

WORKSmart

Kentucky



A Strategic Transformation of
Kentucky's Workforce System

**IMPLEMENTATION
STATUS REPORT**

SEPTEMBER 30, 2011

KWIB

KENTUCKY WORKFORCE INVESTMENT BOARD

September Summary

Report Contents

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- *Project Calendar (Next Three Months)*
- *Outreach Activities*
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Recent Headlines

County aims for 'certified work-ready' status

By Joy Campbell, Messenger-Inquirer

Published: Thursday, October 6, 2011 12:22 AM CDT

Helen Mountjoy and Daviess County Judge-Executive Al Mattingly, who are leading Daviess County's charge to become a Work Ready Certified Community, asked the Greater Owensboro Education Alliance to help boost the community's percentage of associate's degree holders and to identify or create programs that show students are receiving education on the soft skills employers require such as punctuality and attendance.

The community already meets some of the criteria -- graduation rates, National Career Readiness Certificates and community commitment for work readiness, Mountjoy said. Daviess County also will score well on two "bonus questions" involving comparison of GED goals to attainment and education credentials already held in the community, she said.

"If the community can get this certification, we will have a leg up on recruitment and expansion of businesses," she said. "If we can demonstrate these, then we deserve this special recognition, this certification. We expect only a handful of communities will qualify."

The two leaders enlisted the education alliance's help at the group's 7:30 a.m. meeting Wednesday at the GRADD office.

Mattingly and the Rev. Larry Hostetter, Brescia University's president, are co-chairmen of the education alliance, which is a group comprised of educators at elementary, secondary and college levels and representatives from business and industry, government and economic development.

The education alliance works on initiatives that will ensure students are ready to move to the next level of study or training or in the work place.

Mountjoy is the former secretary of the Kentucky Education and Workforce Development Cabinet.

Mattingly said the alliance works to add value to the workforce, which adds value to the community. That mission makes it a good fit to work on this initiative.

"It's extremely important to bring together education, labor, business," he said. "How do you make life better for people and allow them to take advantage of things that are out in the world? I encourage you to go at your work with full force."

Mountjoy said she asked to get this group together so that members could take advantage of the opportunity to go after this state certification.

In 1950, 33 percent of all jobs were manufacturing, and in 2003, that number had decreased to 10.7 percent.

"The jobs that are left in manufacturing are more complex and require greatly different skills," she said. The days when young people, either with or without a high school education, were guaranteed a job on either the family farm or in a manufacturing plant are gone, she said.

Today, the new basic skills are literacy, numeracy and technology, and employers assume their workers will have these, Mountjoy said. Employers also expect workers to be able to reason, communicate, collaborate, access information, think critically and be self-directed, as well as be able to work on a team and show responsibility.

And the same skills that are necessary in the workplace are necessary for college success, she said.

Counties may earn either a "work ready certification" or a "work ready certification in progress" status.

Daviess County must show that at least 25 percent of its population has two-year degrees and have a plan to increase that to 32 percent in three years, which is the Kentucky average. The number of associate's degrees must be at 39 percent, the national average, in five years.

"We have some work to do here," Mountjoy said. "But a lot is happening at our colleges and universities to support this."

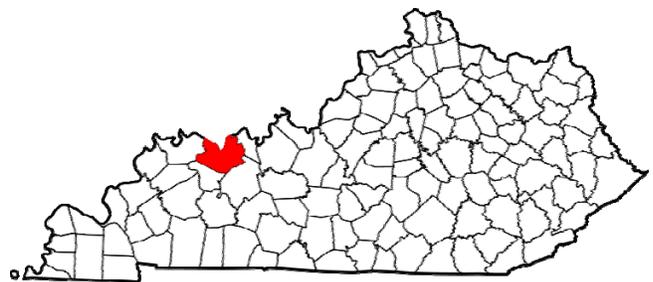
The second area of focus -- soft skills -- will require the county to demonstrate that students are trained and well prepared to know the importance of areas such as attendance, punctuality, teamwork, leadership and critical thinking. The task also will be to get employers to say they will give hiring priority to students who can show this.

