts between ACT and KY NCRC databases  
Continue Outreach identifying Employers using NCRC and use them as advocates.  
Special Project to assess ATC graduating seniors  
Draft Standard Operating Procedures (SOP) for Testing Sites.  
Continue to sync KY NCRC database with ACT to ensure all certificates are being identified.

## Coordination/collaboration required next month:

Partner planning meetings to consolidate processes and procedures that will become the policy of coordinating the KY NCRC  
Coordinate with OCTE for Sec. Meyer's special project to assess ATC graduating seniors  
Coordinate with DTS / Education Cabinet and ACT to resolve last of errors and finish database  
Coordinate with ACT to solve sync KY NCRC database to theirs to ensure proper transfer of test data.  
Begin to identify with DTS any upgrades and/or enhancements that need to be made to the KY NCRC program and functionality of the web site and workflow.

# Implementation Progress Report



**Date:** February 2011

**Project:** Eligible Training Providers

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 30 % complete

**Completion Date:** March 2011

## Tasks completed this month:

1. Draft approval policy
2. Draft approval criteria
3. Draft provider performance evaluation report

## Major milestones reached to date:

1. Draft Project scope submitted for management approval.
2. Draft approval criteria/policy and performance reports created.
3. Incorporated new ETPL process in state plan.

## Tasks to be completed next month:

1. Input from Cabinet and executive staff on draft policies and expanded project scope.
2. Input from stakeholders on draft policies for approval, performance evaluation criteria
3. Input from stakeholders on system functionality.
4. Input from Sector Strategies project on approval criteria and performance evaluation.
5. Decision on allocation of resources and scope of technology.

## Coordination/collaboration required next month:

1. Coordination with Division of Technical Services, EKOS support staff for integration with EKOS.
2. Coordination with Branding/Identity for consistent interact - initial contact

# Implementation Progress Report



**Date:** February 2011

**Project:** I-Best

**Consultant or Agency name:** Adult Education

**Implementation Status:** 30 % complete

**Completion Date:** June 2011

## Tasks completed this month:

- \* Skill Up Project manager visiting sites this month
- \* Budgets submitted by all programs.
- \* Students recruitment finished.

## Major milestones reached to date:

- \* Classes to begin in Hardin, Jefferson and Daviess counties.
- \* Curriculum and instructor trainings completed
- \* Curriculum training materials have been aligned with the Common Core Standards
- \* Pilot name decided - Skill Up
- \* Counties and technical areas identified
- \* Initial meetings to discuss pilot were successful

## Tasks to be completed next month:

Classes to begin in remaining counties (Bell, Hardin and Mason)  
EKOS training

## Coordination/collaboration required next month:

Need to work on identifying ways in which LWIBs will partner with pilot counties.

# Implementation Progress Report



**Date:** February 2011

**Project:** Workforce Academy

**Consultant or Agency name:** Office for Vocational Rehabilitation

**Implementation Status:** % complete

**Completion Date:** June (Select)

## Tasks completed this month:

Three consultant presentations scheduled for February 23, 2011 @ 10:00 Capital Plaza Tower 3<sup>rd</sup> Floor.

## Major milestones reached to date:

Consultant proposals reviewed. Presentations scheduled.

## Tasks to be completed next month:

Work with selected consultants to plan a meeting with the team.

## Coordination/collaboration required next month:

Work with consultants on next steps.

# Implementation Progress Report



**Date:** February 2011

**Project:** Rapid Response

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 10 % complete

**Completion Date:** December 2011

## Tasks completed this month:

Full Rapid Response Redesign Team meeting held on February 10, 2011. Discussed current Rapid Response processes at the state and local/regional levels followed by discussion of a new direction/focus the US Department recently announced through the National Rapid Response Initiative.

## Major milestones reached to date:

Team decided to issue Request for Proposals to have a vendor/consultant come in and evaluate and provide recommendations and training on enhancing KY's Rapid Response delivery structure. Team agreed to set aside \$50,000 from the \$250,000 designated Statewide Reserve Funds for these services.

## Tasks to be completed next month:

No tasks scheduled for March. Requests for Proposals are due to OET on April 1, 2011.

