

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

IMPLEMENTATION STATUS REPORT

April 31, 2011



KENTUCKY WORKFORCE INVESTMENT BOARD

April Summary

Report Contents

- *Implementation Activities*
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New Implementation Activities

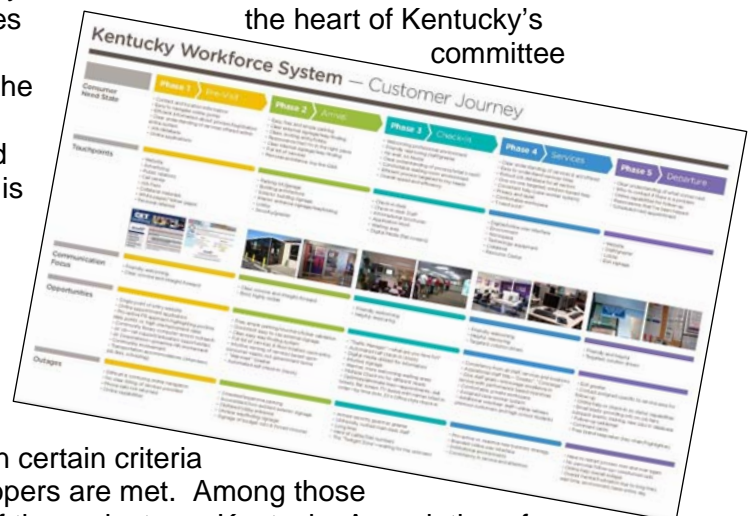
Major Milestones Reached

Because several of the state's strategic initiatives were funded with American Recovery and Reinvestment Act dollars, completion of certain contracts is required by June 30, 2011. This means that the contractors and steering committees guiding these projects are nearing completion of their work. Projects which fall into this category include:

High Performing Workforce Investment Boards – applications for high performing status were submitted by all 10 local areas (and the KWIB), those applications were reviewed by teams made up of peers, KWIB representatives, state agencies, and the consultant. Site visits and meetings with local representatives were held to clarify documentation at all 10 local areas and the review teams are currently in the process of preparing feedback reports. Local WIBs will not be awarded high performing status at this time, as the first review is designed to simply establish a base line from which future applications will be evaluated.

Branding & Identity – the steering committee has produced several documents which are proving useful for several projects. A documentation of our individual and employer's journey through our system identified the needs, key touch points, key messages, opportunities and outages along those journeys. A SORD or Statement of Relevant Differentiation was developed which describes the heart of Kentucky's workforce system brand. The steering committee also narrowed the list of possible names for the system (the narrowed list is currently in legal review) and selected a graphic treatment and architecture for the brand. Consumer testing is currently underway and a soft rollout of the new brand is expected this summer.

Work Ready Communities – steering committee members have met with and obtained feedback from a number of statewide stakeholder groups for a program that will certify counties as "work ready" when certain criteria important to employers and economic developers are met. Among those organizations engaged in the development of the project are: Kentucky Association of Counties, Kentucky Association for Economic Development, Cabinet for Economic Development, Kentucky Chamber Executives Association, Kentucky Career and Technical College System, Local Workforce Investment Boards, Kentucky Department of Education, Kentucky Adult Education, and others. The committee will present its



program criteria, application and administrative process recommendations to the KWIB on May 19.

Sector Strategies – members of the steering committee have identified five statewide industry sectors which are important to the Commonwealth's economic future in terms of jobs for Kentuckians. Of those five, one is currently being modeled as a template for future development of others and will serve as a learning tool during a two-day Sector Strategies Institute in early June. All local workforce boards are encouraged to participate, including those which are already engaged in sector planning. Following the institute, local areas will be eligible for grants to help fund the development of local and regional industry partnerships.

There are 15 other projects underway at this time. On the following pages, descriptions of their activities are chronicled.

Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	Sector Strategies	Jim Beyea Maier & Maier	June 2 nd – Sector Strategies Institute Developed 90% of workforce and skills report for target sector; 8 of 11 regional target industry reports; and finalized Assessment Template and Action Planner
✓	Branding & Identity	Tom West Landor Associates	May 19 th – presentation at KWIB Meeting Four names have been submitted for legal screening; color palettes being established; lead identity being applied across touch points; awaiting final approval of name and identity so a full brand guideline deck can be provided upon completion
✓	One Stop Certification Policy	Bill Monterosso & Tommy Wheatley Maier & Maier	Call held with managers and project consultants; Core Team meeting held in Madisonville; completed 2 nd draft of Jobseeker standards; final Employer/Business standards given to Steering Team
✓	User Friendly On Line Services	Jim Beyea & AJ Jones	Training dates/location set; implementation postponed until mid June due to bugs discovered in testing and furlough restrictions
✓	NCRC	TBD ACT	Database billing process completed - invoices generated; awaiting results from a special project that assessed ATC graduating seniors
✓	Eligible Training Provider List	Linda Burton	Established Steering Committing and held 1 st meeting

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)	Mike Kindred	Applied for 16 career coach positions thru the AmeriCorps Grant for the 2011-2012 school year
✓	I-Best	Linda Prewitt	Project manager visited all sites; EKOS training in 3 counties; Harlan County new instructor training
✓	Apprenticeships	Mike Kindred	Staff signed up for US Labor Cabinet Registered Apprenticeship Meetings
	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 Thinking Media	Application materials draft completed; data source revisions; Steering Committee meeting and Consultant conferee call held
✓	Rapid Response	Bill Monterosso & Linda Prewitt	May 16 th – Team Conference Call Three redesign proposals received and distributed to review/scoring team
	Economic Development Academy	Jim Beyea	Scheduled to start – July 2011

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Lanny Brannock	Letter to ADDs revised to go out under KWIB Director's signature; staff scrubbing sights for acronyms
✓	Partner for Success	Beth Smith	May 17 th – Teleconference to be held Workshop held with 67 attendees, representing 9 of the 10 ADDs and 4 Dept of Workforce Investment offices
✓	Statewide Reserve Investments	Jim Beyea	Email sent for project status updates
✓	Case Management	Gina Triplett-Johnson	Champion and Steering Committee meetings held
✓	High Performing WIBs	Jason Slone CSW	All onsite reviews and scoring of LWIB applications completed; survey developed and distributed; statewide trends/strengths/areas for tech assistance were analyzed

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade Maier & Maier	Consultant selected and contract put in motion but not yet signed
	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	Kiosk changes confirmed; pilot implantation date determined to be mid to end of May
✓	UI Customer Service Plan	Allen Larson	Dates and locations obtained for Employer Training Program

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)	8:30am High Performing WIBS SC Meeting (Capital Plaza Tower)	9:00am Work Ready Communities Steering Committee Meeting (22
		1:00pm Case Management Meeting (Lake Barkley)	1:00pm KWIB Meeting (KHEAA - 100 Airport Road, Frankfort KY)		
23	24	25	26	27	28
	One Stop certification Core Team Meeting (Bowling Green)		10:00am Three Project Coordination Call (High Performing WIBs, Sector Strategies, One Stop Certification) (Confer		29
30	31				
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				

June 2011

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

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
		June 1	2	3	4
			8:00am Sector Strategies Institute (Louisville, KY)	11:30am MONTHLY REPORTS DUE	
					5
6	7	8	9	10	11
					12
13	14	15	16	17	18
	10:00am One Stop Certification Steering Committee Meeting (Capital Plaza Tower, 3rd floor)				
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				19
20	21	22	23	24	25
					26
27	28	29	30		
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				

