

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

IMPLEMENTATION
STATUS UPDATE

June / July 2014

Kentucky
WORKFORCE
INVESTMENT BOARD 

Updated Progress Report

Date: July 2014 **Project:** Accelerated GED Program

Consultant or Agency name: (Please Select from List)

Implementation Status: 20% complete

Completion Date: (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Work group of twelve adult educators, program directors and instructors, representing diversity of program size and geographical areas, developed recommendation for KYAE for an accelerated GED® program called GED® Express. The recommendation was for a flexible framework that moved test-takers quickly to the GED® test through a combination of independent and direct instruction including content areas, technology, and test-taking skills. It included diagnostic testing, targeted instruction, a fast track lab, test prep module, NCRC certification and checklists for students and teachers to help with progress toward the goal. Although students could enter the program at any time, a recommendation was made for a state-wide marketing campaign to introduce availability of program at the beginning of each semester and in March.

Major milestones reached to date:

Recommendation made to KYAE leadership team for GED® Express program.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Leadership team determined the flexible framework needed additional structure. Decision was made to pilot program in the workgroup counties and then have the group report back in October to see if additional recommendations and structure could be made at that time.

Coordination/collaboration required for next steps:

Follow up with workgroup counties to see if plan is implemented and then schedule follow up for October to see if additional recommendations could be made and structure added. Also determine if initiative could be implemented with existing staff and resources.

Additional comments:

Implementation Progress Report



Date: August 2012

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 85 % complete

Completion Date: June 2013

Tasks completed this month:

On July 27, 2012, the Division provided "on-site" UI claim filing training for GE workers that will be experiencing short term lay off. (Approximately 120 affected workers.)

Submitted request for supplemental funding for integrity measures (UIPL 18-12).

USDOL personnel conducted a site visit in Kentucky regarding the 2012 SQSP and development of corrective action measures for deficiencies in first payment timeliness and time lapse for UI appeals cases.

Continued to meet with the agency's Department of Technical Services and the Commonwealth Office of Technology to address error reduction and improved service to OET and Unemployment Insurance programming.

Implemented procedure to process information exchange agreements and to determine charges for providing information to participants.

Implemented SIDES (for large employers), the electronic response program for employers.

Began testing for SIDES for small employers. Implementation is less complex and should occur very soon.

Sent report to USDOL summarizing Disaster Unemployment Assistance efforts for tornado disaster in South and Southeastern Kentucky.

The Division of Unemployment Insurance is continuing to process payment of benefits under the most recent extension.

Met with COT, representatives from the Revenue Cabinet, and representatives from the US Treasury Department to define requirements for the implementation of TOP. TOP should begin testing in October, 2012.

Began scheduling UI presentations to employer groups organized by local Career Centers. First "road show" was held July 23, 2012, in Bowling Green, Kentucky.

Completed 4Z letter project with HP Exstream. This will enable the Division to issue customized letters to customers without incurring the cost of mainframe programming.

On July 16-20, 2012, at Blue Lick Battlefield State Park, referee training was conducted on the use of the new system for drafting referee decisions.

Meeting with the Commissioner, UI and ES to discuss REA letter programming issues. Discussed implementation of a system for notifying customers experiencing problems through use of the VRU system.

Implementation Progress Report



Major milestones reached to date:

---On July 27, 2012, the Division provided UI claim filing training for GE workers that will be experiencing short term lay off.

On July 23, 2012, the Division held a "road show" in Bowling Green, KY, for employer group.

Kentucky sent final summary to USDOL regarding DUA for tornado disaster in South and Southeastern Ky.

Established protocol for procedure to process information exchange agreements and to determine charges for providing information to participants.

Implemented SIDES (electronic employer notification) for large employers.

Complete testing and implementation of E-Pay (ability of employers to pay quarterly unemployment taxes with credit card) by Ky.gov.

Implemented a series of instructive videos into the Office of Employment and Training website relating to filing a claim, employer issues and appeals procedure. These are found on the OET website.

Continuing to obtain information exchange agreements with Kentucky Housing Authorities.

Implementation of E-Pay for Employer contributions.

