

# WORKSmart

Kentucky



A Strategic Transformation of  
Kentucky's Workforce System

## IMPLEMENTATION STATUS REPORT

December 31, 2011



KENTUCKY WORKFORCE INVESTMENT BOARD

# December Summary

## Report Contents

- *Project Status Summary Tables*
- *Project Calendar (Next Three Months)*
- *Outreach Activities*
- *Monthly Project Reports*

# Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Industry Partnership Grants/Sector Strategies</i>	Patricia Dudgeon	Cabinet announcement of first round Industry Partnership Grant awardees.  Office of Employment and Training Industry Partnership internal forms, guidelines, expectations and procedures established.
✓	One Stop Certification Policy	Tommy Wheatley <b>Maher &amp; Maher</b>	No Report Submitted
✓	<i>User Friendly On Line Services</i>	<i>Jim Beyea &amp; AJ Jones</i>	Conducted meetings in Louisville, Bowling Green and Lexington with employers showcasing the Focus Talent (employer module).
✓	NCRC	Joe Paul <b>ACT</b>	Continue coordination with the Office of Career & Technical Education on project to test all ACT seniors; training materials and administrative packages created.
✓	Eligible Training Provider List	Linda Burton	Conference call with provider focus group.

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)	Karen Bothun	Krystal Johnson assumed additional duties to work with career coaches throughout the state. Conference call held regarding the Close the Deal activities planned for the spring.
✓	Apprenticeships	Karen Bothun	List of registered apprenticeship programs in Kentucky is being matched up with area technology centers to create partnerships that will begin pathways for high school students.
✓	High School Outreach	Karen Deuker	Committee did not meet in December, next meeting scheduled for January 10, 2012
	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 <b>Thinking Media</b>	Kentucky accepted into the National Work Ready Communities Academy. Eight counties have applied for work ready status. Work Ready Communities initiative referenced during Governor's State of the Commonwealth address.
✓	Rapid Response	Bill Monterosso & Linda Prewitt <b>Thomas P. Miller</b>	Multiple conference calls with Thomas P Miller and Associates and Maher & Maher to coordinate the various elements of the Business Services Redesign and the Workforce Development Academy.
✓	Economic Development Academy	Terri Bradshaw	Met with representatives of the Cabinet for Economic Development concerning the Career Talent/Focus system and how it can be used to promote Kentucky to potential new businesses.

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Terri Bradshaw	Project now merged with Workforce Academy.
✓	Partner for Success	Allison Flanagan-Jessee	No meetings held. Continue to review November Partner for Success evaluations and recommendations.
✓	Statewide Reserve Investments	N/A	No Report Submitted
✓	Case Management	Gina Triplett-Johnson	No Report Submitted
✓	High Performing WIBs	Jason Slone <b>CSW</b>	No activity this month

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade <b>Maier &amp; Maier</b>	Completed training on Core Curriculum Overview, met with Project Managers to determine needs and deadlines that may affect the Academy curriculum. Started drafting the Instructor Led Training Trainer's Guide for delivering the pilot Academy curriculum.
✓	Outreach Initiative/Branding and Identity	Terri Bradshaw	December Steering Committee meeting was canceled to allow time for a meeting with Landor to discuss the plan of work, budget, etc.
	Get Back to Work	Jeannie Devers	Scheduled to start – TBD
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Registration issues continue, limited customer use due to these issues, completion date for pilot in Louisville and Florence pushed back to February 2012.
✓	UI Customer Service Plan	Allen Larson	Testing complete of Automated Eligibility Review Process. Conducted employer training seminars in Ashland and Louisville.