July 2011

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

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

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	Candy Keeton is running the idea past Dave Adkisson
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 working on the Agenda - will call back in a in a few days
Kentucky Society of Human Resource Management				Jeff Nally CHAIR ?	(502) 580-1947	Fall Conference (Sept 29-October 1) LM
Kentucky Renewable Energy Consortium	11/17/2010	10:55 AM	Tom West	Donald Douglas	d.douglass@louisville.edu	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? Will call back with a date
Kentucky League of Cities	9/14/2017			Tammy Penna (Rebecca Morton)	100 East Vine Street, Suite 800, Lexington KY 40507 (859) 977-3700	NEED NEW DATE - Tammy Penna will run it by her Director and call me back this week (11/8/10)
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	12/3/2010				Sharron Oxendine (502) 875-2889 soxendine@kea.org	Emailed "soxdine@kea.org" the Strategic Plan Link for review
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. Jarboe, 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) Lee Nimocks and CC' Phyllis Bailey	502-573-1555	November 5th 2010 at EKU
Kentucky Energy Workforce Development Conference	4/29/2011	1:00 PM	Joe Meyer	Ann Randolph	502-564-3350	
ACT National Workforce Conference	4/18-21/2011		Tom West (Joe Paul)			Chicago
Partner Leadership Workshop	4/27/2011		Hugh Haydon Heidi Margulis			Lake Cumberland
Kentucky Chapter - American Plannign Association	5/27/2011		Steering Comm Members			Dale Hollow

Implementation Progress Report



Date: April 2011 **Project:** Sector Strategies

Consultant or Agency name: Maher and Maher

Implementation Status: 83 % complete

Completion Date: June 2011

Tasks completed this month:

Developed 90% of workforce and skills report for target sector;
Developed 8 of 11 regional target industry reports;
Drafted Institutes invite;
Finalized the Assessment Template and Action Planner;
Identified Six (6) team facilitators for the Institute meeting;
Identified panel of experts to feature and share best practice samples of SS.

Major milestones reached to date:

Data-driven workforce content building for full SS
Identified critical occupations for target sector

Tasks to be completed next month:

Set up registration link for Institutes;
Finish workforce and skills report
Complete regional target industry reports
Complete process document
Finalize the Facilitator Guide;
Attend training webinar with M&M facilitators;
Finalize Model Sector Strategy document;
Develop World Class Sector Strategies Adobe Presenter;
Continue to plan for Institutes;
Schedule planning webinars with each facilitator and their designated external team members;
Continued development on toolkit website;
Continue to create and collect resources for toolkit.

Coordination/collaboration required next month:

Continue working with ADDs and WIBs to ascertain any current target sector development.

Implementation Progress Report



Date: April 2011 **Project:** Branding and Identity

Consultant or Agency name: Landor

Implementation Status: 90 % complete

Completion Date: June 2011

Tasks completed this month:

Landor presented naming options and identity options to Steering Committee. Steering Committee aligned to lead visual identity direction and provided feedback.

Steering Committee voted on lead naming options for workforce system to be placed into full legal screening. Four names have been placed submitted for legal screening.

Landor has begun to establish color palettes and applied the lead identity across various touchpoints to help further bring identity to life. Upon final approval of name and identity, a full brand guideline deck will be provided at completion of project.

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.

Naming and Identity Exploration: Landor shared design exploration for identity as well as naming for the workforce system with Steering Committee for feedback.

Tasks to be completed next month:

Selection of workforce system name based upon full legal screening results.

Quantitative Research on name/identity with employers and consumers.

Presentation at 5/19/11 Board Meeting

Coordination/collaboration required next month:

Coordination with Tom and other Committee members as needed to align on materials to be shared at 5/19/11 Board meeting.

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

Implementation Progress Report



Date: April 2011 **Project:** One Stop Certification

Consultant or Agency name: Maher and Maher

Implementation Status: 62 % complete

Completion Date: August 2011

Tasks completed this month:

Participated in second coordination call with managers of High Performing WIBs and Sector Strategies projects.
Participated in call with all other project consultants
Facilitated fourth Core Team meeting in Madisonville, and completed second draft of standards for Jobseeker services
Delivered final Employer/Business standards to Steering Team via Collaborative Work Space
Prepared draft PPT for project champion to deliver in-process report to SWIB in May

Major milestones reached to date:

Kickoff meeting held
Project plan completed
All ten One Stop visits made; interim report sent to State
Held two Steering Team and four Core Team meetings
Received Steering Team approval of standards for Employer/Business services

Tasks to be completed next month:

Facilitate fifth Core Team meeting
Complete final report on One Stop visits and send to State
Work with State PM to prepare project champion to deliver in-process report to SWIB in May

Coordination/collaboration required next month:

All consultants call
Participate in coordination call with managers of High Performing WIBs and Sector Strategies projects.

