

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

IMPLEMENTATION STATUS REPORT

October 31, 2010



KENTUCKY WORKFORCE INVESTMENT BOARD

October Summary

Report Contents

- *Implementation Activity Narrative*
- *Project Status Summary Tables*
- *Project Calendar (Next Three Months)*
- *Outreach Activities*
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Implementation Activities

Operations Plans

Operations plans (modeled on the Unemployment Insurance Customer Service Plan format) include a scope of work, project team, major milestones and project timelines for each project. These plans have been developed by the Office of Employment and Training, the Office of Vocational Rehabilitation, the Office of the Blind, and the Office of Career and Technical Education and serve as the blueprint for implementation activity. A meeting with the project teams was held on October 7 to draft these plans. The plans have been reviewed by cabinet and KWIB staff, they will be distributed to the Secretary of the Cabinet and the Executive Committee of the KWIB.

Project Manager Training

Project Managers assigned to deliver implementation of the 25 action items in the plan have been assigned. A training session to explain the Cabinet and KWIB's approach to project management was held on October 7 with all but two managers in attendance (those two were offered one-on-one training in late October).

Managers learned about the new shared drive for project files, were provided with their Project Black Book binders and trained on other management tools.

Consultant Coordination Call

A conference call designed to allow for all consulting firms working on Strategic Plan implementation projects to coordinate efforts has been scheduled for November. The call will include representatives of 6 firms and all corresponding project managers.

Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	Sector Strategies	Jim Beyea Maher & Maher	October 28 th – Staff, Steering Committee, LWIB Presentation Meetings held December 9 th – next meeting
✓	Branding & Identity	Tom West Landor Associates	Immersion, Audit, Stakeholders interviews completed. Steering Committee Meeting set for November 10 th . Presentation to KWIB Scheduled for November 18 th
✓	One Stop Certification Policy	Bill Monterosso & Tommy Wheatley Maher & Maher	November 4 th - Kick Off Steering Committee Meeting
	User Friendly On Line Services	Jim Beyea & AJ Jones	Scheduled to start – March 2011
✓	NCRC	Wendi Dailey ACT	NCRC Coordinator to start November 16 th ; Kentucky Database completed and testing started
	Eligible Training Provider List	Linda Burton	Scheduled to start – December 2010

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)	Mike Kindred	Six career coaches hired and in place
✓	I-Best	Linda Prewitt	Project manager, curriculum development dates, counties and technical areas identified
✓	Apprenticeships	Mike Kindred	Six Labor Cabinet forums were held and attended. Meetings were held with agency and industry members to develop a plan to promote apprenticeship and HS students receiving Apprenticeship credit thru Area Technology Center's curriculum
	High School Outreach	Palvena Pace	Scheduled to start – May 2011
	GED Express	Linda Burton	Scheduled to start – January 2012 Reecie Stagnolia has been meeting with State Parks Commissioner to develop cost estimates.

Economic Development Alignment			
Active	Project Name	Manager/Consultant	Notes
	Mind Your Own Business (Entrepreneurship)	Beth Smith	Scheduled to start – January 2012
✓	Work Ready Communities	Tom West & Jason Slone Thinking Media	November 18 th – Steering Committee presentation at KWIB Board meeting
	Rapid Response	Bill Monterosso & Linda Prewitt	Scheduled to start – November 2010
	Economic Development Academy	Jim Beyea	Scheduled to start – July 2011

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Lanny Brannock	Review of the Office of the Blind and OVR publications and websites for acronyms pending with OET.
	Partner for Success	Beth Smith	Scheduled to start – January 2011
✓	Statewide Reserve Investments	Jim Beyea	On KWIB Agenda for November Meeting
	Case Management	Gina Triplett-Johnson	Scheduled to start – January 2011
✓	High Performing WIBs	Bill Monterosso CSW	Second Steering Committee meeting held November 19 th – Next meeting

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade	Met and discussed strategies RFP to be released in December Next meeting to be held in December
	Outreach Initiative	Gina Triplett-Johnson	Originally scheduled to start – July 2011 Project to follow on heels of Branding roll out (possibly March 2011)
	Get Back to Work	Wendi Dailey	Scheduled to start – July 2011
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Kiosks and stands delivered to Lexington
✓	UI Customer Service Plan	Allen Larson	Completed Direct Deposit testing Deployment date of November 3 rd

