

Kentucky Career Center Certification: Review Team Training

Agenda

- **Overview/Purpose of Career Center Certification**
- **Where We Have Been**
 - **Timeline to date**
- **Where We Are Now**
 - **Issues/recommendations**
- **Where We Are Going**
 - **Roles/responsibilities/expectations**
 - **Application, review and certification process**
- **Tools and Resources Update**
 - **Application/Review Form**
 - **On-site Review Checklist**
 - **Online resources**
 - **Q&A**

OVERVIEW AND PURPOSE

The certification process is grounded in...

Kentucky's Brand Promise

As a team of experts, we are dedicated to providing Kentucky employers with a qualified, skilled workforce and the people of Kentucky with career and job training and educational opportunities.

With the unique ability to connect employees and employers through the combined efforts of state and local partners, we will become a valuable, competitive and best-in class asset in the growth of our regional and national economy.

By guiding, empowering and inspiring our customers, we will continue our mission to create success stories across the Commonwealth.

OVERVIEW AND PURPOSE

The Promise...

Career Center Certification is critical to the transformation of our workforce development system, critical for achieving our brand promise in order to achieve:

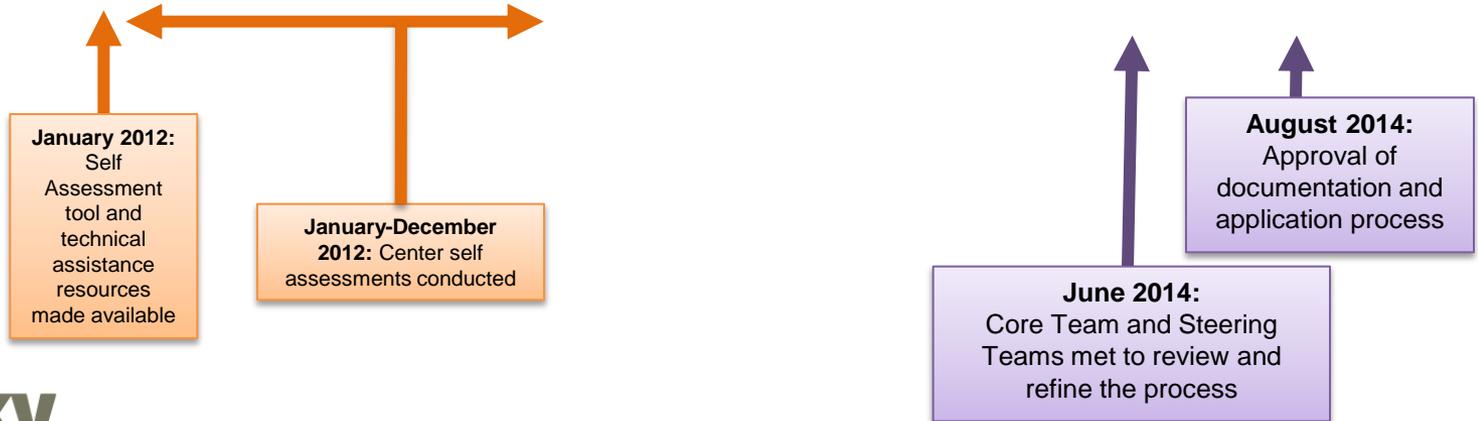
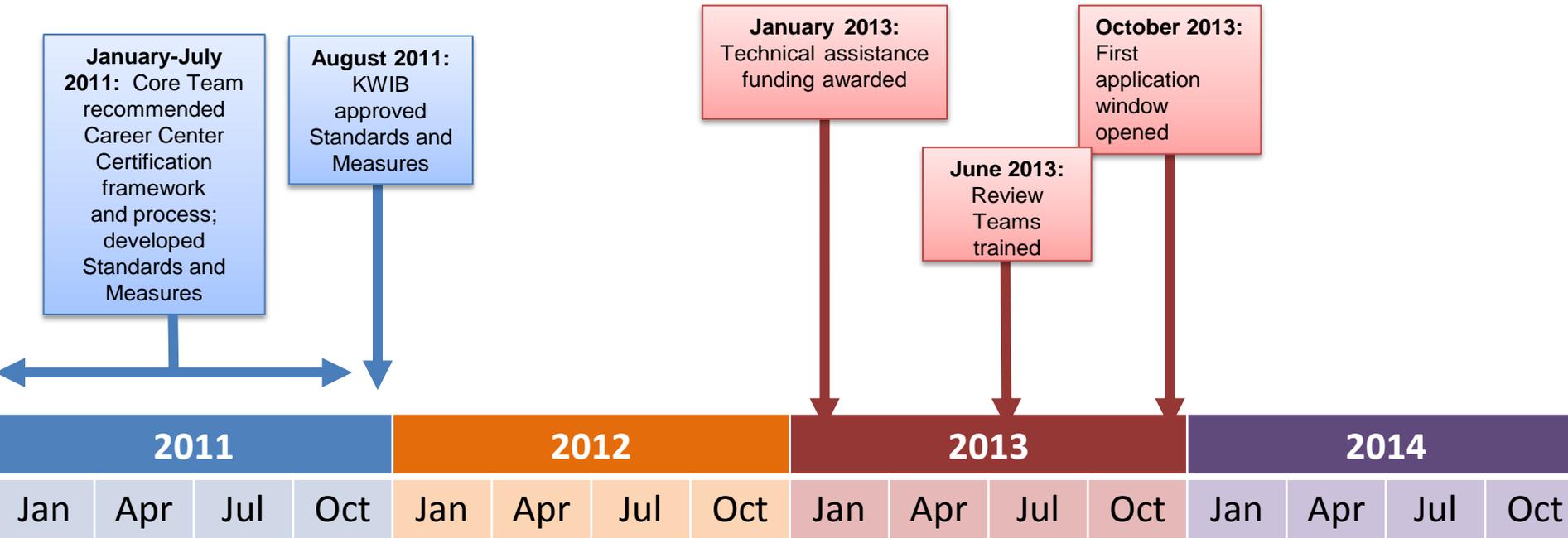
- Consistent, high quality services to employers and job seekers
- User-friendly, customer-focused services
- Strategic alignment with education and economic development
- Accountability for services and results
- Maximization of all workforce development resources