Implementation Progress Report



Date: April 2011 **Project:** User-friendly On-line Services

Consultant or Agency name: Office of Employment and Training

Implementation Status: 40 % complete

Completion Date: December 2011

Tasks completed this month:

Implementation date was postponed until mid June due to bugs discovered in testing and furlough restrictions.
Training dates and locations have been confirmed. Communications have been sent to those sites.

Major milestones reached to date:

Business Rules have been written for both the employee and employer portals.
Testing has discovered bugs, which is a good thing so we can clean the application up.
Coordination is ongoing between our testers and BG's core development team to clean up any bug issues.
Training dates and locations have been sent to all field and central office staff.

Tasks to be completed next month:

Development of training curriculum for State employee training.

Coordination/collaboration required next month:

Next month we will be working closely with Burning Glass, continuing our testing and their bug fixes.
We will work very close with Field Staff on training.

Implementation Progress Report



Date: April 2011

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 94 % complete

Completion Date: April 2011

Tasks completed this month:

KY NCRC Database Billing Process completed - Invoices generated
Special Project to assess ATC graduating seniors executed - complete by 4/15/2011 - Results arriving
Execute Outreach Program to engage Employers in NCRC
NCRC Coordinator went to Workforce 2011 Conference

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
Printed backlog of Certificates
"Soft Roll Out" executed
On-Line Task Specific Training
KY NCRC Database Billing Process completed

Tasks to be completed next month:

Continue to resolve conflicts between ACT and KY NCRC databases
Continue Outreach identifying Employers using NCRC and us them as advocates.
Continue writing Standard Operating Procedures (SOP).
Continue to sync KY NCRC database with ACT to ensure all certificates are being identified; this is still a continuing concern.

Coordination/collaboration required next month:

Partner planning with local field personnel to execute Outreach Programs
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.

Coordinate and Share WorkKeys data with Dept of Education

Implementation Progress Report



Date: April 2011

Project: Eligible Training Providers

Consultant or Agency name: Office of Employment and Training

Implementation Status: 33 % complete

Completion Date: May 2011

Tasks completed this month:

1. Met with Rick Christman, project champion.
2. Established and met with steering committee comprised of representatives from LWIBs; state colleges and technical schools; private colleges; Education Cabinet, OET and employers.
3. Identified good examples of ETPL policies and procedures in support of high demand occupations and industry sectors; presented to steering committee.

Major milestones reached to date:

Established Steering Committee

Tasks to be completed next month:

1. Provide overview of state and local requirements for ETPL per the Workforce Investment Act for steering committee
2. Establish focus groups for major ETPL stakeholders
3. Explain current EKOS provider module functionality
4. Redefine project scope and timeline

Coordination/collaboration required next month:

Continue collaborate with sector strategies project manager.

Implementation Progress Report



Date: April 2011 **Project:** Tech High (First Phase)

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete **Completion Date:** June 2012

Tasks completed this month:

The Office of Career and Technical Education has applied for and additional sixteen career coach's positions for the area technology centers thru Americorp Grant for the 2011-2012 school year.

Major milestones reached to date:

The career coach in Mason County is working with Montgomery and Morgan County to assist students in the next step after high school. The group is scheduling a registration day for seniors from these counties for the Maysville Community College.

Tasks to be completed next month:

Next month data on the career coach's accomplishments for the 2010-2011 school year will be collected and distributed.

