

# WORKSmart

Kentucky



A Strategic Transformation of  
Kentucky's Workforce System

## IMPLEMENTATION STATUS REPORT

**JULY 31, 2011**



KENTUCKY WORKFORCE INVESTMENT BOARD

# July Summary

## Report Contents

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- *Outreach Activities*
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# Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Sector Strategies</i>	<i>Jim Beyea</i> <b>MaHer &amp; Maher</b>	Preparation of Industry Partnerships RFP underway for August release
✓	Branding & Identity	Tom West <b>Landor Associates</b>	Contract negotiated with Consultant for Implementation Services
✓	One Stop Certification Policy	Bill Monterosso & Tommy Wheatley <b>MaHer &amp; Maher</b>	Meetings held with Steering Committee and Core Team to prepare final recommendations
✓	<i>User Friendly On Line Services</i>	<i>Jim Beyea &amp; AJ Jones</i>	<i>No report Submitted</i>
✓	NCRC	<i>Joe Paul</i> <b>ACT</b>	Version 2.0 of NCRC program completed
✓	Eligible Training Provider List	Linda Burton	Survey of providers and other states finalized

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)	Mike Kindred	Americorp to fund 7 career coaches for 2011-12 school year.
✓	I-Best	Linda Prewitt	Final project narrative and final reports being processed
✓	Apprenticeships	Mike Kindred	Worked with Mazak to have machinist program certified.
✓	High School Outreach	Karen Deuker	Cumberlands WIB to collaborate on the project
	GED Express	Linda Burton	Scheduled to start – January 2012 Reecie Stagnolia has been meeting with State Parks Commissioner to develop cost estimates

Economic Development Alignment			
Active	Project Name	Manager/Consultant	Notes
	Mind Your Own Business (Entrepreneurship)	Beth Smith	Scheduled to start – January 2012
✓	Work Ready Communities	Tom West & Jason Slone <b>Thinking Media</b>	Finalized and formatted application package for rollout in August
✓	Rapid Response	Bill Monterosso & Linda Prewitt <b>Thomas P. Miller</b>	Meetings held with core team, steering committee, key stakeholders and consultant.
✓	Economic Development Academy	Terri Bradshaw	Met with Cabinet for Economic Development staff and consultants to discuss strategic planning initiative underway

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Terri Bradshaw	Discussed with Project Manager for Economic Development Academy
✓	Partner for Success	Beth Smith	Steering Committee met July 14 <sup>th</sup> . Planning for regional trainings underway
✓	Statewide Reserve Investments	N/A	Funding continues to be disbursed for projects identified in the KWIB strategy
✓	Case Management	Gina Triplett-Johnson	Team meeting held July 21 <sup>st</sup>
✓	High Performing WIBs	Jason Slone <b>CSW</b>	Confidential baseline reports prepared for distribution to local boards

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade <b>Maier &amp; Maier</b>	Project Kickoff meeting held, survey instrument being developed
✓	Outreach Initiative	Terri Bradshaw	Contract modification being sought for consultant to assist with rollout
	Get Back to Work	TBD	Scheduled to start – July 2011
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Implementation for Louisville and Florence locations pushed to August or September
✓	UI Customer Service Plan	Allen Larson	Employer Training conducted in Madisonville

# KWIB Projects Calendar

## August 2011

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

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
August 1 2:00pm High School Outreach Project meeting	2	3	4	5 11:30am MONTHLY REPORTS DUE	6
8	9	10	11	12	13
3:30pm Work Ready Communities (Conference Call)	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)			1:30pm ETPL Steering Committee Meeting (500 Mero Street, 3rd Floor, Lg. Conference Rm.)	14
15	16	17	18 9:45am Work Ready Presentation (Local Issues Conference - Louisville) 1:00pm Kentucky Workforce Investment Board (KHEAA Building, 100	19	20
22	23 2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	24	25	26	27
29	30	31			28



# KWIB Projects Calendar

## September 2011

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

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

# KWIB Projects Calendar

## October 2011

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

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

# KWIB Strategic Plan Presentation Schedule

## Statewide Organizations

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

# Implementation Progress Report



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

**Consultant or Agency name:** Landor

**Implementation Status:** 100 % complete

**Completion Date:** June 2011

## Tasks completed this month:

Staff is working to develop a modification to the contract with Landor to secure additional assistance with rollout.

