Kentucky One-Stop Certification

One-Stop Certification System: In-Process Review

Kentucky SWIB Meeting
May 19, 2011
Objectives

- Briefly review context and background
- Review progress to date:
  - Major Themes: Employer Services Standards and Measures
  - Major Themes: Job Seeker Services Standards and Measures
- Share next steps:
  - Management Standards and Measures
  - Implementation Process
Kentucky One-Stop Certification:

Project Context and Background
Key Role of One-Stop Certification

Transforming Kentucky’s Workforce System

One-Stop Certification

- Sector Strategies
- Branding/Identity
- User-Friendly Online Services
- National Career Readiness Certificate
- Enhancing Eligible Training Provider List
- High-Performing WIBs
- Workforce Academy
Participatory Process Drives Transformation...

- Consensus-based, transparent Team process
  - Stakeholders become STOCKholders!

- Core Team:
  - Builds the system; makes recommendations to Steering Team

- Steering Team:
  - Provides feedback, approval, and recommendations to the KWIB; ensures implementation

- KWIB:
  - Provides final review and approval prior to implementation
<table>
<thead>
<tr>
<th>Timeline</th>
<th>Events</th>
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<tbody>
<tr>
<td>November – December 2010</td>
<td>Initial Steering Team Meeting</td>
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<td>One-Stop Site Visits</td>
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<td>January – March 2011</td>
<td>3 Core Team Meetings (1½ days)</td>
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<td>Steering Team Meeting (#2)</td>
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<td>One-Stop Site Visits</td>
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<tr>
<td>April - June</td>
<td>3 Core Team Meetings (1½ days)</td>
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<td>Steering Team Meeting (#3)</td>
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<td>July</td>
<td>Final Core Team Meeting Report/Presentation to Steering Team</td>
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<td>August</td>
<td>Presentation to KWIB</td>
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Employer Services:

Development of Certification Standards and Measures
Employer Services Standards and Measures

- Organization and Staffing
- Delivering Quality Services
- Listening to and Satisfying Employers; Measuring Effectiveness
Key Themes: Service Content

- Familiarity with the needs of regional industry sectors, and with the particular needs of employers within those sectors.
- Creative, flexible, and customized solutions designed to meet business needs and address business challenges.
- Ability to support employers throughout all stages of the business cycle.
Key Themes: Service Accessibility

- One-Stop Centers connect employers to all of the services and resources they need in a coordinated, seamless, and non-burdensome manner.

- Centers are nimble, flexible, and able to “keep pace” with employers as their business needs and challenges evolve quickly over time.
Key Themes: Service Management

- Trust-based, sustained relationships with employers (vs. “transactional” interactions).
- Staffing and management maximizes flexibility, responsiveness, and availability of partners’ expertise, and minimizes barriers.
- Centers actively solicit employers’ feedback and adjust and enhance services and services delivery as needed.
Job Seeker Services:

Development of Certification Standards and Measures
Job Seeker Services
Standards and Measures

- Organization and Staffing
- Delivering Quality Services
- Listening to and Satisfying Job Seekers; Measuring Effectiveness
Key Themes: Service Content

- In a seamless, transparent, and efficient manner, One-Stop Career Centers offer and provide direct access to the widest possible array of talent, career, and job development services for all job seeker customers.
  - Diversity in available services, resources, and funding supports
  - Innovative uses of technology, e-learning, and peer-based career development
Key Themes: Service Accessibility

- One-Stop Career Centers strive to provide customers with a “no wrong door” and “no wrong time” experience.

- One-Stop Career Centers offer job seekers multiple avenues to access services, and are flexible, nimble, and responsive in their resource allocation and service delivery.
Key Themes: Service Management

- Services are organized and managed to minimize duplication and maximize the strategic alignment of resources.
- Centers actively solicit feedback from all job seeker customers and use feedback for continuous improvement.
- Centers ensure that all staff are fully-trained and have access to ongoing professional development and credentialing opportunities.
Kentucky One-Stop Certification:

Next Steps
Upcoming Milestones (1)

- Steering Team “final” approval of employer services standards and measures May 11, 2011

- May 24-25, 2011 Core Team Meeting: One-Stop Management Standards:
  - Managing integrated service delivery
  - Physical infrastructure and accessibility
Upcoming Milestones (2)

- **June 2011 Steering Team Meeting:**
  - Review of job seeker services and One-Stop management standards and measures
  - Date TBD

- **Core Team development of implementation and certification process:**
  - June-July 2011

- **July-August 2011:**
  - Steering Team and KWIB presentations