

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

IMPLEMENTATION STATUS REPORT

October 31, 2011



KENTUCKY WORKFORCE INVESTMENT BOARD

October Summary

Report Contents

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Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Industry Partnership Grants/Sector Strategies</i>	Patricia Dudgeon	Proposals submitted to Industry Partnership Coordinator. Review Team membership finalized. Determination of responsive and non-responsive proposals completed. Review instructions, responsive proposals submitted for review.
✓	One Stop Certification Policy	Tommy Wheatley Maier & Maier	Project Design Completed – working on self assessment to be submitted in November 2011
✓	<i>User Friendly On Line Services</i>	<i>Jim Beyea & AJ Jones</i>	Continued working with Burning Glass on the employer, job posting application. Identified three large companies to participate in a focus group to review. Two Regions will pilot the program in January 2012.
✓	NCRC	Joe Paul ACT	Statewide Reserve funding request to test all Area Technology Center seniors forwarded to finance for approval. One year contract extension with ACT and the Office of Employment and Training forwarded to finance for approval.
✓	Eligible Training Provider List	Linda Burton	Survey of other states regarding Eligible Training Providers List policy and procedures ends 11/3/11. Additional clarification and edits made to draft policy document.

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)	TBD	No Report Submitted
✓	Apprenticeships	Karen Bothun	Meeting with Labor Cabinet rescheduled for Nov. 2 nd . SkillsUSA Kentucky Leadership Training Institute scheduled for November 2 – 4.
✓	High School Outreach	Karen Deuker	Scheduled to meet November 17 th , after KWIB meeting.
	GED Express	Linda Burton	Scheduled to start – January 2012

Economic Development Alignment			
Active	Project Name	Manager/Consultant	Notes
	Mind Your Own Business (Entrepreneurship)	TBD	Scheduled to start – January 2012
✓	Work Ready Communities	Tom West & Jason Slone Thinking Media	Project Design Completed – Presentations to groups in Green River area, Shelby County and Northern Kentucky. Many presentations are scheduled over the next few months. Review Panel meet in October. Review panel established timeline for reviewing applications.
✓	Rapid Response	Bill Monterosso & Linda Prewitt Thomas P. Miller	The team held eight regional input sessions, two interviews with Regional Office of Employment and Training managers and two business services team input sessions. Staff and Thomas P. Miller and Associates met with representatives of Kentucky's Economic Development Cabinet. All but one region completed, EKCEP is scheduled for November 3 rd .
✓	Economic Development Academy	Terri Bradshaw	Several speaking engagements have been scheduled to promote the other KWIB projects and WFD programs to economic developers.

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Terri Bradshaw	Draft letter revised for Area Development District Directors and Workforce Investment Boards to start scrubbing their websites for acronyms, Project is being merged into Workforce Academy
✓	Partner for Success	Beth Smith	Held meeting October 6 th , to review agenda and speakers for upcoming regional meetings. Registrations for meetings sent out.
✓	Statewide Reserve Investments	N/A	No Report Submitted
✓	Case Management	Gina Triplett-Johnson	Meeting held October 19 th to discuss newly created "Common Forms", (Intake, Confidentiality, Assessment, etc). Team reviewed the direction for the Case Management Project.
✓	High Performing WIBs	Jason Slone CSW	Project Design Completed – no additional applications received requesting assistance. Statewide Technical Assistance Workshop scheduled for November 17 th , eight of ten local boards will attend.

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade Maier & Maier	Completed - Phase 2 – Needs Assessment and Competency Formation and Training Needs Analysis Report In progress – Phase 3 – Design and Develop Training Curriculum and Instructor Led Training Core Curriculum.
✓	Outreach Initiative	Terri Bradshaw	The Branding Outreach Steering Committee met, reviewed and approved a charter and principle guidelines. They also began to formulate a plan of work, each taking a topic and preparing a description, timeline, budget, etc. Next meeting November 14 th , 2011
	Get Back to Work	TBD	Scheduled to start – TBD
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Services have been added to the kiosks in both Louisville and Florence to begin piloting. Server issues caused delay in testing. Completion date for pilot pushed back to November/December 2011.
✓	UI Customer Service Plan	Allen Larson	Conducted employer training program in Owensboro. Initiated testing of upgraded Interactive Voice Response system.

