

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

IMPLEMENTATION STATUS REPORT

NOVEMBER 30, 2010



KENTUCKY WORKFORCE INVESTMENT BOARD

November Summary

Report Contents

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Implementation Activities

Project Overviews

Consultants currently under contract were asked to submit a one page project overview that will serve as a public document for each project. These summaries are included in this month's report and are available as a management and collaboration tool to all consultants and project managers.

Project Collaboration Call

A conference call was conducted to allow all consulting firms working on Strategic Plan implementation projects and their respective state project managers to coordinate efforts and leverage resources. The call will be held monthly and staff is currently investigating the potential for use of a net-based meeting platform for the meetings.

KWIB Meeting

The Kentucky Workforce Investment Board met on November 18 and entertained presentations about the progress of several projects. Landor Associates presented the Board with an update of their work with the Branding and Identity Steering Committee and included a look at how other states have branded their system as well as corporate branding practices. Thinking Media presented the Board with an update on the Work Ready Communities project, including a list of potential criteria being considered by the Steering Committee. They invited input from the Board. Commissioner Brinly provided an update about the High Performing Workforce Boards project and also invited the Board to comment on the criteria being considered for that effort.

Current Kentucky one-stop logos

Overall Observations

- Lack of consistency across logos among separate but related groups.
- Visual emphasis is foremost on regions rather than over arching Kentucky One Stop system.
- A range of disparate names exist rather than a clear master brand with accompanying sub-brands.
- Most branding, logo treatments and collators do not feel overable or memorable, and do not communicate a clear message to consumers.
- Acronyms can be tough to read, and take time to establish recognition in the community.



Landor

Kentucky EDC/One-Stop, 11/20/17, 21 | 1 (Redacted text)

**For projects currently under contract with a consultant*

Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	Sector Strategies	Jim Beyea Maier & Maier	December 9 th – next meeting Data review team formed
✓	Branding & Identity	Tom West Landor Associates	Immersion conducted; State departments contacted, in person one-on-ones w/consumers and employers were done
✓	One Stop Certification Policy	Bill Monterosso & Tommy Wheatley Maier & Maier	January – Core Team Meeting
	User Friendly On Line Services	Jim Beyea & AJ Jones	Scheduled to start – March 2011
✓	NCRC	TBD 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	Nine of 13 career coaches have been hired. January 31 st – 1 st Committee Meeting
✓	I-Best	Linda Prewitt	Curriculum training material aligned with standards; pilot name decided December 16 th and 17 th – curriculum development training
✓	Apprenticeships	Mike Kindred	December 13 th – 1 st Apprenticeship Strategic Plan Meeting
	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	December 16 th – Steering Committee Meeting
✓	Rapid Response	Bill Monterosso & Linda Prewitt	December – initial meeting of core Rapid Response Design team. Identify key partners to serve on committee.
	Economic Development Academy	Jim Beyea	Scheduled to start – July 2011

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Lanny Brannock	Meeting held to discuss removing acronyms off websites. Letter drafted to cabinet staff, partners, and colleagues to discuss the removal.
	Partner for Success	Beth Smith	Scheduled to start – January 2011
✓	Statewide Reserve Investments	Jim Beyea	Processes for requesting and awarding workforce investment act and trade funds was drafted
	Case Management	Gina Triplett-Johnson	Scheduled to start – January 2011
✓	High Performing WIBs	Bill Monterosso CSW	December 10 th – Conference Call

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	TBD	Scheduled to start – July 2011
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Kiosks and stands set up in Lexington; programming issues identified
✓	UI Customer Service Plan	Allen Larson	Direct Deposit Deployment statewide.