"We have to get to a place where some of the things that are perfectly obvious to us are made perfectly obvious to others," Mountjoy said.

The goal is to submit the application for the Work Ready Community Certification by the second week in December with review taking place in January and February.

Other states have developed similar certification programs, said Madison Silvert, executive vice president of the Greater Owensboro Economic Development Corp., who represents the Citizens Committee on Education on the alliance. It has become a deciding question for some industries seeking a location, he said.

"Are you a work-ready community or not," industries ask, Silvert said. "If you are, you stay on their list."



Joy Campbell, 691-7299, jcampbell@messenger-inquirer.com

Project Status Summary

System Transformation			
Active	Project Name	Manager/Consultant	Notes
✓	<i>Sector Strategies</i>	<i>Jim Beyea</i> Maier & Maier	Project Completed – No Report Submitted
✓	Branding & Identity	Tom West Landor Associates	Project Completed – Implementation of Brand covered under Outreach project
✓	One Stop Certification Policy	Tommy Wheatley Maier & Maier	Project Completed – Final report prepared and submitted.
✓	<i>User Friendly On Line Services</i>	<i>Jim Beyea & AJ Jones</i>	Continued support via Help Desk on Focus Career related issues. Two core team representatives to Boston, MA to work with our vendor, Burning Glass, in regards to the Focus Talent application. Met with a group of stakeholders on the online overall front door look of the new website.
✓	NCRC	<i>Joe Paul</i> ACT	Amendment to Contract with ACT received from Cabinet Legal Department and forwarded to Finance Cabinet. Budget for 2013/14 completed to include all graduating high school Senior assessments. 2500 ACT Scholarships allotted to KY Adult Ed and OET.
✓	Eligible Training Provider List	Linda Burton	Second draft of policy document prepared. Developed plan for provider data collection. Identified agencies for focus groups.

Education Alignment			
Active	Project Name	Manager/Consultant	Notes
✓	Tech High (Phase 1)		No Report Submitted
✓	I-Best	Linda Prewitt	Project Completed – Final outcome summary report received.
✓	Apprenticeships	Karen Bothun	Attended the 2011 Kentucky Apprenticeship Conference. Karen Bothun appointed Deputy Executive Director for the office of Career and Technical Education.
✓	High School Outreach	Karen Deuker	Looking at a possible concentrated effort in two counties, Davies and Johnson counties to start. Started process to create Theory and Plan of Action.
	GED Express	Linda Burton	Scheduled to start – January 2012

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	Project Completed – Numerous presentations to counties and groups of counties made by staff and volunteers. Panel Review meeting scheduled for October 12. Review Panel to discuss known issues such as Internet Availability Data and NCRC.
✓	Rapid Response	Bill Monterosso & Linda Prewitt Thomas P. Miller	The Business Service Steering Committee met to discuss and provide feed back on materials presented by consultant. Suggested changes were made, and materials finalized. TPMA held the first of ten regional input session with the remaining nine having October target dates.
✓	Economic Development Academy	Terri Bradshaw	Committee met September 23, 2011. Committee determined that an actual Academy was not needed. They would instead pursue speaking engagements to further promote the other programs of the KWIB strategic plan and would host local “academies” upon request.

System Simplification			
Active	Project Name	Manager/Consultant	Notes
✓	Alphabet Soup	Chris Smith & Terri Bradshaw	No Report Submitted – Note merged into Workforce Academy
✓	Partner for Success	Beth Smith	No Report Submitted
✓	Statewide Reserve Investments	N/A	Funding continues to be disbursed for projects identified in the KWIB strategy
✓	Case Management	Gina Triplett-Johnson	Meeting set for October 2011 for the initial three appointed to the steering committee.
✓	High Performing WIBs	Jason Slone CSW	Project Completed – One application received for technical assistance, reviewed and approved.