Deployment of Direct Deposit.

KEWES Redployment - Identification and correction of system issues.

Tax Rate calculations / Reimbursable charges/ Voluntary payments - based upon HB 5.

Implementation of Fraud Reporting Email address - HB 5.

Developed new or updated information sharing agreements with SOS, SSA, IRS, Workers Comp - In accordance with HB5.

Deployed new procedures in appeals process to better inform participants of issues and witnesses - In accordance with HB5.

Deployed Waiting Week on any new initial claims filed on or after 1/1/12 as specified in HB 5.
Deployed Wage Replacement Rate specified in HB 5 for any new initial claims filed on or after 1/1/12.

Deployed Taxable Wage Base of \$9,000 as specified in HB 5 - Effective 1/1/12.

Increased protest period from 10 to 15 days in accordance with HB 5.

Provided UI Employer Training Seminars in every WIA area in Kentucky since 1/1/11 - HB 5.

Organized regional claimstaking site for processing Disaster Unemployment Assistance.

Deployed a series of instructive videos into the Office of Employment and Training website relating to filing a claim, employer issues and appeals procedure.

Implementation Progress Report



Tasks to be completed next month:

- Implement protocol for information sharing agreements.
- Complete protocol for cooperative effort between the agency, DTS and COT.
- Continue scheduling of road show programs. The Division will conduct regional training and working with local office should promote increased interest and participation.
- Continue obtaining information exchange agreements on all Kentucky Housing Authorities and implement a standardized data request form.
- Begin SIDES electronic employer response system for small employers.
- Begin developing programming to prepare for testing for Treasury Offset Program.
- Continue working on creating customizable forms and removing forms from mainframe.
- Continue work on standard language for adjudicators.
- Continue work on referee decision efficiency project.

Coordination/collaboration required next month:

- The Divisions of UI and ES will work with DOL to apply for funding to develop integrity measures.
- The Division of UI will work with the financial branch and legal services to develop a protocol for ISAs.
- The Division will work with CSG and upper management to implement suggested practices for improvement.
- The Division of UI will work with local employment offices to schedule road show outreach programs.
- Continue working (DCIs, Appeals Branch and UIC) on appeals track language upgrade.
- Contact members of forms review group to secure their comments and /or recommendations.
- Continue to work with representatives of the Division of Technology Services (DTS) and Commonwealth Office of Technology to implement SIDES for small employers and programming and testing for the TOP program.
- Work with USDOL to develop corrective action plans for first payment timeliness and reducing lower authority appeals average case age.

Additional Comments: The 85% reflects the fact that we are piloting the referee case processing system and only 4 users were utilizing it in production. The rest had not migrated over yet and only had training at the end of July. The same was true for the 4v project. All the users had not migrated over and, only the testing phase was completed.

Updated Progress Report

Date: July 2014

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 95% complete

Completion Date: August 2012

Tasks completed since June 2014 (If this task is complete, please explain when / why):

1. Monthly Update of CWRC data
2. Completion of KDE data uploads and certificate generation
3. MOUs to Partner Agencies sent out for Agency approval and signature.
4. Completed testing and implementation of WorkKeys data tab in EKOS.

Major milestones reached to date:

1. Umbrella contract executed with the contractor / Kentucky Database completed and testing started - Oct, 2010
2. KY NCRC Database populated with Test Sites and Users / KY NCRC Database tested / First Certificate printed / Kentucky Database complete and ready for contractor files / Printed backlog of Certificates - Dec, 2010
3. "Soft Roll Out" executed - Jan, 2011
4. KY NCRC Database Billing Process completed - March, 2011
5. ATC project complete and data sent to OCTE - FY11
6. On-Line Task Specific Training integrated into nrcr.ky.gov
7. Execute Outreach Program to engage Employers in NCRC - funds made available to WIA's for face to face meetings with employers to sell NCRC - Jun, 2011
8. Ver. 2.0 of the NCRC program was completed. (over 9,000 missing records recovered from rebuild) Jun, 2011.
9. Outreach program to employers via the WIA's completed 30 Jun, 2011.
10. First Budget FY12 submitted as part of cabinet budget - Jul, 2011
14. Amendment and One year extension to Delegation of Payment Agreement between the ACT & OET. Includes Workforce Solution Provider pricing.
15. Hired Administrative Assistant - Feb, 2012
16. 2500 Scholarships from contractor allotted to KY Adult Ed and OET.
17. Completed budget process for FY13/14 (to include all graduating High School CCR Seniors assessment - \$150,000 to assist KDE in assessment cost).
18. Third extension of OET/ACT contract - inclusion of Spanish language assessments
19. Agreement for OET and KDE to partner for OET to handle KDE WorkKeys/NCRC data. (Helps tracking of data for CWRC totals.
20. Completed WorkKeys tab in EKOS - Jun, 2014