KWIB Projects Calendar

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
			1:00pm Kiosk Project (Florence Office)	11:30am MONTHLY REPORTS DUE	
					5
6	7	8	9	10	11
10:00am Partner for Success (Capital Plaza Tower 3rd Floor Conf Room - Frankfort)			1:00pm Sector Strategies Webinar (Webinar)	1:00pm High Performing WIBS (Conference Call)	
				2:30pm Work Ready Communities (Soft Skills) (Conference Call)	12
13	14	15	16	17	18
			10:30am FW: Work Ready Communities December Meeting (Capital Plaza Tower-Large Conference Room, Third Floor)	11:00am Kentucky Projects Coordination Call (Conference Call)	
					19
20	21	22	23	24	25
	10:00am KWIB Implementation Update Report (Secretary Meyer's Office)				
					26
27	28	29	30	31	

KWIB Projects Calendar

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	10:00am High Performing WBS Presentation (KCTCS-Versailles and Madisonville Campuses)		9
10	11	12	13	14	15
			10:00am Partner for Success conference call (conference call)		16
17	18	19	20	21	22
					23
24	25	26	27	28	29
					30
31					

KWIB Projects Calendar

February 2011

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

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
	February 1	2	3	4	5
				11:30am MONTHLY REPORTS DUE	
					6
7	8	9	10	11	12
					13
14	15	16	17	18	19
					20
21	22	23	24	25	26
			1:00pm KWIB Meeting - KHEEA Building, 100 Airport Road, Frankfort		27
28					

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	Ed Holmes	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	TBD	TBD	Heidi Margulis	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

Kentucky High Performing WIBs Initiative

Overview

The Kentucky Workforce Investment Board (KWIB) senses that the state has not provided enough consistency and leadership to help the local Workforce Investment Boards (WIBs) boards achieve their full potential. To overcome this leadership gap, KWIB initiated the High Performing WIBs initiative. Kentucky's intended purpose for this project is to validate the good work being done by WIBs right now; set the course for a vision and future investments in the WIBs; collaboratively "move together toward excellence;" and create a technical assistance system to help the boards improve.

Benefits to the Communities

The one-stop delivery system operates on a "retail" basis. Success comes in small quantities, one job order, one trainee, one placement, one employer at a time. Impact at the community or "wholesale" level is not likely to come about from one-stops that come into contact with only a small percentage of workers and employers. Wholesale impact must come from **strong local vision and leadership**. WIBs can, should, and do play leadership roles such as community convener, information broker of value-added workforce intelligence, connector to strategic relationships and alliances, and workforce intermediary. The best boards are creative, entrepreneurial, and risk takers on behalf of their communities. High-performing boards have significant positive impact on workforce issues. They have a value that extends beyond their authorization under WIA that justifies their existence over and above a single funding stream.

The Process

To ensure an inclusive and collaborative process, a Stakeholder Steering Committee has been formed to help shape the work and define "high performing." The committee has drafted policy parameters; established criteria, indicators, and measures of high performance; and created an application process and self-assessment tool. Boards will receive training on the criteria and process. Teams of reviewers will be trained to score applications and perform on-site validation visits. Each WIB will receive a feedback report that identifies its strengths and challenges and makes recommendations for strengthening the board. Following the beta-testing of the process in this baseline year, the Steering Committee will refine the tools and process in anticipation of a voluntary process to be implemented in 2012. Participating boards will receive either an incentive award for being high-performing, or technical assistance resources if they need help to attain that designation.

Kentucky Workforce System Branding & Identity

Overview

Landor is in the process of a branding and identity project for the Kentucky Workforce System. We are taking a look at the entire branding system within the state across all regions in order to create a holistic system that works to help bring consistency throughout the state but also offers flexibility in order to speak to each region as well.

Benefits to the Communities:

The new branding, identity and architecture for the Workforce System will help to provide consumers with a holistic branding system, clearer navigation, more awareness, and a new brand promise for a solutions-based system.