Customer Service Improvements			
✓	Workforce Academy	Susie Edwards & Vicki Wade Maier & Maier	Completed Needs Assessment Survey. Findings shared with KY Project managers, Focus Group held September 27 th . Next step is to hold Focus Group debrief and to move forward with Training Needs Analysis Report.
✓	Outreach Initiative	Terri Bradshaw	A Branding Outreach Steering Committee was formed. Regional Branding Champions were chosen, and contracts were signed by all partners in support of each. During training partners from all agencies began to buy into the new brand promise and plan for fulfilling it.
	Get Back to Work	TBD	Scheduled to start – TBD
✓	One Stop Kiosk	Ryan Hanson & Connie Schnell	Kiosks have been set up in Louisville and Florence; however pilot was pushed back due to continued log on issues and getting IP addresses for both locations. Pilot will begin in October 2011.
✓	UI Customer Service Plan	Allen Larson	Initiated steps to join “Interstate Overpayment Recovery Reciprocal Agreement”. Conducted employer training program in Bowling Green and Hopkinsville.

October 2011

October 2011							November 2011						
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9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30			
30	31												

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					October 1
					2
3					4
	10:00am Updated: KY Career Center Branding Immersion Meeting -	11:30am MONTHLY REPORTS DUE	3:30pm E3 Meeting NOT CANCELLED (CHR - JFT Conference Room)	8:00am sdoyle@sentinelnews. finish press release and rewrite	5
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-				6
10					7
2:00pm Rapid Response Redesign meeting with Economic Development	TENCO Business Services Forum	Cumberland Business Services Forum	Bluegrass Business Services Forum		8
	1:00pm KWIB ExComm Meeting (EHI Offices, Glassworks Building, 815 W. Market Street, Louisville)	9:00am Work Ready Review Panel (Transportation Cabinet Building, 200	11:00am Updated: Barren River WIB WRC (Butler County Ed Complex 799 Veterans Way, M		9
		10:30am Branding Outreach Steering Committee			10
17					11
	Barren River Business Services Forum	West KY Business Services Forum	1:00pm High School Outreach Meeting (Small Conference Room 3rd floor Tower)	Lincoln Trail Business Services Forum	12
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				13
24					14
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November 2011

November 2011							December 2011						
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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 2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	2	3 EKCEP Business Services Forum	4 11:30am MONTHLY REPORTS DUE	5
					6
7	8	9	10	11	12
		Partner for Success Regionl training (General Butler Sate Park)			13
					14
14	15	16	17	18	19
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)	Partner for Success Regionl Meeting (Jenny Wiley State Park, Prest			20
			9:00am Hold For High Impact WIB State Tech Assistance Session 1:00pm KWIB Meeting 3:00pm Work Ready Communities Steering Committee (KHEAA B		21
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 Meet			

December 2011

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

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
			December 1	2	3
			Partner for Success Regional Meet		
					4
5	6	7	8	9	10
11:30am MONTHLY REPORTS DUE					
					11
12	13	14	15	16	17
	2:00pm NCRC Advisory Team bi-weekly conference call (Dial in: 877-355-2902)				
					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)				