## Coordination/collaboration required next month:

Project lead to contact Economic Development representative identified through a Cabinet meeting with Economic Development.

# Implementation Progress Report



**Date:** February 2012

**Project:** Partner for Success

**Consultant or Agency name:** Office for Vocational Rehabilitation

**Implementation Status:** 15 % complete

**Completion Date:** February 2012

## Tasks completed this month:

Team meeting held February 9, 2011 at CPT.  
Finalized agenda for leadership meeting in April.  
Confirmed list of attendees from each office.  
Will distribute "Who Do I Call List" to members by Feb 15<sup>th</sup>.  
Reviewed progress on assigned tasks and decided this action team will be more of a policy making team versus implementation team.  
Assigned member to attend the case management team to work on a common assessment form.

## Major milestones reached to date:

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## Tasks to be completed next month:

Next meeting to be held March 3, 2011 at OET office.

## Coordination/collaboration required next month:

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# Implementation Progress Report



**Date:** February 2011

**Project:** Statewide Reserve Investments

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 15 % complete

**Completion Date:** December 2011

## Tasks completed this month:

Sent emails for project status updates. Next meeting scheduled for April 2011.

## Major milestones reached to date:

## Tasks to be completed next month:

Follow up on status updates

## Coordination/collaboration required next month:

Follow up to various project managers for updates.

# Implementation Progress Report



**Date:** February 2011

**Project:** High Performing Workforce Boards

**Consultant or Agency name:** CSW

**Implementation Status:** 45 % complete

**Completion Date:** February 2011

## Tasks completed this month:

Tasks completed during February, 2010:  
Call among all consultants for coordination purposes.  
Scoring of the Beta test application  
Delivery of Reviewer training on Feb 17  
Team assignments completed  
Outline of issues and definitions arising from reviewer training  
Scheduling of Steering Committee call

## Major milestones reached to date:

Reviewer team training delivered

## Tasks to be completed next month:

Tasks for March include:  
  
Steering Committee conference call to discuss definitions and issues  
Finalization of Definitions and Issues papers  
Final tweaking of all documents  
Scoring of all applications  
Scheduling and conduct of team phone calls prior to on-site  
Conduct of on-site reviews for first 4 WIBs

## Coordination/collaboration required next month:

Coordination with consultants for one-stop certification and sectors



# Implementation Progress Report



**Date:** February 2011

**Project:** Work Ready Communities

**Consultant or Agency name:** Thinking Media

**Implementation Status:** 65% complete  
(Select)

**Completion Date:** June

## Tasks completed this month:

All-Consultant conference call February 18  
Steering Committee Meeting in Frankfort  
Detailed suggestions for criteria thresholds  
Further discussions/research for criteria thresholds  
Research and compilation of application materials from other programs

# Implementation Progress Report

## Major milestones reached to date:

Initial Kickoff Call - August 27, 2010  
Identification and appointment of Steering Committee  
Report: Precedents in Work Ready Communities. Deliverable #2, 100%  
First meeting of the Steering Committee - September 27, 2010  
Initial list of key stakeholders (50% on deliverable #4)  
Committee discussion and generation of list of key indicators (50% on deliverable #6)  
Committee discussion and general direction on process, requirements, incentives, benefits (20% on deliverable #8)  
Analysis of Work Ready Indicators (100% - Deliverable #3)  
Survey and voting on criteria for Work Ready Communities (75% - Deliverable #6)  
Gathered key contact and contact information for list of stakeholders (75% - Deliverable #4)  
Agenda and preparation for Steering Committee Meeting November 18, 2010  
Preparation for KWIB Board Meeting November 18, 2010  
Analysis of Work Ready Indicators (100% - Deliverable #3)  
Survey and voting on criteria for Work Ready Communities (75% - Deliverable #6)  
Gathered key contact and contact information for list of stakeholders (75% - Deliverable #4)  
Agenda and preparation for Steering Committee Meeting November 18, 2010  
Preparation for KWIB Board Meeting November 18, 2010  
Coordinated with NCRC Program Committee/Contractor to discuss Work Ready Communities in their statewide informational events  
Steering Committee Meeting November 18, 2010  
KWIB Board Presentation November 18, 2010 (deliverable #12)  
Compiled input from KWIB board on criteria  
All-Consultant conference call - November 19, 2010  
Agreed upon Top 10 Work Ready Community criteria (100% deliverable #6)  
Reviewed key stakeholders list with Steering Committee (deliverable #4)  
Reviewed Top Employer list with Steering Committee  
All-Consultant conference call December 17th  
Report - Analyze Kentucky Communities on selected criteria (deliverable #7)  
Completed Key Stakeholder List (100% on deliverable #4) and Employer List  
All-Consultant conference call January 21st  
January 27th Steering Committee Meeting  
Initial criteria discussions and key stakeholder contact plan  
Created web calculator for qualification effects of varied criteria  
All-Consultant conference call February 18  
Steering Committee Meeting in Frankfort, March 1  
Detailed suggestions for criteria thresholds  
Further discussions/research for criteria thresholds  
Research and compilation of application materials from other programs