The Process

- Currently, we are wrapping up our information gathering stage. We started the project with an immersion session where we spoke with various directors of the regions throughout the state and discussed the One-Stop centers organization, consumer experience, etc. We also did a facility tour during this session to see all of the various elements that are involved in the workforce system.
 - Additionally we conducted an audit taking a look at various examples both in other states, some additional in category examples in the corporate world, as well as taking a look at out of category examples for inspiration. This is very beneficial to help inform design work to come.
 - We also just completed an intercept portion where we went to 4 different One-Stop Centers in the state and conducted some quick sessions with consumers to better understand their experience, expectations coming into the center, their perception of One-Stop, purpose for coming, etc. It was very informative for us and will help us in our next step of creating a Customer Journey piece.
 - The Customer Journey will help to capture what the consumer experiences at all touch points as they interact with the brand.
 - From there, we will begin to deep dive into the architecture and branding identity design exploration.
-

We are targeting to be complete in February, which will include a new architecture and branding system along with a rollout/implementation plan.

Kentucky Work Ready Communities Program

Overview

The Kentucky Workforce Investment Board in conjunction with the Education and Workforce Cabinet is implementing a **Work Ready Communities Program**, through which it will certify counties as “work ready” based on the quality of their labor force. The program will raise the concept of “certified employability” from the individual level—as indicated by a person’s attainment of a National Career Readiness Certificate (NCRC) or other credentials—to the community level. Further, it will promote cooperation among key community stakeholders (community college staff, secondary education, economic development professionals, elected and appointed officials, employers, chambers, school boards, community organizations, and others) as they work toward a common community goal.

Benefits to the Communities:

Earning Certified Work Ready Community status ensures citizens have the talent necessary to staff existing jobs and to master the innovative technologies new jobs will require in the future.. This certified status shows employers and prospective employers that a county has the talented workforce that business demands...a sustainable, reliable pipeline that delivers the right workers with the right skills at the right time.

Work Ready Communities can:

- Attract new businesses and investment;
 - Gain a competitive advantage over surrounding communities;
 - Help existing companies grow and add new jobs;
 - Recruit creative, talented, and innovative people;
 - Revitalize their economies and keep them humming.
-

The Process

Each community must gather local support and commitment and apply for the Work Ready Community designation. To earn the designation of a Certified Work Ready Community, counties will have to meet and maintain certain criteria such as:

- driving current workers and the available workforce to earn National Career Readiness Certificates (NCRCs),
 - demonstrating a commitment to meeting certain public high school graduation rates
 - building community commitment for meeting these goals
-

In the long run, this is a program that will benefit individual communities as well as the entire state. By taking part in the effort, **counties can transform their economies** and give themselves a competitive advantage in attracting new businesses and jobs. By identifying both the needs of business and the available skills of Kentucky’s workforce, **the state can more effectively generate the right talent for the right jobs.**

Implementation Progress Report



Date: November 2010

Project: Sector Strategies

Consultant or Agency name: Maher and Maher

Implementation Status: 10 % complete

Completion Date: June 2011

Tasks completed this month:

Submitted summary Draft of Kentucky Regions.
Submitted summary Draft of Potential Target Sectors.
EMSI tool training (week of Nov. 29th).
Data Review Team was formed.

Major milestones reached to date:

Drafted Sector Strategies 101.
Drafted data reports and regional map.
Created initial list of potential targeted sectors.

Tasks to be completed next month:

Webinar with Steering Committee to present a preview of the Sector Strategies 101 session.
Review and revise regions and target industry sectors with Data Team and Steering Committee.
Begin Final Report of Regions.
Begin Final Report of Selected Industry Sectors.
Begin detailed assessment of selected industry sectors.

Coordination/collaboration required next month:

Engage leadership on industry and regional data.

Implementation Progress Report



Date: November 2010

Project: Branding and Identity

Consultant or Agency name: Landor

Implementation Status: 20 % complete

Completion Date: February 2011

Tasks completed this month:

Immersion & Discovery Phase: In and Out-of-Category Audit, Immersion Summary, In-Person One-Stop Intercepts, Steering Committee Meeting, Board Meeting

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, and employers, etc. Steering Committee and Board Meetings were held to gain alignment.

Tasks to be completed next month:

Completion of website Intercepts/Learning, Completion of Customer Journey, Begin work on Brand/System Identity

Coordination/collaboration required next month:

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

Alignment with Tom and Steering Committee on Customer Journey to help inform Brand/System Identity work.