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Billing and Reporting Modules are not fully complete. (NCRC Coordinator cannot generate invoices or run reports due to server issues that would require significant modifications to protocols.) It was determined by OTS programmers that significant OTS resources would have to be given to correct this issue rendering it currently cost prohibitive.

Updated Progress Report

Coordination/collaboration required for next steps:

1. Continued Coordination / Collaboration with Partner Agencies to efficiently manage NCRC Program. KYAE, KCTCS, Dept of Corr. and OCTE(KDE) input will be needed during contract negotiations and in making decisions concerning instructional software packages.
2. Continued Collaboration with KY Reserves/National Guard to provide testing opportunities to returning veterans.
3. Continued Coordination with OTS to enhance KYNCRC program by including WorkKeys data in custom tab in EKOS.
4. Final Extension of ACT/OET Delegation of Payment Agreement - Oct, 2014 to Oct, 2015.

Additional comments:

1. KY NCRC program continues to be effective and efficient running on 1/2 the staff of other statewide programs.
2. Test availability and Data problems continue to cause unnecessary interruptions in customer service resulting in credibility issues with employers and individuals.
3. Negotiations with ACT for the next contract will need to begin in Jan, 2015 for the next Delegation of Payment Agreement.
4. The remaining 5% of implementation may not ever become complete due to the technology issues described.
5. OET/KCC does not currently have any training available for customers to achieve their highest potential in WorkKeys testing; time and eligibility make some clients are unable to go to KYAE for training. Career Ready 101 option for KCCs should be explored to provide this service to our individual and employer customers.

Additional Comments: The 95% implementation status reflects the fact that while we are up and running and can get what we need, we are dependent on Technical Services to run invoices and Reports. Due to firewall issues the system times out during long data requests— that may never be resolved. As a result, I have a Reports tab on the KYNCRC site that is useless and the generate reports function is only usable behind the firewall.

Updated Progress Report



Date: July 2014

Project: Kentucky Career Center Certification

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75% complete

Completion Date: (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Met with Commissioner Brinly to discuss the application and review process. It was agreed to reconvene the Steering Committee and Core Team to review and refine the process. We will also bring in two focus groups (Team that reviewed the application and documents, and a diverse team of all agencies and regions, to discuss how the process has gone for them and request their input for process improvements.

Major milestones reached to date:

Standards and measures adopted by KWIB August 18, 2011
Technical Assistance completed June 2013
Development of certification and application completed June 2013
Review teams trained June 2013
Online training for Department staff completed February through April 2014

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Meet with the Steering Committee to discuss plans to review process.
Meet with two focus groups to discuss the process and request input for improvements.
Meet with Core Team to review and refine process.
Meet with Steering Committee for approval or recommendations.
Present to KWIB August 14, 2014 for approval.