# Implementation Progress Report



## Tasks to be completed next month:

Revise recommend criteria thresholds based on March 1 discussions and feedback from the six stakeholder discussions, steering committee members, and other groups such as Connect Kentucky (braodband availability rates)  
Call with KCTCS data person for feedback on educational attainment goals  
Draft application materials - for review in April  
Planning for rollout

## Coordination/collaboration required next month:

All-Consultant conference call for March  
Discussion with branding group

# Implementation Progress Report



**Date:** February 2011

**Project:** One Stop Kiosk

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 50 % complete

**Completion Date:** May 2011

## Tasks completed this month:

- Project Managers visited the Richmond OET/One Stop Office on February 8 - met w/ Kiosk Team re: Kiosk options/ideas and viewed Bob Carter's MS Access system (alternative to stand alone kiosks)
- DTS currently addressing touch screen issues w/ HP
- Determination made: completion date pushed back to May, 2011

## Major milestones reached to date:

- Viewed alternative solutions: Bob Carter's MS Access system (is not a stand alone kiosk)
- Continued testing kiosk system in Florence office - working through issues

## Tasks to be completed next month:

- PM's and project team visit Louisville Office - 6<sup>th</sup> and Cedar in preparation of Kiosk implementation - March 21
- Project Manager's Meeting in Frankfort - March 23
- 'Anticipated' Pilot Rollout in Lexington - Discussion of Kiosk Project w/ Project Champion and Tom West at the Project Manager's meeting in Frankfort on March 23

## Coordination/collaboration required next month:

- Continue to discuss touch screen concerns with DTS and resolve issues if possible
- Schedule follow up meeting with Louisville staff to determine needs for implementation re: the Preston Highway and 6th and Cedar offices in Louisville (\*Note: Per Facilities Management: Preston Highway office in Lou. should be moving in June; could potentially affect implementation date/set up for this office)
- Entire project team - make a decision on whether to move forward with Kiosk Project or implement the alternative solution (Bob Carter's system) for all local offices to use

# Implementation Progress Report



**Date:** February 2011

**Project:** Unemployment Insurance Customer Service Plan

**Consultant or Agency name:** Office of Employment and Training

**Implementation Status:** 22 % complete

**Completion Date:** July 2011

## Tasks completed this month:

Completed testing and implemented E-Pay (ability of employers to pay quarterly unemployment taxes with a credit card).

## Major milestones reached to date:

Deployment of Direct Deposit  
Increased staff for help desk/ Identification and correction of KEWES system issues  
Tax Rate calculations / Reimbursable charges issued based upon changes specified in HB 5  
Deployment of State Withholding  
Implementation of E-Pay

## Tasks to be completed next month:

Develop UI training for schedule with State Chamber of Commerce  
Obtain information exchange agreements on all Kentucky Housing Authorities and implement a standardized request form  
Obtain comments and / or recommendations from members of forms review group  
Conduct system review and training for local office and Regional management staff (Progress report of system issues and understanding of claim issues which can and should be handled locally versus when to submit tickets to the help desk)

## Coordination/collaboration required next month:

State Chamber of Commerce / SHRMs for UI training times and locations