Implementation Progress Report



Date: November 2010

Project: One Stop Certification

Consultant or Agency name: Maher and Maher

Implementation Status: 10 % complete

Completion Date: June 2011

Tasks completed this month:

Developed project plan and reviewed with State officials
Prepared PPT and other materials for Kickoff meeting
On-site kickoff meeting held with Steering Team
Reviewed KWIB plan, website, and other statewide materials indicated by State staff
Participated in call with all other project consultants
Prepared materials for and arranged visits to six One Stop Centers in December
Prepared and sent one page project description to State

Major milestones reached to date:

Kickoff meeting held
Began planning with State project manager for first Core Team meeting in January
Arranged for One Stop visits

Tasks to be completed next month:

On-site visits to six One Stop Centers, with write-up of visits
Work with State to complete population of Core Team
Work with State on logistics for first Core Team meeting

Coordination/collaboration required next month:

All consultants call
Contact WIB project manager (CSW) for update on WIB stands development
Contact Branding project manager to discuss use of One Stop brand as related to certification

Implementation Progress Report



Date: November 2010

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 86 % complete

Completion Date: December 2010

Tasks completed this month:

NCRC Coordinator started November 16, 2010
Testing NCRC Database Billing process and revising as needed
Memorandum of Understanding drafted and awaiting approval
Green River WIB Meeting to Promote NCRC and WorkKeys
Bowling Green & Glasgow Employers roll out
NCRC Training in Hazard (61 attendees + staff and 2 ACT reps)

Major milestones reached to date:

Umbrella contract executed with ACT
Kentucky Database completed and testing started

Tasks to be completed next month:

Complete NCRC Database Billing Process
Populate NCRC Database with Partners and WorkKeys Test Sites
Populate NCRC Database with Users
Complete a "soft roll out" of the NCRC Process and print first Live Certificate
Identify First Certificate for Marketing

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
Coordinate with ACT to solve possible billing conflicts with help from Education Cabinet programmers
Coordinate with Partners to populate Test Site Users in NCRC System

Implementation Progress Report



Date: November 2010

Project: Tech High (First Phase)

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete

Completion Date: February 2011

Tasks completed this month:

Nine of the thirteen chosen schools have career coaches hired and actively working with the students. We will be having our first committee meeting on January 31, 2011.

Major milestones reached to date:

All interviews for career coaches and hiring of the coaches have been completed. Three preliminary trainings for the career coaches have taken place. The first meeting was conducted at Madisonville on Nov. 1, 2010 and the other two meetings were on Nov. 3, 2010 and Nov. 19, 2010 at Berea College.

Tasks to be completed next month:

All of the career coaches will be evaluating the students at their schools during the month of December. There will be a three day training for the career coaches at Berea College which will include training on articulation, dual credit and career pathways.

Coordination/collaboration required next month:

Berea College is conducting the training for the career coaches. The fiscal agent is Northern KY University. These career coaches are being placed in the Area Technology Centers and local school districts.

Implementation Progress Report



Date: November 2010

Project: I-Best

Consultant or Agency name: Adult Education

Implementation Status: 20 % complete

Completion Date: June 2011

Tasks completed this month:

- * Curriculum training materials have been aligned with the Common Core Standards
- * Pilot name decided

Major milestones reached to date:

- * Both the curriculum development and instructor trainings have been scheduled.

Tasks to be completed next month:

- * Dec 16 and Dec 17 is the curriculum development training
- * Finalize the pilots budget

Coordination/collaboration required next month:

The staff from the adult education program and the staff from the community college will work together in December to develop curriculum and lesson plans.

Implementation Progress Report



Date: November 2010

Project: Apprenticeship

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete

Completion Date: December 2012

Tasks completed this month:

Contacted all member agencies and contacted individual representing the agencies. The first meeting of the Apprenticeship Strategic Plan Meeting was planned for December 13, 2010. Tim House and Dennis Rodgers were both added to the committee. They work for the Dept. of Housing, Building and Construction and they are working on revising apprenticeship programs for secondary students in the HVAC and plumbing programs. We also have a committee member, Barbara Stewart from NKADD that has obtained a grant to work with apprenticeships.