# January 2012

January 2012							February 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29			

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jan 1 - 7	Jan 1, 12	2	3	4	5	6	7
					8:30am 12:00pm KIOS K Project Manager's Meeting (Florence Of fice) 11:30am 12:00pm MO NTHLY REPORTS DU E		
Jan 8 - 14	8	9	10	11	12	13	14
			9:00am 11:00am 2012 KWIB Project Manag ers Orientation and Refresher Training ( 2:00pm 3:00pm NCRC Advisory Team bi-we ekly conference call (	9:00am 2:00pm Work Ready Review Panel (KCTCS Office, 300 N. Main Street, Vers ailles, KY 40383 (for directions see link b elow)) - WFD KWIB		2:00pm 3:30pm Kiosk PM's Meeting (Floren ce)	
Jan 15 - 21	15	16	17	18	19	20	21
			2:30pm 3:30pm Region al Brand Champion C onference Call (1/87 7/355-2902 Particip ant # 7947023)	8:00am 4:00pm Dr. Rh oads - WRC Hopkins County (Madisonville , KY - Trover Tower) - West, Thomas M ( Education Cabinet)		10:00am 2:00pm KIOS K Project Meeting (FI orence Office)	
Jan 22 - 28	22	23	24	25	26	27	28
			2:00pm 3:00pm NCRC Advisory Team bi-we ekly conference call ( Dial in: 877-355-290 2) - Dailey, Wendi M (OETCO-FK)		1:00pm 3:00pm Brand ing Outreach Steerin g Committee meetin g (3rd floor Tower, Large Conference R oom) - WFD KWIB S trategic Plan		
Jan 29 - Feb 4	29	30	31	Feb 1	2	3	4



# February 2012

February 2012							March 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
5	6	7	8	9	10	11	4	5	6	7	8	9	10
12	13	14	15	16	17	18	11	12	13	14	15	16	17
19	20	21	22	23	24	25	18	19	20	21	22	23	24
26	27	28	29				25	26	27	28	29	30	31

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jan 29 - Feb 4	Jan 29	30	31	Feb 1	2	3	4
						3:00pm 4:30pm KSBA "A Sector Approach to College and Career Readiness" (Galt House, Louisville KY)	
Feb 5 - 11	5	6	7	8	9	10	11
	11:30am 12:00pm MONTHLY REPORTS DUE		9:30am 11:00am Northern KY Work Ready Community (Central bank, 7310 Turf) 2:00pm 3:00pm NCRC Advisory Team bi-weekly conference call (				
Feb 12 - 18	12	13	14	15	16	17	18
					1:00pm 3:00pm KWIB Meeting		
Feb 19 - 25	19	20	21	22	23	24	25
			2:00pm 3:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902) - Dailey, Wendi M (OETCO-FK)				
Feb 26 - Mar 3	26	27	28	29	Mar 1	2	3

# March 2012

March 2012							April 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
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					

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Feb 26 - Mar 3	Feb 26	27	28	29	Mar 1	2	3
Mar 4 - 10	4	5	6	7	8	9	10
		11:30am 12:00pm MONTHLY REPORTS DUE	2:00pm 3:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902) - Dailey, Wendi M (OETCO-FK)				
Mar 11 - 17	11	12	13	14	15	16	17
Mar 18 - 24	18	19	20	21	22	23	24
			2:00pm 3:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902) - Dailey, Wendi M (OETCO-FK)				
Mar 25 - 31	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
Virginia Workforce Council Meeting	11/3/11	11:00 AM	Tom West			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
Muhlenberg County	11/30/11	3:00 PM	Tom West/Joe Paul			Work Ready Communities/NCRC
Building A Better Workforce for Woodford County	12/2/11	7:45 AM	Tom West	Tami Vater	859-873-5122	Work Ready Communities
Grayson County	12/15/11	8:00 AM	Tom West			Work Ready Communities
TENCO Workforce Investment Board	12/21/11	12:00 PM	Tom West			Work Ready Communities
Madisonville CTC Work Ready-Work Keys	1/6/12	7:00 AM	Tom West			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:** December 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:

Cabinet announcement of IP grant awardees for the first round RFP: Northwest Kentucky Training Consortium (NKTC), Bluegrass Partnering Healthcare Initiative for Tomorrow and Northern Kentucky Industrial Park Association (NKIPA);  
Notifications sent to all IP proposers as to status (awardees and non awardees), included announcement of the IP RFP - 2nd Round for early 2012;  
OET IP internal forms, guidelines, processes, expectations and procedures established;  
Contacted awardees to apprise of OET process, scope of work, deliverables, and procedures; some meetings set with IP awardee teams (early January);  
IP RFP - 2<sup>nd</sup> Round workgroup; draft in process.