Coordination/collaboration required next month:

In May the career coaches coordinator will have a conference call with all of the coaches in order to receive updates on each one of their activities. The career coach coordinator will collect the data on the successful students.

Implementation Progress Report



Date: April 2011

Project: I-Best

Consultant or Agency name: Adult Education

Implementation Status: 50 % complete

Completion Date: June 2011

Tasks completed this month:

- * EKOS training for 3 counties
- * Project manager has visited all sites
- * News article in Daviess County
- * Harlan County new instructor training (an instructor quit)
- * Meetings with counties to discuss expansion beyond pilot year

Major milestones reached to date:

- * First capstone project presentation has been scheduled
- * Students recruited
- * Curriculum and instructor trainings completed
- * Curriculum training materials have been aligned with the Common Core Standards
- * Pilot name decided
- * Counties and technical areas identified
- * Initial meetings to discuss pilot were successful

Tasks to be completed next month:

Project Manager will present Skill Up at the COABE conference

Coordination/collaboration required next month:

Instructors (KYAE and KCTCS) will meet to discuss best practices and barriers from first 2 months on instruction.

Implementation Progress Report



Date: April 2011

Project: Apprenticeship

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete

Completion Date: December 2012

Tasks completed this month:

Mike Kindred and Jill Ralston signed up for the Registered Apprenticeship meetings which are being held by the U.S. Labor Cabinet.

Major milestones reached to date:

Meetings from the U.S. Labor Cabinet have been scheduled in order to assist the KY State Labor Cabinet on how to grow their local state registered apprenticeship program.

Tasks to be completed next month:

We will attend the Registered Apprenticeship meetings scheduled by the U.S. Labor Cabinet. After attending these meetings we will then schedule another meeting for our KWIB apprenticeship committee.

Coordination/collaboration required next month:

This month we will be collaborating with the KY Labor Cabinet and the U.S. Labor Cabinet. In June we will be meeting with our KWIB team in order to carry out initiatives directed by the U.S. Labor Cabinet in growing registered apprenticeships in the state of KY.

Implementation Progress Report



Date: April 2011 **Project:** Work Ready Communities

Consultant or Agency name: Thinking Media

Implementation Status: 85% complete
(Select)

Completion Date: June

Tasks completed this month:

Data source revisions
Completion of Application Materials draft
Work Ready Community Steering Committee meeting - April 14
All-Consultant conference call April 15
Revised materials based on April 14 discussions

Major milestones reached to date:

Initial Kickoff Call - August 27, 2010
Report: Precedents in Work Ready Communities. Deliverable #2, 100%
First meeting of the Steering Committee - September 27, 2010
Analysis of Work Ready Indicators (100% - Deliverable #3)
Survey and voting on criteria for Work Ready Communities (75% - Deliverable #6)
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)
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
All-Consultant conference call March 18
Revised 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 (broadband availability rates)
Research and compilation of application materials from other programs
Completion of Application Materials first draft
Work Ready Community Steering Committee meeting - April 14
All-Consultant conference call April 15
Revised materials based on April 14 discussions

Tasks to be completed next month:

Steering Committee Meeting May 19 and KWIB presentation, May 19

Coordination/collaboration required next month: All-Consultant conference call for May

Implementation Progress Report



Date: April 2011 **Project:** Rapid Response

Consultant or Agency name: Office of Employment and Training

Implementation Status: 20 % complete

Completion Date: December 2011

Tasks completed this month:

Three Rapid Response Redesign proposals received. Copies of proposals distributed to Review/Scoring Team.

Review Team: Tommy Wheatley, David Walters, Sheila Clark, Steve Wedding, Cheryl Tarter, Shirlene Taylor, Beth Brinly, Bill Monterosso.

Major milestones reached to date:

Three proposals are under review.

Tasks to be completed next month:

Review team to complete scoring. Conference call scheduled for team discussion on May 16. If needed, negotiations with vendors will take place on May 17-18.

Notification to selected vendor.

Scope of work completed and sent to Procurement Office to initiate contract. Contract signed.