KWIB Strategic Plan Presentation Schedule

Strategic Initiatives Presentations

	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	2/8/2011	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	Capitol Plaza Hotel, Frankfort Kentucky
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	Donald 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 Energy Workforce Development Conference	4/29/2011	1:00 PM	Joe Meyer	Ann Randolph	502-564-3350	
ACT National Workforce Conference	4/18-21/2011		Tom West (Joe Paul)			Chicago
Partner Leadership Workshop	4/27/2011		Hugh Haydon Heidi Margulis			Lake Cumberland
Kentucky Chapter - American Plannign Association	5/27/2011		Steering Comm Members			Dale Hollow
National Governors Association SWIB Chairs and Directors	8/1/2011	10:00 AM	Tom West	Martin Simon		Kansas City, MO
Paducah Area Chamber of Commerce	8/4/2011		Joe Meyer	Elaine Spalding		Paducah, KY
Kentucky Rehabilitation Association	8/30/2011		Beth Brinly			Northern KY, KWIB strategic iniatives
Green Riever Workforce Area	9/6/2011	10:00 a.m. CT	Tom West	Tonya Logsdon		Owensboro
Education/Workforce Committee	9/6/2011	3 & 4 CT	Tom West	Meghan Crosman		Webster County Extension Office
Shelby County Economic Development	9/21/2011	9:00 AM	Tom West	Libby Adams		Stratton Center in Shelbyville
Workforce Dev. Sub-committee, ADD Directors	9/26/2011	10:00 AM	Tom West			Work Ready Communities, ADD office in Frankfort
ADD Board, Bowling Green	9/26/2011	1:00 PM	Tom West			Work Ready Communities
Davies County Planning Committee	10/6/2011		Tom West			
Bluegrass State Skills Board	9/28/2011		Tom West			Work Ready Communities and Industry Partnership Grant
Marion County Economic Development event	10/6/2011		Tom West			Work Ready Communities
Purchase Area Development District	11/21/2011	3:00 PM	Beth Brinly	Jennifer Beck Walker		Work Ready Communities
Gateway ADD	October		Jason Slone			
Montgomery County	October		Jason Slone			

Implementation Progress Report



Date: September 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:

A Branding Outreach Steering Committee was formed. Regional Branding Champions were chosen by each region and contracts were signed by all partners in support of each. These Brand Champions, along with several steering committee members, attended Brand Immersion training. All attendees were given a disc containing all brand/log information for their use.

Major milestones reached to date:

During the Brand Immersion training, partners from all agencies, began to buy into the new brand promise and plan for fulfilling it.

Tasks to be completed next month:

Steering Committee will meet to determine plan of action, timeline, etc... Terri will schedule times with Jeff (Landor) to hold weekly conference calls.

Coordination/collaboration required next month:

Date and time of weekly conference call with Landor should be established, along with who will participate in each.

Implementation Progress Report



*Tow
9-16-11*

Date: September 2011

Project: One Stop Certification

Consultant or Agency name: Maher and Maher

Implementation Status: 100 % complete

Completion Date: September 2011

Tasks completed this month:

Final report prepared and submitted.

Major milestones reached to date:

Project completed.

Tasks to be completed next month:

Coordination/collaboration required next month:

none

Implementation Progress Report



Date: September 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:

Continued operational support via help desk with any Focus Career related issues.
Sent two Core team representatives to Boston, MA. The task at hand was to work with Burning Glass, our vendor, in an effort to pre QA the Focus Talent application. This will limit the post code delivery QA testing due to our the tight timeframes for deployment to production.
Met with a group of stakeholders on the online overall front door look of our new website.

Major milestones reached to date:

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.

Tasks to be completed next month:

Continue development and testing with Burning Glass developers on Focus Talent.
We will continue to meet, discuss and organize the online GUI front door project.
Create a Focus Group to work with employers on the Focus Talent application from Burning Glass.

Coordination/collaboration required next month:

We will be working with Burning Glass on the Focus Talent part of this project.
We will be working with DTS, OET, Education and Economic Development on revamping the GUI (e3) part of this project.
Working with a set of employers to create a focus group for Focus Talent.

Implementation Progress Report



Date: September 2011

Project: National Career Readiness Certificates

Consultant or Agency name: Office of Employment and Training

Implementation Status: 100 % complete

Completion Date: September 2011

Tasks completed this month:

Amendment to Contract with ACT received from Cabinet Legal Dept. and forwarded to Finance Cabinet.
2500 ACT Scholarships allotted to KY Adult Ed and OET.
Completed budget process for FY13/14 (to include all graduating High School Senior assessment)

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.

Tasks to be completed next month:

1. Continue writing Standard Operating Procedures (SOP).
2. Continue to resolve KY NCRC Invoicing module issues.
3. Coordinate assessment projects with KY National Guard/Reserves and meet with top brass.
4. 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
6. Extend OET Delegation of Payment Agreement with ACT for another year.