Future reports of this activity will be included in the Outreach Project Report.

## 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.

On-line Surveys regarding current vs new identity and naming options.

Finalized name & identity, brand guidelines, and roll-out plan for deployment of new identity system.

## Tasks to be completed next month:

N/A - Project Complete

Kentucky Workforce System to begin implementation/roll-out of new identity.

## Coordination/collaboration required next month:

N/A - Project Complete

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## Project: One Stop Certification

approval  
Jm

**Completion Date:** September 2011

Facilitated seventh and final in-person Core Team meeting, and completed final Core Team recommendations for the Framework and Process of Implementing the Certification System, and the standards for Affiliate Centers, to present to Steering Team.

Facilitated fourth and final in-person Steering Team meeting on July 25 -- Presented Framework and Process and Affiliate standards. Affiliate standards were approved; Steering Team had changes for the framework.

Amended second contract vehicle to extend end date to September 15 to accommodate KWIB meeting presentation and final report delivery.

**All ten One Stop visits made; Completed One Stop visit Report  
Held and facilitated four Steering Team meetings; and seven Core Team meetings  
Received Steering Team approval of standards for Employer/Business services, Jobseeker services.  
Management standards and Affiliate Center standards. Framework and Implementation Process is  
pending.**

**Prepare revisions requested by Steering Team to Framework Implementation document. Meet virtually with Core Team to refine; and send final Core Team recommendations on Framework and Process to Steering Team.**

**Convene Steering Team virtually to gain approval on Framework Implementation document.**

**Prepare presentation pof full system for KWIB on August 18.**

**Deliver presentation on full Certification system to KWIB for its approval.**

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# Implementation Progress Report



**Date:** July 2011

**Project:** National Career Readiness Certificates

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

**Implementation Status:** 99 % complete

**Completion Date:** August 2011

## Tasks completed this month:

Ver. 2.0 of the NCRC program was completed.  
Data was systematically rebuilt, resulting in over 9,000 missing records being captured.  
Amendments to Contract with ACT forwarded to Cabinet Legal Dept.  
Outreach program to employers via the WIA's completed 30 Jun, 2011. Results coming in from expenses.

## 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  
ATC project complete and data sent to OCTE  
Execute Outreach Program to engage Employers in NCRC - funds made available to WIA's for face to face meetings with employers to sell NCRC  
KY NCRC Database Billing Process completed - (Invoices still being generated by DTS staff)

## Tasks to be completed next month:

Continue writing Standard Operating Procedures (SOP).  
Continue to sync KY NCRC database with ACT to ensure all certificates are being identified; this will now be a data maintenance issue that will be ongoing.  
Recommend and allot the ACT 2500 scholarships.  
Revise contract with ACT to reflect and SLA and resolve billing issues.

## Coordination/collaboration required next month:

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 with OCTE on testing High School seniors who are not college bound.  
Coordinate and share WorkKeys data with Dept of Education  
Coordinate with Legal to amend and extend ACT contract.

# Implementation Progress Report



**Date:** July 2011

**Project:** Eligible Training Providers

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

**Implementation Status:** 50 % complete

**Completion Date:** August 2011

## Tasks completed this month:

1. Survey of Eligible Training Providers was finalized.
2. Added detail for plan to eliminate double entry of provider information in EKOS and Access database.
3. Steering committee came to consensus to recommend that the waiver of the time limit on the period of initial eligibility for training providers be continued until such time as performance data can be collected and evaluated.
4. Draft survey for other states completed.