Coordination/collaboration required for next steps:

Select new team members to replace those not available from the first teams
Select members to serve on the focus groups
Secure the locations to host all groups

Additional comments:

Updated Progress Report



Date: July 2014 **Project:** Eligible Training Providers

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75% complete **Completion Date:** (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Continued to meet with OTS staff on the development of ETPL website to enhance delivery of services

Major milestones reached to date:

Currently in development of ETPL web portal to provide enhanced management of program
Working with KCEWS on data collection portion of ETPL Policy 13-0076
2013 and Prior--
Hired ETPL Coordinator in November 2013
Established ETPL Steering Committee
Conducted surveys of providers and other state workforce agencies
Presented policy document to KWIB for review and input
Prepared and presented draft procedures to steering committee for discussion and input
Approved by KWIB November 15, 2012
Implemented the KWIB approved policy as an OET Advisory at this time; delayed promulgation into Administrative Regulation until year three--January 2013

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

N/A

Coordination/collaboration required for next steps:

Continuing to work with OTS staff on development of website
Continue working with LWIA ETPL staff on redevelopment of ETPL process



Updated Progress Report

Additional comments:

In process of identifying steering committee members so that we may meet and update. No meetings have been conducted since hiring of ETPL Coordinator in 2013. Hope to do this in September-October, or sooner if possible.

Updated Progress Report



Date: June 2014 **Project:** Workforce Academy

Consultant or Agency name: (Please Select from List)

Implementation Status: 85% complete

Completion Date: (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Completed implementation of Career Center Certification online course. Completed three Transformational Leadership workshops.

Major milestones reached to date:

The first two phases of Workforce Academy training have been implemented (4 modules of Foundations for the Future, Career Center Certification and Transformational Leadership).

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Develop and implement Leadership Development program; work with consultants to develop and implement workforce-specific training such as sector strategies, resource leveraging and understanding/utilizing labor market information.

Coordination/collaboration required for next steps:

Work with consultants to develop workforce-specific training curriculum and training plan; identify and utilize resources to create Leadership Development program; coordinate efforts with agency training coordinators to clarify other needs for Department-level training initiatives.

Additional comments:

Updated Progress Report



Date: July 2014

Project: Workforce Academy

Consultant or Agency name: (Please Select from List)

Implementation Status: 85% complete

Completion Date: (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Signed contract with consultant to develop courses for Workforce Academy leadership development program.

Major milestones reached to date:

The first two phases of Workforce Academy training have been completed.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Develop and implement Leadership Development program; work with consultants on workforce specific training such as sector strategies, resource leveraging and labor market information.

Coordination/collaboration required for next steps:

Work with consultants and training coordinators to develop leadership courses and an implementation plan.

Additional comments:

Updated Progress Report

Date: July 2014

Project: Unified Business Services

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75% complete

Completion Date: (Month) (Year)

Tasks completed since June 2014 (If this task is complete, please explain when / why):

- Worked with Melissa Aguilar on the development of the WIF grant which if awarded will directly impact the final stages of the UBS strategy
- Worked with Beth Kuhn and Lori Collins on the development and successful completion of the JD NEG which OET was awarded \$6.175 million in order to provide short term trainings, OJTs, apprenticeships, and other earn-and-learn opportunities for the long term unemployed and those likely to exhaust their unemployment benefits. This grant will be going to also directly impact the work of our BSTs across the state and will have a positive influence on the industries working with our BSTs.
- The KSN team developed a new logo and marketing materials both for statewide use and regional specific material that were distributed to each region
- Ben continued to promote the KSN at various presentations across the state (SHRM, KAM, etc.)

Major milestones reached to date:

- The Kentucky Skills Network has been branded - the website is up and running, marketing materials have been created
- Each region has created their BSTs and have held meetings amongst their partners
- State level partners continue to work together to provide guidance to the regional teams on this initiative

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

- Continue to develop trainings for BSTs on various resources available as they continue to develop and evolve
- Acquire and implement a CRM that can be utilized by each of the partners across the KSN

Coordination/collaboration required for next steps:

- In the coming months, we intend to hold a final meeting of the UBS steering committee in order to discuss the finalization plans of this initiative
- The state core team will be meeting in late July to discuss next steps
- BST leads continue to hold bi-monthly conference calls with state core team partners to discuss their regional efforts

Additional comments:

Updated Progress Report

Kentucky

This initiative is well on its way towards completion - with the acquisition and implementation of a CRM, the Kentucky Skills Network teams will be much better equipped to seamlessly work together to provide solutions based business services. Overall, this initiative has come tremendously far since its inception and the multiple iterations.