Coordination/collaboration required next month:

All signatures on contracts. Finance Cabinet approval and sent to LRC Contract Review Committee for final approval.

Implementation Progress Report



Date: April 2011 **Project:** Alphabet Soup

Consultant or Agency name: Office for the Blind

Implementation Status: 45 % complete

Completion Date: February 2011

Tasks completed this month:

Draft letter to the ADDs has been created and revised.

It was recommended that this letter go out under Tom's signature. KYOFB and KYOVR have scrubbed their websites for any acronyms. Amy is working on scrubbing any cabinet acronyms. Letter has been drafted to send to all Area Development Districts Directors and Workforce Investment Boards to begin scrubbing their websites of acronyms.

Major milestones reached to date:

Web sites scrubbed of acronyms in Vocational Rehabilitation and Office for the Blind, pending in Employment and Training. Documents and publications are being looked at and readied for acronym removal when the timing is appropriate in all three areas. All acronyms have been scrubbed from the Office of Employment and Training's website. The cabinet has also scrubbed all acronyms from remaining web pages.

A letter was composed and signed by the Secretary of the KY Education & Workforce Development Cabinet and the Chairman of the Workforce Investment Board about the use of acronyms and the need to simplify the workforce systems in order to create user friendly, and understandable language. The letters have been sent to each Area Development District Director and each Workforce Investment Area Director. We are hoping that each director will simplify their websites also.

Tasks to be completed next month:

- *Work with Amy Wetherby to look at all web sites she works with for more acronym removal, and make the effort go workforce development system wide.
- *Begin acronym removal on new Employment and Training Website, which wasn't put online last month.
- *Email letter and small presentation to partners about the disservice to our customers of using acronyms in our publications, websites and lexicon and ask them to make a conscious effort to discontinue their use.
- *Continuous effort to remove acronyms from public useage within the workforce system

Coordination/collaboration required next month:

Branding and Identity
User Friendly online services
Outreach Initiative
Coordinate this initiative with the KY Workforce Academy

Implementation Progress Report



Date: April 2011 **Project:** Partner for Success

Consultant or Agency name: Office for Vocational Rehabilitation

Implementation Status: 60 % complete

Completion Date: February 2012

Tasks completed this month:

Held partner for Success Workshop April 27 - 28 At Lake Cumberland State Park.
Four offices of DWI were presented with 67 attendees.
9 of the 10 ADD districts were represented.

Major milestones reached to date:

Successfully coordinated the Partnership Workshop

Tasks to be completed next month:

Each group is responsible for transcribing the notes from the workshop and submitting by May 16th.
Team representatives are responsible to hold follow up meetings to complete the final product by June 30th.

Coordination/collaboration required next month:

Teleconference to be held May 17th at 10.

Implementation Progress Report



Date: April 2011 **Project:** Statewide Reserve Investments

Consultant or Agency name: Office of Employment and Training

Implementation Status: 20 % complete

Completion Date: December 2011

Tasks completed this month:

Sent emails for project status updates.

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: April 2011 **Project:** Case Management

Consultant or Agency name: Office of Employment and Training

Implementation Status: 5 % complete

Completion Date: January 2012

Tasks completed this month:

Meeting with Champion, Beth Brinly April 19, 2011 to review goals and over view of project.
Full day Steering Committee for Case Management was held April 20, 2011 in Louisville.
Action plan to implement a "common case management process" for all One Stop Center's members of Burning Glass were ask to attend, Greg Dempsey will get a dollar figure to add tab in Burning glass to assist with project. RFP will have to be submitted for approval.
Assignments were delegated for memebbers to research other states and their current process.
All agreed this project would have to be rolled out in phases to allow time for barriers to be addressed that affect the sharing of information between partners.

Major milestones reached to date:

Members of Burning Glass were ask to attend, Greg Dempsey will get a dollar figure to add tab in Burning glass to assist with project. RFP will have to be submitted for approval.
Assignments were delegated for members to research other states and their current process.
All agreed this project would have to be rolled out in phases to allow for barriers to be addressed that affect the sharing of information between partners.