Major milestones reached to date:

We have worked with the Labor Cabinet on future plans to promote Apprenticeships and formalized a committee. The first committee meeting has been scheduled for December 13, 2010.

Tasks to be completed next month:

On December 13, 2010 we will have our first Apprenticeship Strategic Plan Meeting. We plan on having an in depth discussion on how the member agencies can work together to promote Apprenticeships throughout KY. We are looking forward to learning more about the grant that Barbara Stewart has obtained to work with apprenticeships.

Coordination/collaboration required next month:

Attendance of majority of the Apprenticeship Strategic Plan Meeting and participation of all members at the December 13, 2010 meeting.

Implementation Progress Report



Date: November 2010

Project: Work Ready Communities

Consultant or Agency name: Thinking Media

Implementation Status: 50% complete
(Select)

Completion Date: June

Tasks completed this month:

Steering Committee Meeting November 18, 2010
KWIB Board Presentation November 18, 2010 (deliverable #12)
Compiled input from KWIB board on criteria
All-Consultant conference call - November 19, 2010
Agreed Upon Top 10 Work Ready Community criteria (deliverable #6)
Reviewed key stakeholders list with Steering Committee (deliverable #4)
Reviewed Top Employer list with Steering Committee

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
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
Steering Committee Meeting November 18, 2010
KWIB Board Presentation November 18, 2010 (deliverable #12)
Compiled input from KWIB board on criteria
All-Consultant conference call - November 19, 2010
Agreed upon Top 10 Work Ready Community criteria (deliverable #6)
Reviewed key stakeholders list with Steering Committee (deliverable #4)
Reviewed Top Employer list with Steering Committee

Tasks to be completed next month:

Implementation Progress Report

December 16th Steering Committee Meeting
Set criteria thresholds with Steering Committee
All-Consultant conference call December 17th
Analyze Kentucky Communities on selected criteria(deliverable #7)
Begin development of certification application package (deliverable #10)

Coordination/collaboration required next month:

Action plan for Key Stakeholder contact - coordinated with other consultants
Action plan for Employer contact- coordinated with other consultants
All-Consultant conference call December 17th

Implementation Progress Report



Date: November 2010

Project: Rapid Response

Consultant or Agency name: Office of Employment and Training

Implementation Status: 2 % complete

Completion Date: October 2011

Tasks completed this month:

No action

Major milestones reached to date:

No action

Tasks to be completed next month:

Initial meeting of core Rapid Response Design team. Identify key partners to serve on committee.

Coordination/collaboration required next month:

Identify key partners and individuals to serve on committee: OET (UI, DWES, Regional Managers, Research & Statistics divisions); LWIA representatives, OVR, Economic Development, Adult Education

Implementation Progress Report



Date: November 2010

Project: Alphabet Soup

Consultant or Agency name: (Please Select from List)

Implementation Status: 38 % complete

Completion Date: February 2011

Tasks completed this month:

Met with Amy Wetherby about getting acronyms off the websites of which she is webmaster. First draft of letter to partners, colleagues and others in Education Cabinet to talk about getting rid of acronyms.

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.
- *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 useage within the workforce system

Coordination/collaboration required next month:

Branding and Identity
User Friendly online services
Outreach Initiative

Implementation Progress Report



Date: November 2010

Project: Statewide Reserve Investments

Consultant or Agency name: (Please Select from List)

Implementation Status: 15 % complete

Completion Date: December 2011

Tasks completed this month:

Held a Steering committee meeting on November 23, 2010.
Members include; Linda Prewitt, Bill Monterosso, Beth Brinley and Allison Jessee from OFB.
Processes for requesting and awarding workforce investment act and trade funds draft was forwarded to Joe Meyer for approval.

Major milestones reached to date:

Processes for requesting and awarding workforce investment act and trade funds draft completed.