November 2011

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

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
	November 1	2	3	4	5
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)		EKCEP Business Services Forum	11:30am MONTHLY REPORTS DUE	
					6
7	8	9	10	11	12
		Ky Assoc Economic Development KAED Meeting (Paducah, KY)			
		Partner for Success Regional training (General Butler State Park)			
		11:00am Western KY WIB Meeting (KY Dam Village Convention Center)	11:15am KY Assoc Economic Development (Paducah, KY)		13
14	15	16	17	18	19
1:00pm Outreach Steering Committee Meeting (Tower, 3rd floor conference room)	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	Partner for Success Regional Meeting (Jenny Wiley State Park, Presto)			
	2:00pm Weekly Regional Brand Champion Conference Call with Landor		9:00am High Impact WIB Statwide Enhancement Op		20
			1:00pm KWIB Meeting (100 Airport Road, Frank)		
			3:00pm Work Ready Communities Steering		
21	22	23	24	25	26
					27
28	29	30			
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	Partner for Success Regional Meeting			

December 2011

December 2011							January 2012						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
4	5	6	7	1	2	3	1	2	3	4	5	6	7
11	12	13	14	8	9	10	8	9	10	11	12	13	14
18	19	20	21	15	16	17	15	16	17	18	19	20	21
25	26	27	28	22	23	24	22	23	24	25	26	27	28
				29	30	31	29	30	31				

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
			December 1	2	3
			Partner for Success Regional Meet	7:45am Building a Better Workforce for Woodford County (KCTCS, 300 N Main Street, Versailles, KY)	4
5	6	7	8	9	10
11:30am MONTHLY REPORTS DUE		10:00am Business Services Redesign Steering Committee Meeting (Executive Director's Conference Room CHR 2nd Floor)			11
12	13	14	15	16	17
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)		8:30am WRC - Grayson County (TBA)		18
19	20	21	22	23	24
					25
26	27	28	29	30	31
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				

January 2012

January 2012						
S	M	T	W	T	F	S
1	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 2012						
S	M	T	W	T	F	S
			1	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			

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					January 1, 2012
2	3	4	5 11:30am MONTHLY REPORTS DUE	6	7
					8
9	10 2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	11 9:00am Work Ready Review Panel (KCTCS Office, 300 N. Main Street, Versailles, KY 40383 (for directions see link below))	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	31				