## Major milestones reached to date:

- 1) Draft project scope developed.
- 2) Draft approval criteria/policy & performance reports created.
- 3) New (general/not specific) ETPL process incorporated in state plan.
- 4) Established ETPL steering committee.
- 5) Four principals for proposed ETPL policy established.

## Tasks to be completed next month:

1. Analyze survey results of state's eligible training providers.
2. Conduct survey of other states to obtain input on their minimum performance standards.
3. Develop draft state policy for ETPL based on principals and guidelines approved by Steering committee.

## Coordination/collaboration required next month:

Continue collaboration with sector strategies project manager.

# Implementation Progress Report



**Date:** July 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:

Americorp will fund seven full time career coaches for the 2011-2012 school year. We are submitting a request for 46 part-time positions.

## Major milestones reached to date:

The career coach from the Mayfield/Graves County ATC worked with 59 students who took the KOSSA test. There were 42 students who received their certificates.

## Tasks to be completed next month:

We will know how many part-time career coaches are funded. Once we know how many positions are funded then we can hire them and place them in the schools.

## Coordination/collaboration required next month:

The Advising Week Steering Committee is also working on assisting counseling departments in implementing career coaches for schools.



# Implementation Progress Report



**Date:** July 2011

**Project:** I-Best

**Consultant or Agency name:** Adult Education

**Implementation Status:** 100 % complete

**Completion Date:** June 2011

## Tasks completed this month:

Final project narrative and financial reports continue to be processed during this 90-day closeout period. Quarterly narrative report submitted by Project Coordinator for period ending 6/30/2011. Highlights include:  
Implementation of the Skill Up Kentucky program continued at seven sites across the state. One regular faculty member and two full-time graduate assistants (20 hours/week) facilitated 14 site visits that included observations of instruction and interviews with students/instructors. Two update meetings were conducted with state-level stakeholders involved on the project. Project personnel from each site attended a half-day meeting to report on status of the program at each site. The Skill Up Kentucky program was highlighted in two research conference presentations (COABE and ATINER). A tablet PC was purchased to help record field note data from observations and record interview sessions.

## Major milestones reached to date:

Contract with KYAE and Cabinet ended 6/30/2011. Final project narrative and financial reports continue to be processed during the 90-day closeout period.  
  
Total amount awarded for this project: \$520,500. Total actual expenditures: \$236,224.54.

## Tasks to be completed next month:

Work with KYAE and KCTCS to complete final report  
  
(Project continues under General Funds)

## Coordination/collaboration required next month:

# Implementation Progress Report



Work with each site to obtain student data  
Work with KYAE and KCTCS to complete final report

(Project continues under General Funds)

# Implementation Progress Report



**Date:** July 2011

**Project:** Apprenticeship

**Consultant or Agency name:** Office of Career and Technical Education

**Implementation Status:** % complete

**Completion Date:** December 2012

## Tasks completed this month:

Set up tours for Mike Kindred and Jill Ralston to tour Electrical and Pipefitter apprenticeship schools in Louisville, KY on 8/26/11. Mazak working with several members of the Apprenticeship committee have almost completed in having their Machinist program certified by the state of Kentucky.

## Major milestones reached to date:

An action plan was developed from the Registered Apprenticeship Action Clinic in order to promote apprenticeships in KY. Tours set up for Mike Kindred and Jill Ralston for them to have a better knowledge of union schools. Preliminary discussion on a future welding apprenticeship program with Mazak.

## Tasks to be completed next month:

1. To schedule another meeting for our KWIB group in October of 2011 and focus on new objectives directed from the Department of Labor and the KY Labor Cabinet.

## Coordination/collaboration required next month:

Jill Ralston to work further with Mazak on supporting their current apprenticeship programs.

