

Initiative Implementation Progress Report



Date: 2nd Quarter 2015

Project: Career Center Certification

Consultant or Agency Name: Office of Employment and Training

Update Provided By (Your Name): Tommy Wheatley

Implementation Status: 85% complete

Completion Date (Anticipated / Actual): June 2016

Tasks completed this month / quarter:

An additional training session for review teams was held March 25, 2015. Full Service Centers were approved in the nine other Workforce Areas joining Campbellsville, which had been approved on the last report. The other Full Service Centers certified were Elizabethtown, Bowling Green, Glasgow, Paducah, Maysville, Richmond, Owensboro, Covington, Louisville, and Hazard. Bardstown was certified as an Affiliate Center joining Leitchfield and Lebanon which had already been approved prior to this report.

Major milestones reached since last report:

Completed training for review teams, and recorded the last training which can be viewed for future trainings. All ten Workforce Areas have a Certified Full Service Center by June 30, 2015 which meets the requirement set in the WIOA. There are a total of 11 Full Service Centers and 3 Affiliate Centers that have been certified.

Tasks to be completed next month / quarter:

All ten Workforce Areas will continue to work on certification for the remaining Full Service and Affiliate Centers in their respective regions. The deadline for all Career Centers to be certified is June 30, 2016.

Coordination / collaboration which I need assistance with:

None at this time

Comments:

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Date: 2nd Quarter 2015

Project: Career Center Customer Flow

Consultant or Agency Name: Maher and Maher/Workforce

Update Provided By (Your Name): Cora McNabb

Implementation Status: 75% complete

Completion Date (Anticipated / Actual): December 2016

Tasks completed this month / quarter:

Final report was submitted by Maher and Maher at the close of the contract the end of February. The final KCC Customer Flow report was distributed to all the Project Champion, LWIB directors, and Workforce Executive Directors, Directors, Assistant Directors and Regional Managers of OET, OFB and OVR and Partner Managers as well as staff. Individual site visit reports were distributed to the LWIB directors and their Workforce Regional Managers of OFB, OVR and OET. The full report is available via the KWIB website.

Major milestones reached since last report:

Maher and Maher fulfilled the scope of work under their contract and submitted all required reports.

Tasks to be completed next month / quarter:

Review of the reports and recommendations to develop a plan of action to address gaps identified through this process for customer flow.

Coordination / collaboration which I need assistance with:

Working with the Deputy Secretary and Commissioner of Workforce to identify the availability of technical assistance for the workforce areas to address the following areas that were prevalent themes identified through the process: 1) Enhancing Industry Sector Focus and Business Services, Re-Orienting Career Center Focus and Developing Staff and Organizational/Service Integration and Need for Greater Service Diversity.

Comments:

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Date: May / June

Project: Eligible Training Providers

Consultant or Agency Name: OET

Update Provided By (Your Name): Mike Riley

Implementation Status: (Select)% complete

Completion Date (Anticipated / Actual): (Month) (Year)

Tasks completed this month / quarter:

During the past review period, the following tasks were completed:

- *Re-constructed ETPL Steering Committee

- *Held initial ETPL Steering Committee meeting to begin process of implementing WIOA changes

Major milestones reached since last report:

ETPL Steering Committee re-formed and met

Tasks to be completed next month / quarter:

Continue to work with OTS staff on the development and implementation on ETPL website to streamline process

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Coordination / collaboration which I need assistance with:

Identifying and streamlining industry sectors

Comments:

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Date: (Please Select from List)

Project: GED Express (Accelerated GED)

Consultant or Agency Name: Council on Postsecondary Education

Update Provided By (Your Name): Jacqueline Korengel

Implementation Status: (Select)% complete

Completion Date (Anticipated / Actual): (Month) (Year)

Tasks completed this month / quarter:

March: All adult education programs submitted plans for implementation to be reviewed by 3/3. Plans were reviewed by KYAE, feedback was provided where necessary and plans were approved for implementation.

April: Statewide launch on 4/1 included adding a tag to the KYAE radio messages, "Life is easier with you GED. . . and earning it may be easier than you think! Learn about our new GED Express by contacting you local Kentucky Adult Education program today." Radio messages are run through the Kentucky Broadcasters Association PEP program. These spots run multiple times on approximately 150 stations across the state. In addition, these spots run at least once a month on 125 stations statewide on the Kentucky Farm Bureau Network. Other broadcast advertising includes TV spots with the same tag as the radio spots, which run multiple times on a limited number of television stations.

Major milestones reached since last report:

The press release announcing GED Express was picked up by the Associated Press and resulted in national coverage.

Additionally, KYAE has provided downloadable, customizable marketing materials with a GED Express message that programs can use, found here:

<http://kyae.ky.gov/educators/14marketing.htm> . These materials include the following:

- 8.5 x 11 poster
- half-page fliers
- postcards
- bookmarks
- doorhangers
- Facebook cover photo

Tasks to be completed next month / quarter:

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In the late summer KYAE will reach out to programs to gather feedback on the first few months of implementation to identify best-practices and replicable models to sustain the initiative.