KWIB Strategic Plan Presentation Schedule

Strategic Initiatives Presentations

	Date	Time	Presenter(s)	Organization Contact	Contact Info	Notes
Kentucky Association of Manufacturers	2/8/11	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	
ACT National Workforce Conference	4/18/11		Tom West (Joe Paul)			September 28-30th (Still working on the Agenda, Linda Prewitt) Lake Barkley
Partner Leadership Workshop	4/27/11		Hugh Haydon Heidi Margulis			November 5th 2010 at EKU
Kentucky Energy Workforce Development Conference	4/29/11	1:00 PM	Joe Meyer	Ann Randolph	502-564-3350	
National Governors Association SWIB Chairs and Directors	8/1/11	10:00 AM	Tom West	Martin Simon		Chicago - Work Ready Communities
Paducah Area Chamber of Commerce	8/4/11		Joe Meyer	Elaine Spalding		Lake Cumberland
Governor's Local Issues Conference	8/15/11	10:00 AM	SC members	DLG		Work Ready Communities
Kentucky Rehabilitation Association	8/30/11		Beth Brinly			Kansas City, MO - KWIB Strategic Initiatives
Green River Workforce Area	9/6/11	10:00 AM CT	Tom West	Tonya Logsdon		Work Ready Communities
Education/Workforce Committee	9/6/11	3 & 4 PM CT	Tom West	Meghan Crosman		Work Ready Communities
Kentucky Chapter - American Plannign Association	9/15/11	2:00 PM	West, Roy, Curry	Amy Williams		Northern KY, KWIB strategic iniatives
Shelby County Economic Development	9/21/11	9:00 AM	Tom West	Libby Adams		Work Ready Communities
Workforce Dev. Sub-committee, ADD Directors	9/26/11	10:00 AM	Tom West			Northwest Ky Forward - WorkReady Communities
ADD Board, Bowling Green	9/26/11	1:00 PM	Tom West			Work Ready Communities
Bluegrass State Skills Board	9/28/11		Tom West			Work Ready Communities, ADD office in Frankfort
KCTCS Workforce Solutions Managers	10/5/11			Donna Davis	859-256-3249	Work Ready Communities
Davies County Planning Committee	10/6/11		Tom West			Work Ready Communities
Marion County Economic Development event	10/6/11		Tom West			Work Ready Communities and Industry Partnership Grant
Lincoln Trail WIB - Lebanon	10/7/11	12:00 PM	Tom West			Work Ready Communities
Barren River WIB - Barren River Area KY	10/13/11	11:00 AM	Tom West			Work Ready Communities
Rowan County Economic Development	10/26/11		Jason Slone			Work Ready Communities
Western KY Workforce Investment Board	11/9/11	10:00 AM CT	Tom West	Sheila Clark		Work Ready Communities
KY Assoc for Economic Development KAED	11/10/11	11:15 AM CT	Tom West			Work Ready Communities
Purchase Area Development District	11/21/11	3:00 PM	Beth Brinly	Jennifer Beck Walker		Work Ready Communities
Building A Better Workforce for Woodford County	12/2/11	7:45 AM	Tom West	Tami Vater	859-873-5122	Work Ready Communities
Gateway Area Development District GAAD	TBA		Jason Slone			KWIB Strategic Initiatives, Work Ready Communities
Montgomery County Economic Development	TBA		Jason Slone			Work Ready Communities
Buffalo Trace Area Development Board	TBA Nov. '11		Denise Wietelmann			KWIB Strategic Initiatives, Work Ready Communities

Implementation Progress Report



Date: October 2011

Project: Sector Strategies

Consultant or Agency name: Office of Employment and Training

Implementation Status: 95 % complete

Completion Date: December 2012

Tasks completed this month:

- *Proposals submitted to IP Coordinator - 4:00 p.m., October 10
- *IP Review Team membership finalized: Beth Brinly, Tom West, Jare Schneider, Mike Mangeot, Joe Kelly, Allison Hamilton-McIntire and Pat Dudgeon
- *IP Review Team - Evaluators Guide approved
- *Determination of Responsive and Non-responsive proposals
- *Delivery of instructions, information and all responsive proposals to Review Team - on flash drives; October 20-21
- *Survey Monkey sent to determine if reviewers needed conference call for additional scoring information and to determine final consensus meeting in November. Results: No conference call was needed; Review Team consensus meeting date and times yet TBD; no date offered worked for all seven team members (meeting time still pending).

Major milestones reached to date:

- *Industry Partnership Grant Opportunity RFP issued August 15, 2011; Up to \$500,000 in funds available.
- *IP proposals received in OET - 4:00 pm - October 10, 2011 - responsive proposals sent to reviewers

(Note: Prior Sector Strategy initiatives were led by Jim Beyea...previous reports reflect those activities and accomplishments. August, 2011..Pat Dudgeon, Industry Partnerships Coordinator)

Tasks to be completed next month:

- November (early) - Determine date for consensus meeting of Review Team - Set calendars
- November (on going) - Review Team members continue reviewing and scoring individual proposals
- November (early-mid) - Scores to be sent to IP Coordinator for compilation in preparation for full Review Team meeting
- November (mid) - Review Team consensus meeting

Coordination/collaboration required next month:

Review Team consensus on awarding IP grants.

Implementation Progress Report



Date: October 2011

Project: User-friendly On-line Services

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75 % complete

Completion Date: December 2011

Tasks completed this month:

Burning Glass:

Continued our work with Burning Glass on the Focus Talent (employer side, job posting application) wire frames. Identified 3 large employers (UPS, Humana and Ford) to establish a focus group to preview the application and solicit any feedback. Two KY regions have been identified in which a Pilot project will take place beginning toward the end of January 2012. Continued QA on Focus Talend wireframes.