# Implementation Progress Report



**Date:** July 2011

**Project:** High School Outreach

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

**Implementation Status:** 10 % complete

**Completion Date:** December 2012

## Tasks completed this month:

Cumberlands WIB agreed to collaborate on this project  
collected information for Kentucky School Counseling Conference

## Major milestones reached to date:

Created and sent survey to guidance counselors and LWIB's 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 project

## Tasks to be completed next month:

EKCEP to present In School Service Model  
Continue to solicit participation from KDE and OCTE for participation  
Present Kentucky School Counseling Conference information  
Seek input from Cumberlands WIB regarding Work Ethic Seal Program

## Coordination/collaboration required next month:

Schedule next team meeting for August 1  
Obtain commitment to participate from OCTE and KDE

# Implementation Progress Report



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

**Consultant or Agency name:** Thinking Media

**Implementation Status:** 100% complete      **Completion Date:** July 2011

## Tasks completed this month:

July 2011 - Continued planning and preparation for the August 16th roll-out.  
Reformatted all project documents to include all new branding identification in preparation of August rollout activities.

## 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

KWIB Board Presentation November 18, 2010 (deliverable #12)

Research and compilation of application materials from other programs

Completion of Application Materials first draft

Work Ready Community Steering Committee meeting - April 14

Work Ready Community Steering Committee meeting - May 19 - final review of Application and Application Process

Presentation of the program to KWIB May 19

KWIB voted to approve/accept the project (with board suggestions incorporated)

## Tasks to be completed next month:

Project rollout August 16, 2011 in Lexington.  
Governors Fall Conference Presentation - Louisville

# Implementation Progress Report



## Coordination/collaboration required next month:

Continued discussion around current goal for high school graduation rates and how this is calculated into the process.

# Implementation Progress Report



**Date:** July 2011

**Project:** Rapid Response

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

**Implementation Status:** 25 % complete

**Completion Date:** February 2012

## Tasks completed this month:

Meeting with Thomas P. Miller, LLC July 28 & 29.  
July 28: - Meeting with four Thomas P. Miller staff and RRR core team.  
July 28 - Meeting with four Thomas P. Miller staff and RRR Steering Committee. Steering committee provided input to Thomas P. Miller & Associates concerning the direction the Cabinet is headed through the KWIB initiatives concerning business solutions and services teams.  
July 29 - Meeting with four Thomas P. Miller staff and key stakeholders. (KY Assoc. of Manufacturers, Chambers of Commerce, Economic Development)

## Major milestones reached to date:

Initial meeting with RRR team.  
Provided information to key stakeholders concerning business services available through One-Stops.

## Tasks to be completed next month:

One-Stop Certification Project manager to provide consultant with One-Stop draft standards and objectives of the Business Services Teams as developed by One-Stop Certification team.  
Thomas P. Miller & Assoc to provide meeting notes from July meetings and provide next steps.

## Coordination/collaboration required next month:

Continuing contact with Thomas P. Miller & Assoc.

# Implementation Progress Report



**Date:** July 2011

**Project:** Economic Development Academy

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

**Implementation Status:** 10 % complete

**Completion Date:** December 2012

## Tasks completed this month:

Daryl Smith, Tom West, Mike Mangeot, Beth Brinly and Terri Bradshaw represented this committee at a meeting with the Cabinet for Economic Development and their consultant, Del Boyete, who will be assisting them with the Strategic Plan. The group discussed ways we could develop the Academy that would work along with the KCEDs strategic planning process. Since KCED does not plan to have this process completed until October, it was decided that we would schedule a meeting with the full ED Academy committee in September to resume planning the event(s) while following the progress of the KCED strategic plan to adjust our plans as necessary.

Several committee members also attended the KCED strategic planning forums held throughout the state.

## Major milestones reached to date:

Continued to build a partnership between local and state economic development professionals, workforce development professionals, as well as the KCED.

## Tasks to be completed next month:

Meeting date, time and place will be arranged for September.

## Coordination/collaboration required next month:

Will continue to plan to work with KAED toward the possibility of holding the ED ACademy prior to the KAED spring conference.