Coordination/collaboration required next month:

1. Continue to identify with DTS any upgrades and/or enhancements that need to be made to the nrcr.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: September 2011

Project: Eligible Training Providers

Consultant or Agency name: Office of Employment and Training

Implementation Status: 80 % complete

Completion Date: October 2011

Tasks completed this month:

1. Draft #2 of policy document prepared in new standard format.
2. Developed plan for provider data collection.
3. Identified agencies for focus groups.

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.

Tasks to be completed next month:

1. Analyze survey results of other states' ETPL policies.
2. Meet with steering committee.
3. Convene focus groups for input on proposed policy.
4. Discuss provider performance data collection with other states.
5. Prepare presentation for KWIB.

Coordination/collaboration required next month:

Coordination with steering committee members to facilitate focus groups

Implementation Progress Report



Date: September 2011

Project: I-Best

Consultant or Agency name: Adult Education

Implementation Status: 100 % complete

Completion Date: June 2011

Tasks completed this month:

Final Outcome Summary Report received.

FINAL REPORT

Major milestones reached to date:

Contract with KYAE and Cabinet ended 6/30/2011. Final project narrative received.

Total amount awarded for this project: \$520,500. Total actual expenditures: \$236,224.54.

Tasks to be completed next month:

Coordination/collaboration required next month:

Implementation Progress Report



Date: September 2011

Project: Apprenticeship

Consultant or Agency name: Office of Career and Technical Education

Implementation Status: % complete

Completion Date: December 2012

Tasks completed this month:

Fran Dundon, Jill Ralston, and Jim Burke attended the 2011 Kentucky Apprenticeship Conference at Kentucky Dam Village.

Karen Bothun has been appointed the Deputy Executive Director for the Office of Career and Technical Education.

Major milestones reached to date:

During the 2011 Kentucky Apprenticeship Conference, Fran, Jill and Jim had an opportunity to talk with Secretary Mark Brown; Deputy Commissioner Mike Donta; Del Melcher, Plumber Training Coordinator, UA Plumbers and Pipefitters, Local Union 502; Marcel Stinnett, UA Plumbers and Steamfitters, Local Union 248; Robby Boling, Training Coordinator, Plumbers and Pipefitters, Local Union 633; Edric DeFew, Training Coordinator, Plumbers and Steamfitters Union Local 184; and Larry Wood, UA Plumbers and Steamfitters, Local 502.

Tasks to be completed next month:

Contact Dr. Mark Taylor (Keynote Speaker at the 2011 Kentucky Apprenticeship Conference) to address the students and staff attending the state conference for SkillsUSA, a career and technical student organization for industrial/technical students.

Complete a Good News Story regarding the accomplishments of the team attending the 2011 Kentucky Apprenticeship Conference.

Coordination/collaboration required next month:

Contact Deputy Commissioner Mike Donta regarding next steps

Implementation Progress Report



Date: September 2011

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:

Looked into the possibility of piloting concentrated efforts to get in two districts (Davies Co and Johnson Co). to start. Began to develop a Theory/Plan of Action from our discussion Outlined the needs (theory of Action): Still need approval from Champion

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:

Theory Plan of Action to be completed. Entire committee to review and finalize before taking it to Champion for approval.

Coordination/collaboration required next month:

Next meeting scheduled for 10/20/11.

Committee to review Plan of Action 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: September 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.

Tasks to be completed next month:

Review panel meeting October 12

Additional presentations scheduled

Implementation Progress Report



Coordination/collaboration required next month:

Continued work to refine the NCRC data quality.

Implementation Progress Report



Date: September 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 (9/12 and 9/26).
- The Business Services Steering Committee met via conference call to discuss and provide feedback on the materials prepared by Thomas P. Miller and Associates for on-site information gathering. Suggested changes were made and the materials finalized for use in regional input sessions and business services team sessions.
- 9/22: TPMA conducted the first of ten regional input sessions in the Green River workforce investment area with approximately 15 participants. Notes from the session were compiled.
- 9/22: TPMA interviewed the director of the Green River area following the input session.
- Scheduling for the remaining 9 regions began with target dates set for the weeks of 10/10 and 10/17.