Proposed GUI re-design:

Met with Stakeholders from Education and Economic Development to solicit buy in on the proposed re-design of the web portal of e3.

A web design and some functionality was sent out to staff for input and feedback.

Major milestones reached to date:

Burning Glass:

Business Rules have been written for employee portal.

Testing has discovered bugs, which is a good thing so we can clean the application up.

Coordination is ongoing between our testers and BG's core development team to clean up any bug issues.

Statewide training has begun and will continue into the second week of June.

Implementation to Production on June 30, 2011.

Initial creation of a team that will be dedicated to the online front door look of our new website.

Proposed GUI re-design:

A web design and some functionality was sent out to staff for input and feedback.

Tasks to be completed next month:

Anticipation of Burning Glass (Focus Talent) code on the week of December 12, 2011.

Focus Group formation

Continued wireframe QA until release to test. At that point we will conduct UAT, integration and regression.

Coordination/collaboration required next month:

Work with Focus Group

Work with Burning Glass on code delivery

Coordinate testing efforts on new code

Implementation Progress Report



Date: October 2011

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 100 % complete

Completion Date: November 2011

Tasks completed this month:

1. SWR funding request to test all ATC seniors forwarded for approval.
2. Resolution of KY NCRC Invoicing module issues, DTS addressing modifications.
3. Extend OET Delegation of Payment Agreement with ACT for another year. At Finance Cabinet for finalization.

Major milestones reached to date:

1. Umbrella contract executed with ACT / Kentucky Database completed and testing started
2. 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
3. "Soft Roll Out" executed
4. On-Line Task Specific Training integrated into ncr.ky.gov
5. KY NCRC Database Billing Process completed
6. ATC project complete and data sent to OCTE
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
8. KY NCRC Database Billing Process completed - (Invoices still being generated by DTS staff)
9. Ver. 2.0 of the NCRC program was completed. (over 9,000 missing records recovered from rebuild)
10. Outreach program to employers via the WIA's completed 30 Jun, 2011.
11. Yellow Ribbon Event with KYNGR to explain the NCRC to returning veterans.
12. Budget items submitted as part of cabinet budget
13. SWR proposal sent for testing of OCTE Area Technology Center seniors during FY12.
14. Amendment and One year extension to Delegation of Payment Agreement ACT & OET received from Cabinet Legal Dept. and forwarded to Finance Cabinet.
15. 2500 ACT Scholarships allotted to KY Adult Ed and OET.
16. Completed budget process for FY13/14 (to include all graduating High School Senior assessment)

Tasks to be completed next month:

1. Continue writing Standard Operating Procedures (SOP).
2. Continue to resolve KY NCRC customer service issues.
3. Continue to coordinate assessment projects with KY National Guard/Reserves.
4. Continue to coordinate assessment projects with KDE and OCTE of High School Seniors.
5. Coordinate with OET Regional Managers the process to identify eligible employers and distribute ACT scholarships.

Coordination/collaboration required next month:

1. Continue to identify with DTS any upgrades and/or enhancements that need to be made to the ncr.ky.gov web site to increase functionality streamline workflow.
2. Coordinate and share WorkKeys data with Dept of Education
3. Coordinate with Finance Cabinet to approve amended ACT contract.
4. Collaborate with KY National Guard / Reserves to work with returning veterans.

Implementation Progress Report



Date: October 2010

Project: Eligible Training Providers

Consultant or Agency name: Office of Employment and Training

Implementation Status: 80 % complete

Completion Date: November 2011

Tasks completed this month:

1. Survey of other states regarding ETPL policies and procedures conducted. (Survey due 11/3/11.)
2. Additional clarification and edits made to Draft #2 of policy document.

Major milestones reached to date:

1. Project scope developed.
2. New (general) ETPL process incorporated in state plan.
3. Established ETPL steering committee.
4. Four principals for proposed ETPL policy established.
5. Surveys of providers and other state workforce agencies conducted.
5. Draft policy document prepared for focus group discussion and input.