Coordination / collaboration which I need assistance with:

Comments:

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Date: 2nd Quarter 2015

Project: High Impact WIBs

Consultant or Agency Name: Thomas P. Miller

Update Provided By (Your Name): Jason Slone

Implementation Status: 100% complete

Completion Date (Anticipated / Actual): December 2014

Tasks completed this month / quarter:

1. No new tasks completed or assigned during this quarter; Awaiting completion of Career Center Certification to avoid overlap.

Major milestones reached since last report:

1. No new milestones to update.

Tasks to be completed next month / quarter:

1. Begin reviewing timeline and discuss roll-out period for technical assistance period of new criteria. Planning phase only.
2. Begin planning the initial roll-out of information for June 2015 to all local areas and open the project effective July 1, 2015

Coordination / collaboration which I need assistance with:

1. Coordinate with Commissioner Kuhn and Project Champion, Daryl Smith.

Comments:

1. No new activity since completion of revised criteria by Thomas P. Miller. This was done in order to prevent any overlap with the One Stop Certification project.

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Date: May / June

Project: National Career Readiness Certificates

Consultant or Agency Name: OET

Update Provided By (Your Name): Joe Paul

Implementation Status: 100% complete

Completion Date (Anticipated / Actual): June 2013

Tasks completed this month / quarter:

Major milestones reached since last report:

1. May, 2015, eclipsed the 100,000 NCRC Milestone.

Tasks to be completed next month / quarter:

1. New Contract with ACT.

Coordination / collaboration which I need assistance with:

Coordinate and collaborate with KCTCS, KYAE and DOC on input for new contract.

Comments:

Due to KCC branding and a new look for the NCRC dictated by ACT, there will need to be some significant changes made to the KY NCRC site. Plans are now being made to facilitate this programming once all goals have been identified.

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Date: May / June

Project: Sector Strategies

Consultant or Agency Name: Department of Workforce Investment

Update Provided By (Your Name): Beth Kuhn

Implementation Status: (Select)% complete

Completion Date (Anticipated / Actual): (Month) (Year)

Tasks completed this month / quarter:

Signed contract with Maher and Maher Associates to begin work on version 2.0 of the Sector Toolkit and on reviewing and perhaps redesignating targeted sectors.

Major milestones reached since last report:

See above.

Tasks to be completed next month / quarter:

Initiate work with consultant.
Reconstitute and convene Sector Steering Committee.
Review and confirm priorities for toolkit and data review.
Connect efforts with NGA Talent Pipeline Academy and other related efforts to ensure alignment.

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Coordination / collaboration which I need assistance with:

Reconstitution of Sector Steering Committee.

Collaboration and alignment with work of the Cabinet for Economic Development regarding the designation of targeted sectors and regarding data sources and approaches is particularly important with regards to this project. Another critical partner is KCEWS, again in support of our data review and alignment efforts.

Comments:

Happy that we have the consultant in place and can now begin work on this effort, it is not really a "project" per se but more an underlying theme to the rest of our workforce services and systems transformation work.

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Kentucky

Date: May / June

Project: Team Based Case Management

Consultant or Agency Name: Thomas P. Miller

Update Provided By (Your Name): Jane Smith

Implementation Status: 15% complete

Completion Date (Anticipated / Actual): December 2015

Tasks completed this month / quarter:

Team based steering committee has worked with representatives from Thomas P. Miller and conducted an opinion leaders session, and two steering committee meetings.

Major milestones reached since last report:

The consultants have pulled together information from all agencies referral, application, assessment, and plans for employment to combine and formulate draft common forms.

Tasks to be completed next month / quarter:

Common forms will be finalized. Team based case management training will occur across the Commonwealth. Two pilot areas will begin to use common forms. The goal is for all Kentucky Career Centers to begin to utilize common forms by October 2015.

Coordination / collaboration which I need assistance with:

Continued coordination/collaboration with the Project Champion, Beth Kuhn on relaying the message of team based throughout the state with leaders, as well as front line staff.

Comments:

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Date: 2nd Quarter 2015

Project: UI Customer Service Plan

Consultant or Agency Name: Office of Employment and Training

Update Provided By (Your Name): Melissa Beasley

Implementation Status: 25% complete

Completion Date (Anticipated / Actual): December 2015

Tasks completed this month / quarter:

Streamlining processes continues to be a goal of the Unemployment Insurance Division. We currently have multiple projects under way with expected completion dates throughout the year.

Our Benefits Branch is maintaining their focus on improving the claim filing process for our military personnel seeking Unemployment Insurance benefits and has been working with the Office of Technology Services to develop enhancements to our process. Specifically, capturing Form DD214, which is a requirement electronically on the front end, rather than waiting for it to be mailed.