November 2010

November 2010							December 2010						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
7	8	9	10	11	12	13	5	6	7	8	9	10	11
14	15	16	17	18	19	20	12	13	14	15	16	17	18
21	22	23	24	25	26	27	19	20	21	22	23	24	25
28	29	30					26	27	28	29	30	31	

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
November 1	2	3	4	5	6
		12:00pm Green River WIB Meeting and NCRC introduction (Green River)	8:00am One Stop Certification Staff Meeting - Capital Plaza Tower, 10:00am One Stop Certification Steering Committee - Capital Plaza Tower, 11:30am Barren River WIB - Present KWIB Plan	11:30am MONTHLY REPORTS DUE	
8	9	10	11	12	13
	8:30am Burning Glass Meeting (3rd floor conference room) 9:00am KWIB Exceutive Committee Meeting (Glassworks Building, Louisville)	1:00pm Branding & Identity Steering Committee (Capital Plaza Tower (3rd Floor) Frankfort)	HOLIDAY (STATE OFFICES CLOSED)	FURLOUGH DAY (STATE OFFICES CLOSED)	
15	16	17	18	19	20
	Kiosk Pilot - Lexington (Lexington)		10:00am Work Ready Communities Steering Committee (Transpor 1:00pm KWIB Meeting (Kentucky History Center - Frankfort) 3:00pm New KWIB Member Orientation	2:30pm Kentucky Project Coordination Call (Conference Call)	
22	23	24	25	26	27
Kiosk Pilot - Lexington (Lexington) 11:00am Joe Wind, VP of Gov and Community Relations (NKU)			THANKSGIVING HOLIDAY		
29	30				

December 2010

December 2010							January 2011						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
5	6	7	1	2	3	4	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
		December 1	2	3	4
				11:30am MONTHLY REPORTS DUE	
					5
6	7	8	9	10	11
			10:00am Sector Strategies Meeting (Transportation Cabinet)		12
13	14	15	16	17	18
					19
20	21	22	23	24	25
					26
27	28	29	30	31	

January 2011

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

February 2011						
S	M	T	W	T	F	S
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					January 1, 2011
					2
3	4	5	6	7	8
		11:30am MONTHLY REPORTS DUE			9
10	11	12	13	14	15
					16
17	18	19	20	21	22
					23
24	25	26	27	28	29
					30
31					

KWIB Strategic Plan Outreach Presentations

Local Workforce Investment Boards

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

KWIB Strategic Plan Presentation Schedule

Statewide Organizations

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

Implementation Progress Report



Date: October 2010

Project: Sector Strategies

Consultant or Agency name: Maher and Maher

Implementation Status: 10 % complete

Completion Date: June 2011

Tasks completed this month:

Met with Vendor, a few LWIB's, OET Commissioner and myself to discuss sector strategies from a Statewide and Regional approach. Vendor has enough information to start their Sector Strategy 101 report, but may require additional data. I am working with Susan Tartaglino (Maher & Maher) Project Manager on any information requests.

Major milestones reached to date:

Maher and Maher contract was awarded.
Meeting on October 28, 2010 with vendor, OET Commissioner, Jim Beyea and a few LWIB directors.

Tasks to be completed next month:

Continued follow up with Susan Tartaglino (Maher & Maher) Project Manager on action items from our October 28, 2010 meeting. This includes any data, reports, etc. vendor will need to complete their Sector Strategy 101 report.

Coordination/collaboration required next month:

Accumulate any data, reports, etc. vendor will need to complete their Sector Strategy 101 report. Need 10 user names for the EMIS portal (account setup). This is due from Ron Crouch no later than November 3, 2010. Also need top 25 opinion leaders statewide from the LWIB's. Email has been sent out.