Tasks to be completed next month:

1. Analyze survey results of other states' ETPL policies. (Survey due 11/3/11.)
2. Convene focus groups for input on proposed policy.
3. Meet with steering committee to review survey results and input obtained from focus groups .
4. Discuss provider performance data collection with other states.

Coordination/collaboration required next month:

Coordination with steering committee members to facilitate focus groups.

Implementation Progress Report



Date: October 2011

Project: Apprenticeship

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete

Completion Date: December 2012

Tasks completed this month:

Schedule meeting with Mike Donta and Mark Brown from the Kentucky Labor Cabinet. Meeting was canceled in October due to schedule conflicts. Meeting has been rescheduled for November 2. Fran Dundon scheduled two activities relating to apprenticeship for the Kentucky Leadership Training Institute for students involved in SkillsUSA.

Major milestones reached to date:

Tasks to be completed next month:

SkillsUSA Kentucky Leadership Training Institute on November 2 - 4 will feature two guest speakers from Mazak Corporation on their apprenticeship program. A tour is also scheduled to the Training Center for United Association Plumbers, Pipefitters & Service Technicians Local Union 502.

Coordination/collaboration required next month:

Work with Mike Donta, Labor Cabinet, to determine pockets of success with building a pathway from the ATC to an apprenticeship program.

Implementation Progress Report



Date: October 2010

Project: High School Outreach

Consultant or Agency name: Office of Employment and Training

Implementation Status: 15 % complete

Completion Date: December 2012

Tasks completed this month:

Committee was unable to meet in October. A new meeting date has been set.

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

Began developing Theory Plan of Action

Tasks to be completed next month:

Meeting scheduled for November 17 after KWIB meeting

Coordination/collaboration required next month:

Committee to review Plan of Action draft and come to meeting with suggestions for finalizing
Communicate with One Stops regarding questions they may receive in regard to Operation Preparation.

Implementation Progress Report



Date: October 2011

Project: Work Ready Communities

Consultant or Agency name: Thinking Media

Implementation Status: 100% complete
2012

Completion Date: October

Tasks completed this month:

Staff and volunteers made numerous presentations to groups in the Green River area, Shelby County, Northern Kentucky and others.

Preparation made for the October 12 meeting of the Review Panel.

Issues identified for Review Panel consideration were identified, including Internet Availability data and NCRC requirements.

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)

Governor officially announces program through a press release dated August 16, 2011.

Presentation to local government during the Governors Fall conference on Local Issues. August 18, 2011.

Implementation Progress Report



Tasks to be completed next month:

Review panel meeting October 12

Updated link to WRC Resource Tabe for High School graduation rates. Link was found to be no longer working, but a new link was provided for immediate fix.

Presentations completed:

1) Lebanon 10/07/2011

2) Barren River Area 10/13/2011

3 Morehead EDC / Chamber of Commerce 10/26/2011 (Full presentation to Industrial Authority board expected in November.

Additional presentations scheduled

Coordination/collaboration required next month:

Continued work to refine the NCRC data quality.

Implementation Progress Report



Date: October 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:

- Held bi-weekly calls with Thomas P. Miller and Associates (on-site 10/10 and via phone 10/24).
- Eight (8) regional input sessions were conducted throughout the Commonwealth by Thomas P. Miller and Associates (TPMA): TENCO, 10/11; Cumberland, 10/12; Bluegrass, 10/13; Barren River, 10/18; Lincoln Trail, 10/21; Western Kentucky, 10/21; Greater Louisville, 10/24; Northern Kentucky, 10/28.
- TPMA held two (2) interviews with Regional OET Managers (10/18 and 10/31).
- TPMA conducted two (2) business services team input sessions (10/12 and 10/28).
- OET staff and TPMA met with representatives of Kentucky's Economic Development Cabinet to identify opportunities for collaboration and alignment.

Major milestones reached to date:

- All of the regional work has been completed, with the exception of the regional onsite work in the EKCEP region which has been scheduled for 11/3/2011.