The Integrity Branch is making progress on the the National Directory of New Hire (NDNH) cross-match enhancements. This project will allow our procedures for cross matching activity to be compliant with USDOL recommended procedures. They are meeting weekly with the vendor and continue to test. This projects has an anticipated completion date of late summer.

The Appeals Automation Project continues to remain on schedule for deployment this year, mid to late summer. This project will create process improvements through the reduction of manual processes currently used; enable additional work to be completed in a more efficient manner; reduction of resource consumption such as paper and mailing costs.

Major milestones reached since last report:

The Division of Unemployment Insurance completed its 2nd Annual Safeguard Security Report (SSR); documenting the security of the flow of Federal Transmitted Information (FTI) to and from the Division. This comprehensive report is required by the end of May each year and was submitted timely.

UI Data Validation continues to be an area of success. Most recently certifying Module 3 for both Tax and Benefits.

The Adudication Branch has been focusing on quality standards and achieved positive results with the most recent review by the Benefit Timeliness & Quality (BTQ) teams review with scores exceeding the Federal standards passingwith scores of 83.33 % for Separations and 90% for Non-Separations greatly improving from the previous quarters scoring.

Our Integrity Branch has collected over \$4.8 million from the Treasury Offset Program (TOP) and \$660,000 from State Revenue Offset. The Benefits Audit Reporting and Tracking System (BARTS) Section has just completed an all time high of 20,000 audits for a quarter.

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Date: 1st Quarter 2015

Project: Unified Business Services (KSN)

Consultant or Agency Name: OET

Update Provided By (Your Name): Ben Haydon

Implementation Status: (Select)% complete

Completion Date (Anticipated / Actual): (Month) (Year)

Tasks completed this month / quarter:

- The KSN state team and local BST leads held a strategic planning session in April facilitated by ECU in order to develop goals and objectives for the upcoming year
- KSN partners completed and submitted a \$5m grant for the American Apprenticeship Initiative and should be finding out any day if we are awarded the grant
- Ben parntered with Comm. Kuhn and KCEWS to hold two data focus groups, one for Healthcare and one for Manufacturing to determine what data is needed in those industries
- BSTs continued meeting and working with industry and business to deliver customized business solutions

Major milestones reached since last report:

- The KSN signed a contract for Salesforce, the customer relationship management system that has been identified as a needed system since the inception of the KSN model
- New website update and design with needs assessment at KentuckySkillsNetwork.com
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Tasks to be completed next month / quarter:

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- Implementation and training for Salesforce
- Training needs have been identified for project management
- An MOU is being developed for all partners to agree to and should be implemented within the next few months
- WIOA policies are taking effect that shape KSN teams including Rapid Response, Incumbent Worker Training, Layoff Aversion, etc.

Coordination / collaboration which I need assistance with:

N/A.

Comments:

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Date: 2nd Quarter 2015

Project: Work Ready Communities

Consultant or Agency Name:

Update Provided By (Your Name):

Robert L. Curry

Implementation Status: 100% complete

Completion Date (Anticipated / Actual): (Month) (Year)

Tasks completed this month / quarter:

Held a successful Best Practices Summit at KCTCS in Versailles with approx. 112 people participating. Lt. Gov. Crit Luallen delivered the key note speech.

Three applications currently being reviewed for work ready in progress status.

Major milestones reached since last report:

As of June 30th only 6 counties currently listed as unengaged. 18 counties are certified as work ready, 38 as work ready in progress, 30 counties have submitted letters of intent and 28 counties are in the formative stage.

Tasks to be completed next month / quarter:

Reduce the numbers of unengaged counties to zero.

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Date: 2nd Quarter 2015

Project: Workforce Academy

Consultant or Agency Name:

Update Provided By (Your Name):

Joanna Neubert

Implementation Status: 85% complete

Completion Date (Anticipated / Actual): July 2016

Tasks completed this month / quarter:

Completed pilot/teachback sessions for the LMI Job Seeker Services course. Completed final revisions on materials for both LMI Job Seeker Services and Business Services courses.

Major milestones reached since last report:

Framework and related materials for Leadership Academy program have been completed.

Tasks to be completed next month / quarter:

Continued preparation of facilitators for LMI courses; schedule and conduct training classes. Resume work on Resource Alignment and Leveraging course. Create slides for PowerPoints to accompany Leadership Academy courses; develop program criteria, application process, etc.

Coordination / collaboration which I need assistance with:

Will need cooperation from facilitators and leadership in each region to schedule LMI classes for staff. Training coordinators, Department leadership and subject matter experts needed to clarify direction to be taken with Resource Alignment course and Leadership Academy program.

Additional assistance is needed with identifying strong facilitators and subject matter experts for the Resource Alignment course. Because of the nature of the content, there is a need for participation from parties who have broad knowledge and understanding of budgeting and financial matters at the agency and state levels.

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Comments:

The Workforce Academy LMI courses are ready for launch. The main need at this point is for the coordination of necessary parties to take care of the details involved with scheduling and facilitating the classes. We are enlisting the help of our facilitators and their area leadership to expedite this process.