Implementation Progress Report



Date: October 2010

Project: Branding and Identity

Consultant or Agency name: Landor

Implementation Status: 10 % complete

Completion Date: February 2011

Tasks completed this month:

Immersion & Discovery Phase: Immersion, Audit, Stakeholder Interviews

Major milestones reached to date:

Immersion: Bringing our team through immersion, speaking with various departments throughout the state to gain a further understanding of the services, system, audit research, etc.

Tasks to be completed next month:

Completion of One-Stop and website Intercepts, Research Learnings Summary, Completion of Customer Journey, Steering Committee Meeting, Board Meeting/alignment

Coordination/collaboration required next month:

Landor to be provided with the research results of the website intercepts from Amy Weatherby's IT team

11/10/10 - Steering Committee to walk through the process to date and include audit presentations, research learnings, summary of immersion session, etc

11/18/10 - Board Meeting - to review the project to date with the Board and gain alignment

Implementation Progress Report



Date: October 2010

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 85 % complete

Completion Date: December 2010

Tasks completed this month:

Interviewed and recommended a candidate for the NCRC Coordinator position- Due to start November 16, 2010
Completed NCRC Database Billing process
Met with project leadership to plan for e3 integration
ACT presented training in the 10 WIB Regions

Major milestones reached to date:

Umbrella contract executed with ACT
Kentucky Database completed and testing started

Tasks to be completed next month:

Green River WIB meeting to promote NCRC and WorkKeys
Bowling Green Employers roll out (60+ employers slated to attend)
Glasgow Employers roll out
NCRC Database Training for all partners
NCRC Coordinator expected to start

Coordination/collaboration required next month:

Partner planning meeting to facilitate process from the time a potential examinee walks into the Career Center through testing and referral

Implementation Progress Report



Date: October 2011

Project: Tech High (First Phase)

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: 25 % complete

Completion Date: June 2012

Tasks completed this month:

Contacted our champion(Roger Marcum) and confirmed his membership on our committee. We have 6 career coaches in place at Breckinridge ATC, Caldwell ATC, Casey County ATC, Fulton County ATC, Mayfield/Graves ATC and Nelson County ATC

Major milestones reached to date:

AmeriCorp grant is received and career coaches are hired at 6 locations

Tasks to be completed next month:

Set meeting for December. Hire at least 3 more career coaches. Working with Maysville Community College about a possible career coach for Montgomery, Morgan and Lewis County

Coordination/collaboration required next month:

KCTCS and committee members for getting a date for meeting

Implementation Progress Report



Date: October 2010

Project: I-Best

Consultant or Agency name: Adult Education

Implementation Status: 20 % complete

Completion Date: June 2011

Tasks completed this month:

Project manager identified from UK...working on the MOA
Curriculum development dates identified
Counties and technical areas identified

Major milestones reached to date:

Counties identified
Technical areas identified
Initial meetings to discuss pilot were successful

Tasks to be completed next month:

Curriculum development will begin in November
Student recruitment will begin in November

Coordination/collaboration required next month:

Curriculum development between adult education provider and community college faculty

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Project: Apprenticeship

Implementation Status: 10 % complete

Completion Date: December (Select)

OCTE attended all 6 regional apprenticeship meetings from June of 2010 thru September of 2010 sponsored by the KY Labor Cabinet. We met with various agencies as well as industry members to begin developing a plan in order to promote the importance of apprenticeships from the high school level to the industrial level. The meetings were held at KCTCs facilities located in Paducah, Owensboro, Versailles, Northern KY, Louisville and Ashland. It was discussed in these meetings of implementing a plan where high school students could receive apprenticeship credit thru the Area Technology Center's curriculum.

All of the information that was provided by the local industries, educational facilities and government agencies was compiled in a report that the KY Labor Cabinet sent to their federal contacts. Once the federal labor board reviews the report they will suggest ways to help successfully promote apprenticeships at the KY state level. The KY Labor Cabinet will then review the federal suggestions and devise a plan to successfully promote apprenticeships in KY. Regional follow up meetings will then be planned. John Marks the Director of OCTE will be giving the keynote presentation for the KY Association of Plumbing-Heating Cooling Contractors on October 22, 2010. This presentation will indicate OCTE's plan of promoting apprenticeships in the future at our Area Technology Centers.