## 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;  
Review Team met for consensus on awards - November;  
Three (3) IP Grants awarded December 2011;  
IP RFP- 2<sup>nd</sup> Round announced for early 2012

## Tasks to be completed next month:

Completion of IP-RFP- 2<sup>nd</sup> Round;  
Continue scheduling meetings with awardee IP teams to apprise of processes, procedures and expectations

## Coordination/collaboration required next month:

Review and approval of IP RFP - 2<sup>nd</sup> Round;  
Coordination with Communications for public announcement of IP RFP- 2<sup>nd</sup> Round;  
Continue collaboration with OET WORKS System "Notice of Funding Availability" and awardees  
Schedule meetings with IP grant fund recipients

# Implementation Progress Report



**Date:** December 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:

Conducted 3 meetings to employers showcasing the Focus Talent (employer module). The 3 areas were; Louisville, Bowling Green and Lexington.

### Proposed GUI re-design:

A.J. Jones met with DTS to discuss feedback received from staff for the new web design.

## 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.

Focus Talent has been showcased in 3 areas. Testing has begun.

### Proposed GUI re-design:

Met with steering committee. Timeline for development and deployment was drafted.

## Tasks to be completed next month:

### Burning Glass:

Continue testing with Focus Talent.

### Proposed GUI re-design:

Complete other State assessments of websites.

## 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:** December, 2011

**Project:** National Career Readiness Certificates

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

**Implementation Status:** 100 % complete

**Completion Date:** January, 2012

## Tasks completed this month:

1. Continue Coordination with OCTE on project to test all Area Technology Center seniors. Training materials created and Administrative Packages created.
2. Delegation of Payment Agreement extension between OET and ACT has been finalized and approved through Finance and Administration Cabinet

## 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 nrcr.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)
17. Funds Released for OCTE/OET Collaboration to assess all Area Technology Center Seniors.
18. Extension of Contract with ACT to provide WorkKeys testing in Kentucky

## 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. Continue to tweak the nrcr.ky.gov site's billing and reporting modules
6. Bring on board Administrative Assistant.
7. Revise presentations to become more geared from education provider to employer incentive driven.

# Implementation Progress Report



## Coordination/collaboration required next month:

1. Continue to identify with DTS any upgrades and/or enhancements that need to be made to the [ncrc.ky.gov](http://ncrc.ky.gov) web site to increase functionality streamline workflow.
2. Coordinate and share WorkKeys data with Dept of Education
3. Collaborate with KY National Guard / Reserves to work with returning veterans.
4. Collaborate with OCTE to develop administrator training for assessments FY12.
5. Begin Collaboration efforts with Dept of Juvenile Justice

# Implementation Progress Report



**Date:** December 2011

**Project:** Eligible Training Providers

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

**Implementation Status:** 80 % complete

**Completion Date:** January 2012

## Tasks completed this month:

Conference call with provider focus group.

## 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. Convene other focus groups (LWIBs, Reporting/technology and employer/labor organizations) for input on policy.
2. Meet with Charles McGrew to explore possibility of coordination with P20 project for provider performance data collection.
3. Meet with steering committee to review input obtained from focus groups.
4. Prepare ETPL project presentation for KWIB.

## Coordination/collaboration required next month:

Coordination with steering committee members to facilitate focus groups.



# Implementation Progress Report



**Date:** December 2011

**Project:** Tech High (First Phase)

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

**Implementation Status:** 65 % complete

**Completion Date:** June 2012

## Tasks completed this month:

Krystal Johnson, career coach for Mayfield Graves County Area Technology Center, assumed additional duties to work with the career coaches throughout the state.  
Adult education agreed to provide funding for Ms. Johnson to assume extra responsibilities which will include data collection.  
Conference call with Gayle Box, Adult Ed., and Mary Stratton and Karen Bothun from OCTE, regarding the Close the Deal activities planned for the spring. Ten sites were identified for the adult ed piece: Anderson County, Hardin County, Jefferson County, Pulaski County, Lake Cumberland, Pendleton county, Perry Co. EKCEP, Perry county Adult Ed, Hopkinsville, and Fayette County.