Updated Progress Report



Date: June 2014 **Project:** Team Based Case Management

Consultant or Agency name: Office for Vocational Rehabilitation

Implementation Status: 5% complete **Completion Date:** December 2015

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Integrated Referral Form is in pilot and will have information regarding it by August 2014. Pilot locations are at the Shelbyville Career Center and Harlan Career Center.

Major milestones reached to date:

Integrated Referral Form is in pilot at two Career Centers.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

RFP was sent out and decision made by team to resend as we were not able to garner representation which meets our current need.

Coordination/collaboration required for next steps:

Request for Proposal in 2nd form will be sent in July 2014.

Additional comments:

This project may require a major two-step rollout, one being the concept of case management within the Career Centers, and the second being when an actual data entry program can be obtained to be shared among the partners.

Updated Progress Report



Date: July 2014

Project: Accelerated Opportunity

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75% complete

Completion Date: January 2015

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Announced experimental scholarship for adult education students working on their GED for this fall semester; design of AOKY 2.0 track

Major milestones reached to date:

Version 2.0 complete and ready to be tested; designing and implementing an attempt to conduct a proof-of-concept to determine if students who are lacking the GED can enroll in a limited number of college courses and still prepare for and pass the GED over a four-month period

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

The goal of the scholarship campaign is not only to target AO's intended target audience, but also to see if these students can be successful in earning their GED while also taking a six credit course load; test the AOKY 2.0 track geared at GED seeking students; Collect data on the scholarship students to determine if we can move forward with the proposed 2.0 model

Coordination/collaboration required for next steps:

Work team including state and local reps from the college, KYAE, and Career Center staff; actually testing the AOKY 2.0 track; collecting and analyzing applicable data; regrouping for consideration of next steps.

Additional comments:

Updated Progress Report



Date: July 2014 **Project:** Partner for Success

Consultant or Agency name: Office for the Blind

Implementation Status: 75% complete

Completion Date: July 2014

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Three regional leadership meetings, local trainings, Department wide policy on confidentiality

Major milestones reached to date:

Leadership meetings

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Local training with front-line staff

Coordination/collaboration required for next steps:

Ongoing collaboration with all partners

Additional comments:

Implementation Progress Report



Date: June 2014

Project: High School Outreach

Consultant or Agency name: Office of Employment and Training

Implementation Status: 95% complete

Completion Date: December 2014

Tasks completed this month:

The Herlihy Group, Inc. has offered to be the project administrator and fiscal agent for the pilot of this program. Core team members met with the Herlihy Group to be brought up to date. The Herlihy Group provided all school districts in Kentucky with a detailed overview of the program and a projected cost for each district based on student enrollment with an invitation for each of them to join. Business Services Coordinator was included in the core group to assist with employer recruitment in all regions of the Commonwealth.

Major milestones reached to date:

Created and sent survey to guidance counselors, LWIB's and superintendents to get a better idea of what is happening around the state regarding connectivity with One Stops and types of career readiness activities that are available to high school students.
Refined goals of the project
Developed Plan of Action
Designed homepage for kyschooltocareer.com website
Added representatives from KDE and OCTE to steering committee
Received notification of funding amount now available to HSO
Developed a recommendation to begin partner discussions with KDE, KCTCS, Economic Development, Workforce Development and other stakeholders to purchase and use cclnspire across the Commonwealth as a link between students and business partners
Scheduled a meeting to present cclnspire to decision-making partners
cclnspire presented to various Cabinet leaders and staff. Each agency was requested to send a representative with decision-making authority to the next meeting
Received approval for project implementation from Sec. Meyer, Project Champion
Members of business and industry became actively involved in the project
The platform to sit atop the Individual Learning Plan (ILP) on the KDE website was named Unbridled Careers
KY SHRM sent a survey to members to determine their interest in the project and how willing they are to fully participate once the program is in high schools and middle schools across the Commonwealth
Implementation and sustainability plan written
Commitment from Shelby, Adair and Washington counties to pilot program in their area
The Herlihy Group has offered to serve as the project administrator and fiscal agent for the pilot program to be entitled KY Unbridled Careers.



