

Vision Statement

Kentucky will transform the workforce development system through innovative practices which enhance sustainable economic and job growth to improve the lives of Kentuckians.

Goals, Objectives & Action Steps

System Transformational Action Steps

Make Investment Decisions Based on Sector Strategies
Branding & Identity
One Stop Certification Policy
User-Friendly On-Line Services
National Career Readiness Certificate Adoption & Expansion
Eligible Training Provider List Enhancements

Align the Commonwealth's workforce development system with Kentucky's education objectives

- Increase communication and collaboration between workforce boards and boards of education, technical education, postsecondary education and economic development
- Increase the number of postsecondary and work-ready high school graduates
- Promote educational options, including technical education, two-year and four-year college, apprenticeships and specialty training to younger students
- Increase awareness of educational and skills requirements for high-demand jobs, as well as those in emerging industries
- Establish the concept of life-long learning as a norm in the 21st century

Educational Alignment Action Steps

Tech – High
I-Best: GED in Context
Apprenticeship Sales Force
High School Outreach
GED Express: Lodge & Learn

Align the Commonwealth's workforce development system with economic development strategies

- Increase communication and collaboration between workforce boards and economic development agencies
- Develop "rapid response" framework for new jobs based on model for layoffs
- Refine and promote evolving methods of projecting jobs and training needs of the future
- Increase opportunities for entrepreneurship in a culture of innovation

Economic Development Alignment Action Steps

Mind Your Own Business – Entrepreneurship Initiative
Work Ready Communities
Rapid Response Redesign
Economic Development Academy

Simplify the workforce development service delivery system

- Simplify online services and focus on innovative user-friendly applications
- Transform the identity of the "unemployment office"
- Increase the awareness and use of online job matching and training services
- Increase use of job portal (E³) by employers and jobseekers

- Reduce confusion and information overload for those unfamiliar with the system
- Increase communication among all service delivery points

System Simplification Action Steps

Alphabet Soup – Eliminate Acronyms
Partner for Success
Beyond Measure – Statewide Reserve Investments
Case Management Consistency
High Performing Local Workforce Investment Boards

Improve service to achieve a customer-centered delivery system

- Increase awareness within the system that “clients” of the workforce system, include those with jobs to fill as well as those seeking a job
- Decrease wait time for services
- Increase use of workforce system as a resource for employers to identify, screen, match, interview and prepare candidates for work
- Provide customer service training to all service delivery staff
- Increase use of online tools and resources
- Provide up-to-date resources for all clients
- Increase contacts with employers and economic development agencies regarding future workforce needs
- Develop benchmarks and base-line standards for consistency within the system (physical, program and customer services) while allowing for local and regional adaptation

Customer Service Action Steps

Workforce Academy
Outreach Initiative
Get Back to Work
One Stop Operations Improvements
Unemployment Insurance Customer Service Plan