A meeting will be scheduled for all of the partners to meet and discuss a plan to meet our initiative of promoting apprenticeships.

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Implementation Progress Report



Date: October 2010

Project: Work Ready Communities

Consultant or Agency name: Thinking Media

Implementation Status: 30% complete
(Select)

Completion Date: June

Tasks completed this month:

Analysis of Work Ready Indicators (100% - Deliverable #3)
Survey and voting on criteria for Work Ready Communities (75% - Deliverable #6)
Gathered key contact and contact information for list of stakeholders (75% - Deliverable #4)
Agenda and preparation for Steering Committee Meeting November 18, 2010
Preparation for KWIB Board Meeting November 18, 2010
Coordinated with NCRC Program Committee/Contractor to discuss Work Ready Communities in their statewide informational events

Major milestones reached to date:

Initial Kickoff Call - August 27, 2010
Identification and appointment of Steering Committee
Report: Precedents in Work Ready Communities. Deliverable #2, 100%
First meeting of the Steering Committee - September 27, 2010
Initial list of key stakeholders (50% on deliverable #4)
Committee discussion and generation of list of key indicators (50% on deliverable #6)
Committee discussion and general direction on process, requirements, incentives, benefits (20% on deliverable #8)
Analysis of Work Ready Indicators (100% - Deliverable #3)
Survey and voting on criteria for Work Ready Communities (75% - Deliverable #6)
Gathered key contact and contact information for list of stakeholders (75% - Deliverable #4)
Agenda and preparation for Steering Committee Meeting November 18, 2010
Preparation for KWIB Board Meeting November 18, 2010

Tasks to be completed next month:

Steering Committee Meeting November 18, 2010
KWIB Board Presentation November 18, 2010 (deliverable #12)
All-Consultant conference call - November 19, 2010
Finalize Work Ready Community criteria (deliverable #6)
Set criteria thresholds with Steering Committee
Analyze Kentucky Communities on selected criteria (deliverable #7)
Finalize key stakeholders list (deliverable #4)
Begin development of certification application package (deliverable #10)

Coordination/collaboration required next month:

Implementation Progress Report



Get input from KWIB board on criteria

Coordinate among members of the steering committee to finalize and add thresholds to criteria

Coordinate with all other consultants - update on November 19 conference call

Implementation Progress Report



Date: October 2010

Project: Alphabet Soup

Consultant or Agency name: Office for the Blind

Implementation Status: 35 % complete

Completion Date: January 2010

Tasks completed this month:

Both the Office for the Blind and the Office for Vocational Rehabilitation have given their websites and publications a very thorough going over and attempted to remove all acronyms from them where possible. The Office of Employment and Training is expecting a new website to go live in the next month or so, when the staff there will do the same.

For some publications and printed materials in Employment and Training, Office for the Blind and Vocational Rehabilitation, the acronyms will be removed when the current materials are used up so as not to throw away a lot of useable materials.

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.

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. Try to bring the Education and Workforce Development Cabinet to an acronym free place.

*Begin acronym removal on new Employment and Training Website

*Draft a letter and small presentation to partners about the disservice to our customers of using acronyms in our publications, websites and lexicon and ask them to make a conscious effort to discontinue their use.

*Continuous effort to remove acronyms from public useage within the workforce system

Coordination/collaboration required next month:

Branding and Identity will play a major role in removing acronyms

User Friendly online services

Outreach Initiative

Implementation Progress Report



Date: October 2010

Project: High Performing Workforce Boards

Consultant or Agency name: CSW

Implementation Status: 9 % complete

Completion Date: October 2010

Tasks completed this month:

Tasks completed as of October 31:

- Launch meeting, inclusive of agenda, facilitation on-site, and summary (August)
- First steering committee meeting, inclusive of agenda, facilitation on-site, and draft documents (policy parameters, draft criteria, major ideas generated by steering committee, and over-arching principles for high performing WIBs. (September)
- Second steering committee meeting, inclusive of agenda and on-site facilitation. (October)

Major milestones reached to date:

Decisions made on policy parameters for years 1 and 2.
Decisions made on initial criteria, indicators, and measures.