Implementation Progress Report

Tasks to be completed next month:

Planning and preparation for an October kick-off will be on-going in July and August.
Community launch and employer recruitment will begin in July.
Bring complete team back together to determine how to fulfill employer recruitment

Coordination/collaboration required next month:

As numerous groups and school districts commit and become involved in the project
collaboration/coordination will be required with and between each of the groups.

Updated Progress Report

Date: July 2014

Project: KY Career Center Customer Flow

Consultant or Agency name: Maher and Maher

Implementation Status: 10% complete

Completion Date: December 2014

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Process Flow Kickoff Meeting occurred on 7/7/2014
Customer Flow Project Outline submitted to Maher and Maher on 7/7/2014
Project Manager and Workforce Commissioner met to discuss the identification of Career Centers for analysis of service flow site visits
7/15/2014 List of identified centers for the site visits was sent to Maher and Maher

Major milestones reached to date:

This initiative is in the early stages of implementation. List of identified centers for the customer flow site visits was sent to Maher and Maher on 7/15/2014.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

1) Coordination of all activities throughout the process to assure this project aligns with other KWIB initiatives. 2) Identification of sites and the development of a plan to assess. 3) Conduct the assessments. 4) Written individual site visit reports to include observations and recommendations pertaining to customer flow for individual customers and employers. 5) Submission of a statewide report with system-wide recommendations and 6) Regular reporting through various mediums. (in person and electronically)

Coordination/collaboration required for next steps:

Working with Maher and Maher on the identification of a plan to assess the identified ten career sites and the development of an assessment instrument. Tentative Target Date is early or mid September. Coordinate site visits with Maher and Maher and the Workforce Partners in the Career Centers.

Additional comments:

Updated Progress Report

Date: July 2014

Project: (Select) Accelerated
opportunity

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75% complete

Completion Date: January 2015

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Announced experimental scholarship for adult education students working on their GED for this fall semester; design of AOKY 2.0 track

Major milestones reached to date:

Version 2.0 complete and ready to be tested; designing and implementing an attempt to conduct a proof-of-concept to determine if students who are lacking the GED can enroll in a limited number of college courses and still prepare for and pass the GED over a four-month period

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

The goal of the scholarship campaign is not only to target AO's intended target audience, but also to see if these students can be successful in earning their GED while also taking a six credit course load; test the AOKY 2.0 track geared at GED seeking students; Collect data on the scholarship students to determine if we can move forward with the proposed 2.0 model

Coordination/collaboration required for next steps:

Work team including state and local reps from the college, KYAE, and Career Center staff; actually testing the AOKY 2.0 track; collecting and analyzing applicable data; regrouping for consideration of next steps.

Additional comments:

Updated Progress Report

Date: July 2014

Project: Outreach

Consultant or Agency name: Office of Employment and Training

Implementation Status: 100% complete

Completion Date: August 2013

Tasks completed since June 2014 (If this task is complete, please explain when / why):

This task is completed when we launched externally in July 2013. We had launched internally with our staff for a year before the external launch.

Major milestones reached to date:

Brand Management Specialist started on 2/16
Identified Regional Brand Champions in the regions
Immersion - Landor shared new brand guidelines with stakeholders
Strategic Exercises - Stakeholders learned to become champions of the new brand vision
Stakeholders determined priorities for Brand implementation
Charter and Guiding Principles established
Draft Plan of Work, including budget presented
Plan of Work finalized
Internal Branding Outreach items ordered and sent to regions
Ruggles Sign Company awarded sign contract
Phase 1 sign installation completed
Phase 2 sign installation completed
External launch held on 7/25 at Shelbyville Career Center with Gov. Beshear
www.kentuckycareercenter.com website launched

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Brush up on our internal branding with staff via email communication.
Launching social media for KCC.
Hold meetings with various partners to make sure KCC is used in their outreach efforts

Coordination/collaboration required for next steps:

Updated Progress Report

Date: June 2014 **Project:** Tech High (First Phase)
Consultant or Agency name: Office of Career and Technical Education
Implementation Status: 100% complete

Completion Date: June 2014

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Career Coaches (OCTE) - This program ended June 30, 2013 and is not being funded for school year 2013-2014.