## Major milestones reached to date:

Adult ed sites identified.  
Data collection list developed. A copy can be found in the Deliverables folder.

## Tasks to be completed next month:

Krystal will meet with the coaches and begin gathering data.

## Coordination/collaboration required next month:

Mary Stratton and Angie Fischer will continue to work with the career coaches and plan the Close the Deal Meetings throughout the state.

# Implementation Progress Report



**Date:** December 2011

**Project:** Apprenticeship

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

**Implementation Status:** % complete

**Completion Date:** December 2012

## Tasks completed this month:

Mike Donta provided a list of registered apprenticeship programs in Kentucky. Karen Bothun will match some of the area technology centers to the apprenticeship programs (based on location). A few partnerships will be identified to begin pathways for high school students.

## Major milestones reached to date:

## Tasks to be completed next month:

Complete list match. Identify potential locations for pilot development of career pathways.

## Coordination/collaboration required next month:

# Implementation Progress Report



**Date:** December 2011

**Project:** High School Outreach

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

**Implementation Status:** 27 % complete

**Completion Date:** December 2012

## Tasks completed this month:

Committee did not meet this month. Several committee members had individual tasks to complete prior to upcoming meeting January 10, 2012

## 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 the project  
Developed Plan of Action

## Tasks to be completed next month:

Review format for webpage for each WIB  
Review Communication Plan for LWIB's and Regional Managers to be used for developing relationships with school districts  
Review framework for participation in Operation Preparation  
Begin to develop presentation for high schools and middle schools  
Explore KET making a DVD for presentation in the toolkit

## Coordination/collaboration required next month:

Full participation of committee members at next meeting on January 10, 2012.  
Continue to engage partners

# Implementation Progress Report



**Date:** December 2011

**Project:** Work Ready Communities

**Consultant or Agency name:** Thinking Media

**Implementation Status:** 100% complete  
2012

**Completion Date:** December

## Tasks completed this month:

- Received feedback from ACT on Kentuckys acceptance into the National Work Ready Communities Academy.
- 8 counties have applied for work ready status.
- Governor Beshear referenced the states commitment to improving the workforce, referencing the Work Ready Communities innitiative during his State of the Commonwealth Address.

## Major milestones reached to date:

- Initial Kickoff Call - August 27, 2010Report: 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 (wth 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. Agust 18, 2011.

## Tasks to be completed next month:

- Application deadline is December 10. First applications to be reviewed by staff and forwarded to review panel members.

# Implementation Progress Report



## Coordination/collaboration required next month:

Continued work to refine the NCRC data quality.

# Implementation Progress Report



**Date:** December 2011

**Project:** Rapid Response

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

**Implementation Status:** 80 % complete

**Completion Date:** February 2012

## Tasks completed this month:

- Held bi-weekly calls with Thomas P. Miller and Associates (12/5 and 12/16).
- A Steering Committee meeting was held on 12/7 to review findings and present/ discuss initial recommendations. The meeting was facilitated by TPMA.
- TPMA conducted one (1) interview with an local WIA director (12/12).
- A conference call was held between Maher and Maher and TPMA to coordinate the various elements of the Business Services Redesign and the Workforce Development Academy and to avoid duplication (12/22).

## Major milestones reached to date:

- Initial recommendations were presented and discussed by the Steering Committee. Over the month of December, these recommendations were revised to include the feedback and insights shared by leadership.

## Tasks to be completed next month:

- TPMA will continue to refine the recommendations in January with guidance from project leadership. Leadership will review and finalize the recommendations after a small group meeting scheduled for 1/26.
- The agenda and materials for the Business Services Redesign training session will be designed and drafted.

## Coordination/collaboration required next month:

- Continued communication with Thomas P. Miller and Associates via bi-weekly project calls and any as-needed correspondence.
- Begin the scheduling and logistics for the February 2012 training session.

# Implementation Progress Report



**Date:** December 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:

Speaking engagements continue to be scheduled to promote the other KWIB projects and WFD programs to economic developers. Terri spoke with representatives of the Cabinet for Economic Development concerning the Career Talent/Focus system and how they may promote it to companies being recruited by the state. Focus/Talent orientations were presented to business representatives in Lexington, Louisville and Bowling Green.