Tasks to be completed next month:

- The tenth and final regional input session will be held on 11/3/2011 in the EKCEP region as well as a meeting of the business services staff following.
- TPMA will hold two additional interviews with Regional OET Managers. One has been scheduled on 11/1/2011 and the other is currently being scheduled.
- TPMA will synthesize and analyze the information collected during the on-site work and will begin to draft preliminary findings and recommendations in preparation for the Steering Committee meeting which is scheduled for early December.

Coordination/collaboration required next month:

- Continued communication with Thomas P. Miller and Associates via bi-weekly project calls and any as-needed correspondence.
- Finalize scheduling of remaining interview with Regional OET Manager.
- Conduct regional input session and business services team session in the EKCEP region.
- Prepare agenda and materials for the Business Services Redesign Steering Committee meeting on 12/7/2011.

Implementation Progress Report



Date: October 2011

Project: Economic Development Academy

Consultant or Agency name: Office of Employment and Training

Implementation Status: 90 % complete

Completion Date: December 2012

Tasks completed this month:

Several speaking engagements have been scheduled to promote the other KWIB projects and WFD programs to economic developers.

Major milestones reached to date:

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Tasks to be completed next month:

Terri will attend KAED meeting in Paducah to act as a representative of this committee and network with others in economic development to promote out programs.

Coordination/collaboration required next month:

Implementation Progress Report



Date: October 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 100% complete.

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

This project is being worked into the KY Workforce Academy initiative.

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: October 2011

Project: Partner for Success

Consultant or Agency name: Office for Vocational Rehabilitation

Implementation Status: 72 % complete

Completion Date: February 2012

Tasks completed this month:

Held meetings October 6, 2011
Reviewed agenda and have speakers for each session.
Maher and Maher will be second outside speaker.
Discussed evening activities.
Registration sent out.
Have invited the local WIB directors to have a representative on our committee. They are meeting today and will let us know who will join on their behalf.

Major milestones reached to date:

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Tasks to be completed next month:

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Coordination/collaboration required next month:

Next meeting October 28, 2011.

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Implementation Progress Report



Date: October 2011

Project: Case Management

Consultant or Agency name: Office of Employment and Training

Implementation Status: 10 % complete

Completion Date: January 2012

Tasks completed this month:

Meeting held for core members October 19, 2011 in Madisonville
Discussion of need for newly created "Common Forms". Intake, Confidentiality, Assesement, etc.
Reviewd direction for the Case Management Project

Major milestones reached to date:

Scheduled meeting with Project Champion and core members set for Novemeber 15, 2011
Copies of each agencies forms and will work toward combination of those.

Tasks to be completed next month:

Budget will be completed and turned into Linda Prewitt
Forms will be reviewed and set for approval
Full Two day meeting will be set for December
Burning Glass, Focus Career, tutorial will be revisited and with approval moved forward.

Coordination/collaboration required next month:

Two Day full committee meeting with additional partners added if necessary.
Review of project, goals, forms, etc.

Implementation Progress Report



Date: October 2011

Project: High Performing Workforce Boards

Consultant or Agency name: Office of Employment and Training

Implementation Status: 100 % complete

Completion Date: October 2011

Tasks completed this month:

No additional applications received requesting technical assistance.

Letters drafted and signed by KWIB Chairman, Ed Holmes, inviting all local reas to participate within the project. July 2011

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

Technical Applications Received to date:

- 1). Green River LWIB submitted a request for technical assistance. Request approved and funded August 2011.

Major milestones reached to date:

Tasks to be completed next month:

Review any additional applications received for technical assistance.

Coordination/collaboration required next month:

n/a

SEAWARD 11/7/11



Implementation Progress Report

Date: October 2011

Project: Workforce Academy

Consultant or Agency name: Maher and Maher

Implementation Status: 28% complete

Completion Date: May 2012

Tasks completed this month:

COMPLETE - Phase 2: Needs Assessment & Competency Formation.

6) **COMPLETE – Training Needs Analysis Report.** Conducted both internal and full-team (with KY leadership) Focus Group debrief meetings, and developed a strategy to move forward with the Training Needs Analysis. Performed a Gap Analysis to determine what additional training skills need to be addressed in order to accomplish KY's transformational vision. Drafted the Training Needs Analysis report, collaborated with both internal & KY teams to gather feedback, revised, and finalized report.