Tasks to be completed next month:

Tasks for November include:

- Summary of steering committee meeting #2.
- Revisions to draft policy parameters and criteria, and adding measurements/tools and level to be "high performing" to the draft criteria.
- 3rd meeting of steering committee to be facilitated on-site November 19.
- Documents finalized following 3rd meeting.
- Initial framework begun for self-assessment tool
- Initial framework begun for scoring rubric.
- Initial framework outlined for WIB training.

Coordination/collaboration required next month:

Coordination with consulting contracted for one-stop certification, as a high-performing WIB has a responsibility to provide oversight and policy direction to the one-stop.

Implementation Progress Report



Date: October 2010

Project: Workforce Academy

Consultant or Agency name: Office for Vocational Rehabilitation

Implementation Status: % complete

Completion Date: June (Select)

Tasks completed this month:

Met in October and discussed overall strategies for the project and outlined questions for consultant. Waiting on results from RFP that was sent out in early October and tentatively planning to meet in December to collaborate with consultant.

Major milestones reached to date:

Tasks to be completed next month:

Coordination/collaboration required next month:

Need update from Tom West regarding RFP process and hiring projects for the consultant on this project.

Implementation Progress Report



Date: October 2010

Project: One Stop Kiosk

Consultant or Agency name: Office of Employment and Training

Implementation Status: 50 % complete

Completion Date: March 2011

Tasks completed this month:

Conference Calls with Kiosk Project Team - Discussions: programming; kiosks stands procurement; training and realistic implementation date for the Lexington Office (scheduled for 2 kiosks)
DTS - Sent out kiosk tutorial to project team
Met w/ DTS Team to review final kiosk programming
Discussions re: benchmarking for evaluating effectiveness of kiosk project
Kiosks and stands have been delivered to Lexington
Late addition: Brackets needed to be ordered for the stands and they have been delivered.

Major milestones reached to date:

DTS Team - Kiosks were scheduled to be set up in Lexington on October 26, 2010 and conduct a quick training overview.
Scheduled implementation date was October 28, 2010 for Lexington Office. Selected project team members scheduled to oversee and monitor. During this visit, it was determined the brackets/stands needed 2 arm/control units.

Tasks to be completed next month:

Lexington Pilot Implementation
Meet with Lou. staff to discuss and determine appropriate implementation date for Preston Highway (scheduled for 2 kiosks. Also, determine training dates for staff.
Recommendation: Lou. staff go to Lexington to see the kiosks and stands....determine if the stands will work for Preston Highway. If so - best to order right away due to delivery time in transit.
Develop benchmark to evaluate kiosks effectiveness.

Coordination/collaboration required next month:

Parts are in as of 11/4. Date for DTS and facilities management to visit to Lex. - Tues.11/16
Base on the above, Kiosk Project Managers will drive to Lex. on Monday, 11/22 to monitor/observe. Once we have been able to monitor/observe the kiosks in action for a few days, Project Team will determine a date suitable to invite others to Lex. to view the kiosk pilot in action. (PM will send out an 'invite')
Monitoring/evaluating the effectiveness of the kiosk ; make changes as needed.
Lou. WFD Manager will continue to keep project team informed re: the progress at 6th and Cedar's renovation.

Implementation Progress Report



Date: October 2010

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 10 % complete

Completion Date: July 2011

Tasks completed this month:

Completed testing of Direct Deposit in five local offices (Lexington, Ashland, Florence, Georgetown, Covington). Finalized outreach plans for Direct Deposit deployment.

Provided Basic DCI training to local office staff

Major milestones reached to date:

Deployment date (November 3, 2010) for Direct Deposit

Increased staff for help desk

Tasks to be completed next month:

Deploy Direct Deposit statewide

Issue third quarter benefit charges which contain interest charges for Reimbursable employers.

Issue Annual Contribution Tax Rate Notices using quarters specified by HB - 5 (3rd & 4th of 2009 and 1st and 2nd of 2010).

Coordination/collaboration required next month:

Need to coordinate with Communications, Employment Services, Department of Technology Services, Commissioner, and Exexecutive Director on deployment of Direct Deposit.

Coordinate with employer and labor representatives on issues related to forms and letters as specified in HB - 5.