# Implementation Progress Report



**Date:** July 2011      **Project:** Alphabet Soup

**Consultant or Agency name:** Office for the Blind

**Implementation Status:** 100 % 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. Met with NKY One Stop and discussed with those organizations about their websites and publications and how they should consider removing acronyms and simplifying the language they use to convey their services to the public.  
\*This project is 95% complete.

Discussed this project with the Project Manager of the Kentucky Workforce Academy.

## 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 make their websites accessible and their publications and printed materials easy to understand and free of acronyms.

The Workforce Academy project manager will incorporate the Alphabet Soup Project into the description and training programs for the Academy.

## 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 usage within the workforce system.  
Discuss with Maher and Maher the One Stop Certification and how these initiatives can relate to one another.

No tasks are required to be completed next month.

## Coordination/collaboration required next month:

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

This Project is complete.

# Implementation Progress Report



**Date:** July 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 meeting July 14<sup>th</sup>.  
Discussed final reports. Due by the July 15<sup>th</sup>. Tom West will work on the critical pathways once reports are finalized.  
Discussed regional trainings and dates that are on hold. November 9-10 General Butler state park, Nov. 16-17 Jenny Wiley, Nov. 30 - Dec. 1 Lake Barkley.  
Will ask each one stop to send a representative from each partner then they will train the other staff.

## Major milestones reached to date:

## Tasks to be completed next month:

Will work on the agenda for the Regional meeting and review final reports.  
Gather list of participants from the field.

## Coordination/collaboration required next month:

Next meeting to be held July 14<sup>th</sup>.

# Implementation Progress Report



**Date:** July 2011      **Project:** Case Management

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

**Implementation Status:** 25 % complete

**Completion Date:** January 2012

## Tasks completed this month:

Team meeting held in Madisonville July 21<sup>th</sup>, 2011  
Reviewed details of each agencies profile information and leading questions.  
Creation of a "Mock up" for REA, Burning Glass, for a visual, feedback received.

## Major milestones reached to date:

Creation of a "Mock Up" completed  
Changes are being added

## Tasks to be completed next month:

Send Mock Up to project Champion for approval, work towards a REA request to move forward with Burning Glass

## Coordination/collaboration required next month:

Possible conferencecall with the core project team before submission to Champion. Once approved will schedule a conference with BG.

# Implementation Progress Report



**Date:** July 2011

**Project:** High Performing Workforce Boards

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

**Implementation Status:** 100 % complete

**Completion Date:** June 2011

## Tasks completed this month:

Conference call with Tom West, Commissioner Beth Brinly, and Jason Slone. Discussion on rollout of project to local areas along with confidential baseline feedback reports of local area, technical assistance application, and process.

## Major milestones reached to date:

Letters drafted and signed by KWIB Chairman, Ed Holmes, inviting all local areas to participate within the project.

- 1). Baseline feedback reports provided to local chairs and directors.
- 2). Technical assistance application included.
- 3). Technical assistance process document

## Tasks to be completed next month:

None, project complete.

## Coordination/collaboration required next month:

n/a

# Implementation Progress Report



**Date:** July 2011      **Project:** Workforce Academy

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

**Implementation Status:** 6% complete      **Completion Date:** May 2012

## Tasks completed this month:

### **COMPLETED - Phase 1: Preparation and Planning.**

- 1) **COMPLETED - Project Infrastructure Setup.** Included work on the Project Plan (Re-Scoped, Adjusted, & Tracked project task requirements within new constraints & timeframes; set up process of weekly project plan updates & task assignment emails to team) and the Collaborative Workspace (Re-organized the CWS & acquainted all new KY team members with its use).
- 2) **COMPLETED - Training Team Formation.** Included scoping meetings & communications to re-form both the internal and external training & development teams.
- 3) **COMPLETED - Project Kickoff Meeting.** Included kickoff meetings of both the internal and external training & development teams, and formation/communication of systems for ongoing contact & information sharing.