IN PROGRESS - Phase 3: Design & Develop Training Curriculum.

1) **IN PROGRESS – Instructor Led Training (ILT) Core Curriculum.** Drafted the Training Assets Inventory Survey (for KY steering team to identify existing sources of Competencies training to include in Academy Curriculum), collaborated with both internal & KY teams to gather feedback, revised, web-designed, and deployed survey. Began scoping the Academy curriculum.

Major milestones reached to date:

COMPLETE - Phase 1: Preparation & Planning

COMPLETE - Phase 2: Needs Assessment & Competency Formation

10% COMPLETE - Phase 3: Design & Develop Training Curriculum (see task detail above)

Tasks to be completed next month:

IN PROGRESS - Phase 3: Design & Develop Training Curriculum.

1) **IN PROGRESS – Instructor Led Training (ILT) Core Curriculum.** Gather results & compile the Training Assets Inventory Survey. Further outline, refine, & design the Academy curriculum overview. Draft the introductory course outline, develop course material, develop course trainer's guide, develop course participant guide, develop course media.

2) **NEXT STEPS – Professional Development Strategy for Cohort Curricula**

3) **NEXT STEPS – Training Curriculum Approval**

Coordination/collaboration required next month:

Implementation Progress Report



Next month, we will require collaboration from the KY project team to complete the tasks in Phase 3: Design & Develop Training Curriculum (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: October 2011

Project: Branding and Identity

Consultant or Agency name: Office of Employment and Training

Implementation Status: 5 % complete

Completion Date: December 2011

Tasks completed this month:

The Branding Outreach Steering Committee met and reviewed and approved a charter and principle guidelines. They also began to formulate a plan of work, each taking a topic and preparing a description, timeline, budget, etc...to be presented to the entire committee at the November 14 meeting.

Major milestones reached to date:

Tasks to be completed next month:

Steering Committee will meet on November 14 to approve various pieces of the plan of work. Terri will schedule times with Jeff (Landor) to hold weekly conference calls which are scheduled to begin after the plan of work is approved.

Coordination/collaboration required next month:

Date and time of weekly conference call with Landor should be established. Coordination of timeline for all pieces of the plan of work.

Implementation Progress Report



Date: October 2011

Project: One Stop Kiosk

Consultant or Agency name: Office of Employment and Training

Implementation Status: 75 % complete
2011

Completion Date: November

Tasks completed this month:

- Services had been added to the kiosks in both Louisville and Florence to begin piloting. Server issues occurred preventing continued testing for a short period of time. IT worked on this and got it back up and running. However, we are still experiencing issues re: pop-ups not showing as they should.
- Completion date for pilot in Louisville and Florence pushed back to November/December, 2011

Major milestones reached to date:

- Limited services added to kiosks in both locations
- Empowering staff to be involved with the set up and testing
- IT Support at the local level involved and assisting as needed

Tasks to be completed next month:

- Once pop-up issue is resolved, testing will continue utilizing staff along with Career Center customers.

Coordination/collaboration required next month:

- DTS fine tuning programming as needed
- Staff continued training
- Begin limited customer use in Louisville and Florence
- PM's continued observation of project making changes as needed; working with DTS, IT Support and staff

Implementation Progress Report



Date: October 2011

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 44 % complete

Completion Date: January 2012

Tasks completed this month:

Conducted employer training program in Owensboro
Initiate testing of upgraded IVR

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
Implementation of Fraud Reporting Email address
Developed new or updated information sharing agreements with SOS, SSA, IRS, Workers Comp

Tasks to be completed next month:

Identify reliable contact with Kentucky Housing Authorities to discuss information exchange agreements
Continue forms review and updates
Complete reviews and evaluations of responses to RFP for UI Business Process Review
Initiate steps to develop electronic notification of employers in order to respond to claims
Conduct employer training program in Lexington and Winchester

Coordination/collaboration required next month:

Local SHRM's / Chambers of Commerce
Kentucky Housing Authorities
USDOL
DTS/COT
Kentucky School Board Associations