Major milestones reached to date:

- TPMA provided notes from 7/28 meeting noting findings of RRR team, Steering Committee, and Key Stakeholders.
- TPMA developed and Steering Committee approved materials for onsite information gathering via the regional input sessions and business services teams sessions.
- The Steering Committee renamed the project; it is now the Business Services Redesign project.
- The first regional meetings were held in Green River on 9/22/2011 and included a regional input session and an interview with the local director. Scheduling for meetings in the other 9 regions has begun.

Tasks to be completed next month:

- Scheduling input sessions for the remaining nine regions will be finalized. Seven of the nine remaining regions have confirmed sessions for October (TENCO 10/11, Cumberlandds 10/12, Bluegrass 10/13, Barren River 10/18, Western KY 10/19, Lincoln Trail 10/21, NKADD 10/28). Notes from these sessions will be compiled and shared with OET staff.
- An interview with representatives from Economic Development will be conducted by Thomas P. Miller and Associates on 10/10.

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 regional input sessions for the EKCEP and Greater Louisville regions.
- Conduct regional input sessions in TENCO, Cumberlandds, Bluegrass, Barren River, Western KY, Lincoln Trail and NKADD regions.

Implementation Progress Report



Date: September 2011

Project: Economic Development Academy

Consultant or Agency name: Office of Employment and Training

Implementation Status: 80 % complete

Completion Date: December 2012

Tasks completed this month:

committee met on September 23 to discuss future plans of Economic Development Academy

Major milestones reached to date:

Continued to build a partnership between local and state economic development professionals, workforce development professionals, as well as the KCED.

Committee determined that an actual Academy was not needed. They would instead pursue speaking engagements to further promote the other programs of the KWIB strategic plan and would hold local "academies" upon request.

Tasks to be completed next month:

Terri will provide minutes from the last meeting to all participants. She will also meet with several committee members to schedule presentations concerning other KWIB projects.

Coordination/collaboration required next month:

Implementation Progress Report



Date: September 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 set for October 2011 for the initial three appointed to steering committee.

Major milestones reached to date:

During the October meeting we will review what has been completed to date and create a new plan of action in order to meet the overall goals set by project Champion.

Tasks to be completed next month:

Schedule a Two Day full meeting for whole committee to dedicate time needed to move forward. Project information will be delegated.

Coordination/collaboration required next month:

Location, Date and Time for meeting, work on budget for project with Linda Prewitt.

Implementation Progress Report



Date: September 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:

One application received for technical assistance, reviewed, and approved.

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.

Tasks to be completed next month:

Review any additional applications received for technical assistance.

Coordination/collaboration required next month:

n/a

Susi Edwards 10/6/11



Implementation Progress Report

Date: September 2011

Project: Workforce Academy

Consultant or Agency name: Maher and Maher

Implementation Status: 22% complete

Completion Date: May 2012

Tasks completed this month:

IN PROGRESS - Phase 2: Needs Assessment & Competency Formation.

- 1) **COMPLETE - Compile Needs Assessment Survey Distribution List.** Defined Job Cohorts and worked with KY project managers order to form the email lists for survey distribution.
- 2) **COMPLETE - Develop Needs Assessment Survey.** Scoped, drafted, refined, and finalized the survey questions together with the KY team; selected, drafted, tested, and refined the tool for online delivery of the survey; sent the final live survey link to the KY team for distribution.
- 3) **COMPLETE - Deploy Needs Assessment Survey.** Deployed survey, worked with KY team on sending survey invitation & reminder emails, monitored return rate and data collection, closed survey. Opened survey for a 2nd round, worked with KY team to send survey invitation & reminder emails, monitored return rate and data collection, closed survey.
- 4) **COMPLETE - Analyze Needs Assessment Survey Data.** Gathered & analyzed additional data on job competencies & competency modeling from various sources, analyzed Needs Assessment Survey data, combined the two in order to form a Competency Model & Training Needs overall strategy, drafted strategy for focus groups
- 5) **COMPLETE - Focus Groups.** Worked with KY project managers to schedule the onsite Focus Group meeting, developed strategy, agenda, Job Competency models, & training materials for hosting Focus Groups, worked with KY team to coordinate logistics for Focus Groups, reviewed & revised materials with KY leadership guidance, traveled to and facilitated onsite focus groups in Lexington KY on September 27, 2011.
- 6) **IN PROGRESS – 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. Next Steps: Begin drafting Training Needs Analysis report, draft & deploy Training Content Mapping questionnaire to KY steering team to identify existing sources of Competencies training to include in Training Needs Analysis, and perform a Gap Analysis to determine what additional training materials need to be developed in order to address all of the targeted Job Competencies included in the Training Needs Analysis.