KDE, in coordination with Office of Employment and Training and Workforce Development Cabinet, is funding for preparatory seniors to take ACT WorkKeys. This will help students meet the Career Ready Academic component of Career Ready, as well as possibly earn a NCRC certificate. ACT WorkKeys is also one of the criteria for Work Ready Communities. The testing window was 2/1/14-3/31/14. Schools could retest anytime during the school year; however, they were responsible for the costs of retesting. In addition, KOSSA testing is required for all preparatory students. The testing period was the same as ACT WorkKeys (2/1/14-3/31/14). KOSSA is the Career Ready Technical Component of Career Ready. Also, if a student meets the benchmarks for KOSSA and ACT (or COMPASS or KYOTE), he/she is considered College and Career Ready.

Major milestones reached to date:

Funding for all preparatory seniors to take the ACT WorkKeys. The testing window for ACT WorkKeys was 2/1/14-3/31/14.

Schools may retest students with ACT WorkKeys any time throughout the rest of the school year. The school/district is responsible for retesting fees.

The testing window for school to test students with KOSSA to preparatory seniors was 2/1/14-3/31/14.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

OCTE will analyze ACT WorkKeys and KOSSA data.

Operation Preparation is a component of Close the Deal. During the month of March, volunteer community advisors meet one-on-one with every 8th and 10th grade student. The volunteer community advisor used the student ILP to discuss with the student about job training skills, career goals, if the student is taking the right courses, and if the student is on track to meet their goals.

Coordination/collaboration required for next steps:

Updated Progress Report

There has been collaboration with OCTE and ACT WorkKeys during the ACT WorkKeys testing period. For KOSSA testing, there has been continuous collaboration with OCTE and the schools. There is also collaboration with business and industry for all the program areas of KOSSA (26 programs).

Additional comments:

In OCTE, funding for career coaches ended June 2013.

Updated Progress Report



Date: July 2014

Project: User-friendly On-line Services

Consultant or Agency name: Office of Employment and Training

Implementation Status: 100% complete

Completion Date: July 2013

Tasks completed since June 2014 (If this task is complete, please explain when / why):

The external launch of the Kentucky Career Center website happened in July 2013 which coincided with the external launch of the Kentucky Career Center brand.

Major milestones reached to date:

Website Re-Design:

Website sub-committee met on 4/24 to discuss expectations of group.

All agencies and partners were represented.

Decided to move website to: www.kentuckycareercenter.com.

Test website up and running in October 2012.

OET videos updated to reflect in KCC logo, captioned and Spanish translation.

Operating under a Summer 2013 roll out.

Produced "how to" use our website for Job Seeker customer and Employer customer to be housed on our site and resource room computers

Launched www.kentuckycareercenter.com on 7/15

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Moving the website which is locally stored to Kentucky Interactive which will have a more user friendly content management system for staff. Currently working with KI to implement our website template. Continuously making sure content is accurate and up to date. Updating photo's and information to make it fresh and appealing.

Coordination/collaboration required for next steps:

Updated Progress Report



Date: July 2014

Project: Work Ready Communities

Consultant or Agency name: (Please Select from List)

Implementation Status: 100% complete

Completion Date: June 2011

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Review panel to meet on July 15th to review and make recommendations for the August 13th KWIB meeting. Five applications being considering. Two counties to move from work ready in progress to work ready (Nelson, Pulaski) and three applications for work ready in progress (Gallatin, Floyd, and Marion).

Major milestones reached to date:

Thirty five counites now certified as Work ready or Work Ready in Progress (10 work ready and 25 work ready in progress)

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

Coordination/collaboration required for next steps:

Additional comments:

29 counties with letters of intent on file.