## Major milestones reached to date:

--

## Tasks to be completed next month:

Speaking engagements and networking opportunities will continue to be scheduled with economic development representatives.

## Coordination/collaboration required next month:

--

# Implementation Progress Report



**Date:** December 2011

**Project:** Partner for Success

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

**Implementation Status:** 75 % complete

**Completion Date:** February 2012

## Tasks completed this month:

No meetings occurred during December. Continued review of November Partner for Success participant evaluations and recommendations.

Specific policy topics being collected for future discussion and preparation.

## Major milestones reached to date:

## Tasks to be completed next month:

January meeting of team to begin specific policy development. Topic will focus on Confidentiality among all partnering agencies.

## Coordination/collaboration required next month:

January 2012 will include a team meeting to focus on specific policy topics.



# Implementation Progress Report



**Date:** December 2011

**Project:** Case Management

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

**Implementation Status:** 25 % complete

**Completion Date:** January 2012

## Tasks completed this month:

Meeting held for core members November 15, 2011 in Louisville with the project champion, Comm. Beth Brinly.  
Discussion of need for newly created "Common Forms". Intake, Confidentiality, Assessment, etc.  
Reviewed direction for the Case Management Project

## Major milestones reached to date:

Three forms are being created for "Common" use for the Case Mgmt Team per career center. An overall flow chart is being created to identify possible barriers that will need to be addressed.  
Overall access for all agencies to EKOS and Focus Career to have a common shared space to view progress will be necessary in order for the case mgmt team to perform correctly.

## Tasks to be completed next month:

Tasks to be completed:  
Intake Form  
Career Plan Form  
Flow Chart

## Coordination/collaboration required next month:

Next meeting scheduled Jan. 17<sup>th</sup>, Frankfort, the Dec. 2011 meeting was canceled.

# Implementation Progress Report



**Date:** December 2011

**Project:** High Performing Workforce Boards

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

**Implementation Status:** 100 % complete

**Completion Date:** June 2011

## Tasks completed this month:

No activity this month.

## Major milestones reached to date:

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.
- 2). TENCO LWIB submitted a request for technical assistance funding. The funds, if approved, would further facilitate the board in developing a strategic plan.

## Tasks to be completed next month:

Review any additional applications received for technical assistance.

## Coordination/collaboration required next month:

n/a

## Implementation Progress Report

**Date:** December 2011

**Project:** Workforce Academy

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

**Implementation Status:** 38% complete

**Completion Date:** May 2012

### Tasks completed this month:

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

- 1) **COMPLETE** - Training Content Inventory Survey. (Completed in November 2011).
- 2) **COMPLETE** - Instructor Led Training (ILT) Core Curriculum Overview. Met with other PMs in Kentucky to determine concurrent project needs and deadlines that may affect the Academy curriculum. Outlined & revised the full Academy curriculum. Met with leadership team in Kentucky to receive feedback & approval of the full Academy curriculum outline.
- 3) **IN PROGRESS** - ILT Curriculum Trainer's Guide. Began drafting the ILT Trainer's guide for delivering the pilot Academy curriculum.

**IN PROGRESS - Phase 4: Pilot Delivery of Training Curriculum.**

- 1) **IN PROGRESS** - Set up Pilot Training Session. Worked with KY PMs to determine dates, location, & secure meeting space for the 3-day onsite Pilot Training Session.

### Major milestones reached to date:

**COMPLETE - Phase 1: Preparation & Planning**

**COMPLETE - Phase 2: Needs Assessment & Competency Formation**

**44% COMPLETE - Phase 3: Design & Develop Training Curriculum (see task detail above)**

**17% COMPLETE - Phase 4: Pilot Delivery of Training Curriculum (see task detail above)**

### Tasks to be completed next month:

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

- 3) **IN PROGRESS** - ILT Curriculum Trainer's Guide. Develop & refine the ILT Curriculum trainer's guide.
- 4) **NEXT STEPS** - ILT Curriculum Participant Guide & Materials. Develop & refine course participant guide & materials.
- 5) **NEXT STEPS** -- ILT Curriculum Media (video, etc.). Develop & refine course media.
- 6) **NEXT STEPS** -- ILT Curriculum PPT. Develop & refine course Powerpoint.