Tasks to be completed next month:

Information retrieved from surrounding states and current process reviewed.
Information from Burning Glass to see if it is possible to connect all partners and est.cost

Coordination/collaboration required next month:

During the meeting the team will be divided and tasks set for future development of project, looking at total impact & investment of overall project for the benefit of all One Stop Centers becoming fully intergrated.

Implementation Progress Report



Date: April 2011

Project: High Performing Workforce Boards

Consultant or Agency name: CSW

Implementation Status: 89 % complete

Completion Date: April 2011

Tasks completed this month:

Tasks completed during April, 2011:

1. Conduct all on-site reviews for LWIBs
2. Scoring of all LWIB applications
3. Recommendations of process and criteria analyzed and packaged for steering committee review
4. Survey developed and distributed to acquire feedback from local WIBs to the state on HPW criteria and process
5. Analyzed statewide trends, strengths, areas for technical assistance
6. Coordination call for consultants on other state initiatives (particularly one-stop certification and sectors)

All site visits completed

Major milestones reached to date:

Tasks to be completed next month:

Tasks for May include:

1. Steering committee meeting which will include :
 - a. Feedback reports to local WIBs on strengths and areas for improvement
 - b. Feedback to statewide steering committee on adjustments that should be made on the HPW criteria/lessons learned about the process analyzed based on the survey to LWIB directors and the on-site review process.
 - c. statewide trends
 - d. individual scoring sheets
2. KWIB presentation on general trends and areas for TA

Coordination/collaboration required next month:

Coordination with consultants for one-stop certification and sectors, sharing lessons from the LWIB site visits.

Implementation Progress Report



Date: April 2011

Project: Workforce Academy

Consultant or Agency name: Office for Vocational Rehabilitation

Implementation Status: % complete

Completion Date: (Select) (Select)

Tasks completed this month:

Consultant selected and contract put in motion, but not yet signed.

Major milestones reached to date:

Tasks to be completed next month:

Contract with consultant needs to be finalized.

Coordination/collaboration required next month:

Implementation Progress Report



Date: April 2011

Project: One Stop Kiosk

Consultant or Agency name: Office of Employment and Training

Implementation Status: 60 % complete

Completion Date: June 2011

Tasks completed this month:

Changes to kiosk program confirmed w/ DTS staff – Touch screen cannot be used due to sensitivity – DTS staff confirmed this can be changed; Dashboard needs to have the capability of being locked by the respective staff person – DTS staff confirmed this can be changed

Majority of the month spent working and/or addressing changes requested by project managers

Determination of pilot implementation – mid to end of May

Major milestones reached to date:

None to mention at this time

Tasks to be completed next month:

Anticipating – Pilot implementation mid to end of May – Lexington/Louisville

Coordination/collaboration required next month:

DTS – Installing program w/ changes and setting up kiosks at respective locations

DTS – Refresher training w/ Lexington staff and initial training w/ Louisville staff

Project Managers will be coordinating the above and communicating w/ respective One Stop Partners

Implementation Progress Report



Date: April 2011

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 42 % complete

Completion Date: July 2011

Tasks completed this month:

Obtained additional dates / locations for Employer Training program (State SHRM - Louisville / Frankfort Chamber of Commerce)

Major milestones reached to date:

Deployment of Direct Deposit
KEWES Redployment - Identification and correction of system issues
Tax Rate calculations / Reimbursable charges based upon HB 5
Deployment of State Withholding
Implementation of E-Pay for Employer contributions

Tasks to be completed next month:

Complete UI Employer Training schedule
Finalize Information Exchange Agreements with Kentucky Housing Authorities
Obtain comments/recommendations from members of forms review group
Join USDOL "Interstate Overpayment Recovery Reciprocal Agreement"

Coordination/collaboration required next month:

Local SHRMs / Chambers of Commerce
Kentucky Housing Authorities