Updated Progress Report

Date: July 2014 **Project:** High Performing Workforce Boards

Consultant or Agency name: CSW

Implementation Status: 100% complete

Completion Date: June 2011

Tasks completed since June 2014 (If this task is complete, please explain when / why):

1. A kick-off call conducted with the consultant, TPMA, to discuss the goals of the project and how it should transition - July 17, 2014
2. Follow-up calls conducted with the consultant to define the project toolbox, provide an understanding of the issues discovered in year 1, and how this should change in standard year.
3. Coordination and establishment of new steering committee members.

Major milestones reached to date:

1. Initial project design completed - June 2011
2. Baseline year completed - June 2012
3. Technical assistance year completed - June 2013
4. Standard year 1 begins - January 2013
5. Northern Kentucky WIB, first local WIB certified by the KWIB - April 2013
6. Standard year concludes with 5 local boards receiving certification - December 2013
7. TPMA awarded contract to enhance project design for standard year 2 - June 2014

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

1. Scheduled new steering committee member orientation - August 11, 2014
2. Kickoff meeting with steering committee and TPMA - August 11, 2014

Coordination/collaboration required for next steps:

Continued coordination throughout the life of the contract with TPMA. Goals outlined in the contract will include a revision of the criteria and the toolbox for reviewers. This will be an ongoing process over the coming months. Project completion timeframe is set for December 2014.

Additional comments:

Updated Progress Report



Date: June 2014 **Project:** High Performing Workforce Boards

Consultant or Agency name: CSW

Implementation Status: 100% complete

Completion Date: June 2011

Tasks completed since June 2014 (If this task is complete, please explain when / why):

1. New consultant selected in June 2014; to revise and update the current standards and criteria of the High Impact WIB initiative. This process will begin July 2014 and will be completed by December 31, 2014. The consultant awarded with a contract - Thomas P. Miller and Associates. Project Implementation status: 0% complete.

Major milestones reached to date:

1. Original project design completed - June 2011
2. Baseline year completed - June 2012
3. Technical Assistance grants awarded (July 2012) to LWIBs to help with findings in baseline year and completed - June 2013
4. Standard Year 1 Launch - January 2013
5. Northern Kentucky LWIB becomes first High Impact WIB certified - April 2013
6. Standard Year 1 concludes (December 2013) with 5 of 10 local workforce boards reaching certification.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

No new task left to be complete.

Coordination/collaboration required for next steps:

1. July 2014 - to begin work with new consultant to review current criteria, processes, and document tool kit, in anticipation of standard year 2. Process will span the next 6 months to conclude by December 2014.

Additional comments:

Updated Progress Report

Date: July 2014

Project: Sector Strategies/Industry Partner Grants

Consultant or Agency name: (Please Select from List)

Implementation Status: 100% complete

Completion Date: June 2013

Tasks completed since June 2014 (If this task is complete, please explain when / why):

Sector Strategy effort entered its ongoing operational phase via the hiring of a Sector Strategies Director in November 2013. Role is to provide resourcing and coaching to the regions and in development and delivery of sector-based approaches to serving employer and individual customers. Job-driven NEG grant awarded to KY to deliver sector-based training and employment opportunities to Kentuckians experiencing long-term unemployment.

Major milestones reached to date:

Initial project completed; Sector Institute training and toolkit produced, statewide target sectors identified, data provided to regions. Three rounds of industry partnership funding awarded to partnerships across the Commonwealth.

Tasks left to be completed or if task is completed, note next steps which are needed for continuous improvement:

4th round Industry Partnership RFP to be issued August 1, 2014, total of \$300K in Statewide Reserve funds (approved by KWIB) to be allocated by January 1, 2015.
"Version 2.0" of Sector Toolkit under development, offering updated data, best practice examples from across KY, and other tools to expand the reach and impact of sector-based approaches.

Coordination/collaboration required for next steps:

Gather information on local and regional successes and challenges to ensure that toolkit version 2.0 addresses the needs and promotes promising models and approaches.

Keep KWIB members informed of progress of sector efforts statewide and regionally so that they can participate in/support work in their sector and/or area.

Additional comments:

Sector Strategies can offer a lense to apply to workforce planning and service delivery both statewide and locally. Work will continue at the Department of Workforce Investment to ensure that it is working as intended.