Major milestones reached to date:

COMPLETE - Phase 1: Preparation & Planning (see task detail above).

85% COMPLETE - Phase 2: Needs Assessment & Competency Formation (see task detail above).

Tasks to be completed next month:

Implementation Progress Report

IN PROGRESS - Phase 2: Needs Assessment & Competency Formation.

6) **IN PROGRESS – 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. **Next Steps:** Begin drafting Training Needs Analysis report, draft & deploy Training Content Mapping questionnaire to KY steering team to identify existing sources of Competencies training to include in Training Needs Analysis, and perform a Gap Analysis to determine what additional training materials need to be developed in order to address all of the targeted Job Competencies included in the Training Needs Analysis.

Coordination/collaboration required next month:

Next month, we will require collaboration from the KY project team to complete the tasks in Phase 2: Needs Assessment & Competency Formation (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: September 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:

A Branding Outreach Steering Committee was formed. Regional Branding Champions were chosen by each region and contracts were signed by all partners in support of each. These Brand Champions, along with several steering committee members, attended Brand Immersion training. All attendees were given a disc containing all brand/log information for their use.

Major milestones reached to date:

During the Brand Immersion training, partners from all agencies, began to buy into the new brand promise and plan for fulfilling it.

Tasks to be completed next month:

Steering Committee will meet to determine plan of action, timeline, etc... Terri will schedule times with Jeff (Landor) to hold weekly conference calls.

Coordination/collaboration required next month:

Date and time of weekly conference call with Landor should be established, along with who will participate in each.

Implementation Progress Report



Date: September 2011

Project: One Stop Kiosk

Consultant or Agency name: Office of Employment and Training

Implementation Status: 85 % complete

Completion Date: December 2011

Tasks completed this month:

Kiosks have been setup in Louisville and Florence. Project Managers have added OET services in kiosk registration. Plan to start testing with cutomers and staff in two weeks.

Pilot pushed back due to continued log on issues and getting IP addresses in Florence and Louisville. Resource room in Florence was re-wired and new addresses were given. Currently working to resolve non-functioning keyboard on kiosks in Florence. Touchscreen capability has not been removed either, which may affect keyboard use.

Major milestones reached to date:

Pilot will begin in October 2011.

Tasks to be completed next month:

Continue to enter additional services in kiosk. Ensure some consistency in description of services at both pilot sites.

Set up additional kiosks in Louisville.

Order signs saying "Express Registration" for Florence and Louisville.

Coordination/collaboration required next month:

DTS - Continue to provide technical support. We will also need assistance in running reports since this has not been addressed.

All Kentucky Career Center partners will be needed in assisting with the pilot after it has started.

Implementation Progress Report



Date: September 2011

Project: Unemployment Insurance Customer Service Plan

Consultant or Agency name: Office of Employment and Training

Implementation Status: 44 % complete

Completion Date: July 2011

Tasks completed this month:

Initiated steps to join "Interstate Overpayment Recovery Reciprocal Agreement"
Conducted employer training program in Bowling Green (Chamber of Commerce) and Hopkinsville (SHRM)

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

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 Owensboro

Coordination/collaboration required next month:

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