**IN PROGRESS - Phase 4: Pilot Delivery of Training Curriculum.**

- 1) **IN PROGRESS** - Set up Pilot Training Session. Work with KY PMs to coordinate logistics, participant invitations, staffing, & travel for the 3-day onsite Pilot Training Session.

### 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, and Phase 4: Pilot Delivery of 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:** December 2011

**Project:** Branding and Identity

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

**Implementation Status:** 5 % complete

**Completion Date:** December 2012

## Tasks completed this month:

The December 2 Steering Committee meeting was canceled to allow Tom West, Heidi Margulis and Beth Brinly to meet with Landor to discuss the plan of work, budget, etc. before bringing the group back together. Conference calls between Landor and the regional brand champions continued. Brand Champions asked to stop conference calls until after the steering committee determined a final plan of work and a working budget since they really could not be doing much at this time and did not have anything to discuss on conference calls. Terri asked them to begin to conduct an audit of all office materials, promotional items, etc.. that may contain the logo and have to her before January 17.

## Major milestones reached to date:

Immersion - Landor shared new brand guidelines with stakeholders  
Strategic Exercises - Stakeholders learned to become champions of the new brand vision  
Stakeholders determined priorities for Brand implementation  
Charter and Guiding Principles established  
Draft Plan of Work, including budget presented

## Tasks to be completed next month:

A new meeting date should be determined for the outreach committee. The conference calls among regional brand champions should be scheduled to resume as soon as the steering committee determines a plan of work and a budget. Smaller sub-committees should resume meetings according to what is decided about the plan of work.

## Coordination/collaboration required next month:

Consultation with Landor as needed for brand implementation/outreach.  
Since everything has been put on hold for 6 weeks, the dates/timeline listed on the draft plan of work and the gantt chart will have to be updated. All committees and sub committees will then need to adjust their schedules/tasks accordingly.

# Implementation Progress Report



**Date:** December 2011

**Project:** One Stop Kiosk

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

**Implementation Status:** 75 % complete  
2011

**Completion Date:** February

## Tasks completed this month:

- DTS continues to resolve registration issue in Florence. As of the date of this report, kiosks in Florence are still not loading the registration page (website). Project Managers have asked for assistance from local DTS staff to resolve.
- Limited customer use did not take place in Florence due to registration issues.
- Completion date for pilot in Louisville and Florence pushed back to February, 2011.
- Staff became more involved in testing and setup in Louisville.

## Major milestones reached to date:

- Limited services added to kiosks in both locations.
- IT Support at the local level involved and assisting as needed.
- Kiosks are set up in Florence and Louisville and are ready for pilot once issues are resolved.

## Tasks to be completed next month:

- Proposed meeting with DTS in Florence on 1/20/12, to discuss current issues and plan to resolve.
- Test kiosks with limited customer use, once issues have been resolved, before pilot start.

## Coordination/collaboration required next month:

- DTS fine tuning programming as needed and correcting registration and network issues.
- Staff refresher training prior to pilot start.
- PM's continued observation of project making changes as needed; working with DTS, IT Support, and staff.

# Implementation Progress Report



**Date:** December 2011

**Project:** Unemployment Insurance Customer Service Plan

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

**Implementation Status:** 47 % complete

**Completion Date:** July 2011

## Tasks completed this month:

Completed Testing OF Automated Eligibility Review Process  
Conducted successful test of electronic notification sysytem for claim filing notices with the Information Technology Support Center of the US Department of Labor.  
Conducted employer training seminars in Ashland (Chamber) and Louisville (Franchise owners of ServPro)

## 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  
Deployed new procedures in appeals process to better inform participants of issues and witnesses

## Tasks to be completed next month:

Finalize information exchange agreements with all Housing Authorities as needed  
Conduct Employer training seminar in Elizabethtown (Chamber)  
Verify Waiting Week and Wage Replacement calculations as specified by HB 5  
Initiate pilot program with employer/s on electronic notification for claim filing

## Coordination/collaboration required next month:

Local chamber  
KEntucky Housing Authorities  
ADP (Third Party Agent)