Tasks to be completed next month:

Follow up with various project managers involved in some short-term investment fund/initiatives. This includes: State Innovation Fund, Local Innovation Fund, Performance Incentive Fund, Outreach, Workforce Academy, High School Outreach, Rapid Response Redesign and Pre-Apprenticeship Phase 2. Long-term investments are: One-Stop Certification, Sector Strategies Development Fund, GED Express, Work Ready Community Roll-Out, Economic Development Academy, Workforce Development Academy and High Performance Workforce Investment Board.

Coordination/collaboration required next month:

Follow up to various project managers for updates.

Implementation Progress Report



Date: November 2010

Project: High Performing Workforce Boards

Consultant or Agency name: CSW

Implementation Status: 12 % complete

Completion Date: November 2010

Tasks completed this month:

Tasks completed during November, 2010:

- Summary completed for 2nd steering committee meeting
- 3rd Steering committee meeting held November 19.
- Framework completed for self-assessment tool.
- Second drafts completed for:
 1. Standards, criteria, measures and scoring rubric;
 2. Application and self-assessment;
 3. core questions for on-site review;
 4. Survey questions;
 5. WIB Briefing agenda.

Major milestones reached to date:

Decision made on scoring options to be utilized in baseline review year.
Decision made on WIB briefing format.

Tasks to be completed next month:

Tasks for December include:

- Conference call with Steering Committee on December 10 to review all second draft documents.
- Documents finalized

Coordination/collaboration required next month:

Implementation Progress Report



Coordination with consultant 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: November 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:

(No activity reported)

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: November 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:

- Kiosks and stands were set up at Lexington pilot site
- Project Managers met with programmers and Lexington staff to review and assess programming and kiosk set up
- Project team identified multiple programming issues with the kiosk operating system and reported to DTS for resolution
- Team identified adjustments needed for the kiosk stands

Major milestones reached to date:

- Lexington staff completed kiosk tutorial training
- DTS staff conducted follow up training with Lexington staff on 11/16 and 11/17
- Customers tested the kiosk system on 11/16 for ease of use (received positive feedback)

Tasks to be completed next month:

- Project Managers brought one kiosk back to the Florence office to further identify, address and monitor programming issues
- Lexington Pilot Implementation
- Monitor/Evaluate the effectiveness of the kiosk; make changes as needed
- Identify a new vendor for kiosk stands in case more need to be ordered for other offices

Coordination/collaboration required next month:

- Await response from DTS re: programming issues submitted
- Schedule meeting with Facilities Management and Louisville staff to determine needs for implementation re: the Preston Highway and 6th and Cedar offices in Louisville (*Note: Received notification from Facilities Management that Preston Highway office in Lou. will be moving in 3 months; could potentially affect implementation date/set up)
- Lou. WFD Manager will continue to keep project team informed re: the progress at 6th and Cedar's renovation.

Implementation Progress Report



Date: November 2010

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 20 % complete

Completion Date: July 2011

Tasks completed this month:

Deployed Direct Deposit Statewide
Issued third quarter benefit charge statements which contained interest assessments for Reimbursable employers
Issued Annual Contribution Rate Notices using quarters specified in HB 5 (3rd & 4th of 2009 and 1st & 2nd of 2010)
Formed group consisting of members from management and labor to review UI Forms

Major milestones reached to date:

Deployment of Direct Deposit Statewide
Increased staff for help desk / Identification of KEWES systemic issues
Tax rate calculations / Reimbursable charges issued based upon changes specified in HB 5

Tasks to be completed next month:

Submit selected UI forms (those referenced in Regulations and most common tax, benefit, and appeals) to review group
Establish schedule for UI training program for employers
Complete drafts of Regulation changes needed due to HB 5 (Electronic notification of employer, Increase of protest period from 10 to 15 days, Work search verification, Management of appeals)
Meet with representatives of State Department of Labor to determine security statement requirements and available data for information sharing agreement

Coordination/collaboration required next month:

Coordinate with forms review group
Coordinate with State Technical Colleges
Meet with State Department of Labor program staff