### **IN PROGRESS - Phase 2: Needs Assessment & Competency Formation.**

- 1) **IN PROGRESS - Compile Needs Assessment Survey Distribution List.** The Job Cohorts have been defined, and we are currently working with the KY team to gather the cohort names & contact info in order to form a database for survey distribution.
- 2) **IN PROGRESS - Develop Needs Assessment Survey.** The survey has been scoped, drafted, and is currently being refined; the tool for online delivery of the survey has been selected.

## Major milestones reached to date:

**COMPLETE - Phase 1: Preparation & Planning (see task detail above).**

## Tasks to be completed next month:

# Implementation Progress Report

## **IN PROGRESS - Phase 2: Needs Assessment & Competency Formation.**

- 1) IN PROGRESS - Compile Needs Assessment Survey Distribution List.** Next steps are to continue working with the KY team to gather the cohort names & contact info in order to form a database for survey distribution.
- 2) IN PROGRESS - Develop Needs Assessment Survey.** Next steps are to finish refining the survey draft both internally and together with the KY team, finalize it, test it in the online tool, and deploy it.
- 3) NEXT MONTH - Deploy Needs Assessment Survey.** Deploy survey, send reminder emails, gather data, & close survey.
- 4) NEXT MONTH - Analyze Needs Assessment Survey Data.** Gather additional data on job competencies & competency modeling from various sources, and analyze together with the Needs Assessment Survey data, in order to form a first draft of a Competency Model & Training Needs summary.
- 5) NEXT MONTH - Focus Groups.** Schedule & coordinate logistics to set up an onsite Focus Group meeting, develop strategy for hosting Focus Groups based on information gathered from the Competency Model & Training Needs summary, then facilitate onsite focus group in KY. The Focus Group set-up and planning will begin in August, and the Focus Group is currently slated to be held in September.

## **Coordination/collaboration required next month:**

Next month, we will require collaboration from the KY project team to complete the tasks in Phase 2: Needs Assessment & Competency Formation (see task detail above). Specific collaboration needs will be communicated with the team each week on Mondays, when the Project Manager sends the weekly project calendar & "to-do list" email detailing each team's priorities for the week.

# Implementation Progress Report



**Date:** July 2011    **Project:** One Stop Kiosk

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

**Implementation Status:** 80 % complete

**Completion Date:** Oct 2011

## Tasks completed this month:

Implementation pushed to Aug/Sept due to the coordination of staff training and actual kiosk set ups. Identified potential kiosk stand for the Florence office.

Two kiosks scheduled to be set up at the Louisville office (6<sup>th</sup> and Cedar) and two kiosks scheduled for the Florence office.

## Major milestones reached to date:

Pilot sites determined and dates tentatively set for August.

## Tasks to be completed next month:

DTS to assign administrative rights to staff in Louisville and Florence. PM's will submit names for both offices.  
Send out kiosk tutorial to office staff during the first two weeks of Aug.  
PM's will provide kiosk demo to One Stop Partners.  
Set up kiosks in both offices.  
Add One Stop services on the kiosk systems.  
Begin pilot implementation.  
Educate customers entering One Stops on how to use kiosk.

## Coordination/collaboration required next month:

DTS – Image kiosks and set up admin rights for staff

PM's will be communicating Kiosk process/procedure w/ One Stop Partners prior to implementation.

# Implementation Progress Report



**Date:** July 2011

**Project:** Unemployment Insurance Customer Service Plan

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

**Implementation Status:** 42 % complete

**Completion Date:** January 2012

## Tasks completed this month:

Conducted employer training program in Madisonville

## Major milestones reached to date:

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

## Tasks to be completed next month:

Finalize Information Exchange Agreements with Kentucky Housing Authorities  
Identify Professional Resource for Forms Review  
Join USDOL "Interstate Overpayment Recovery Reciprocal Agreement"  
Initiate Discussions with State Department of Revenue Regarding the Possibility of Utilizing the US Treasury Offset Program for Claimant Overpayments and Employer Taxes

## Coordination/collaboration required next month:

Local SHRM's / Chambers of Commerce  
Kentucky Housing Authorities  
State Department of Revenue