OVERVIEW AND PURPOSE

Workforce Innovation and Opportunity Act (WIOA)

- Reinforces the importance of Career Center Certification established under the Workforce Investment Act
- Supports integrated intake, assessment and case management throughout the legislation
- Mandates
 - One Full Service Center in each region by June 30, 2015
 - All centers be certified by June 30, 2016
- KWIB formally adopted WIOA timeline

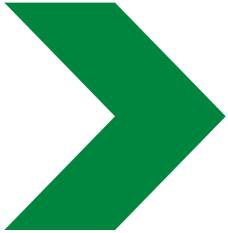
WHERE WE HAVE BEEN



WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Too much documentation



Recommendation:

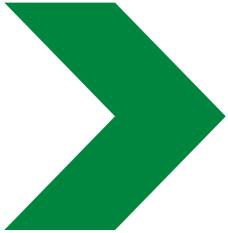
Six key documents submitted with application

Other documentation used (meeting minutes, sign-in sheets, training records, etc.) is kept on site

- Memorandum of Understanding (MOU)
- Business Services Functional Organizational Chart
- Standard Operating Procedure (SOP)
- Career Center Functional Organizational Chart
- ADA Compliance Letter
- Career Center Staff Development Plan

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: Too much documentation (continued)



Recommendation:

Combined application/review form eliminates need for two separate documents

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: EKOS reports submitted with application were outdated by the time on-site visit was conducted



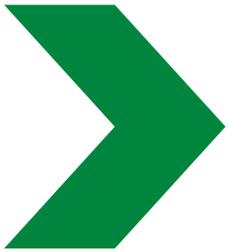
Recommendation:

Current EKOS reports viewed during on-site visit

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Redundancy of questions between sections of application



Recommendation:

Form improved to eliminate redundancy where possible

OK to cross-reference

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Difficulty locating and referencing applicable content within larger documents



Recommendation:

All key documents must include page numbers, sections, paragraphs, etc.

Reference on application as well as on electronic documents

Utilize bookmarking on PDF documents

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: No opportunity to resolve deficiencies at conclusion of onsite Review Team visit



Recommendation:

Allow time for debrief and resolution of deficiencies at end of Review Team's on-site visit

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Discrepancy of understanding between Career Center team and Review Team in interpretation of some measures and terms



Recommendation:

Clarification of measures and terms

Improved training for Review Team

Peer reviewers assist business partners on Review Team

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Need for more time during on-site visit for Review Team to see how the Career Center operates firsthand



Recommendation:

Reduce volume of documentation for Review Team to audit

Increase time spent on site

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: No one to contact for questions regarding application process



Recommendation:

Raise awareness of email address:

OSInfo@ky.gov

Designate someone to monitor inbox

Designate subject matter experts to answer questions

Update FAQ page on KWIB site

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Confusion over what constitutes “recognized” credentials and training



Recommendation:

Assign entities responsible for determining which credentials and training will be recognized

- KY Skills Network (BST)
- Department of Workforce Investment (Center Staff)

Create reference list

Ref. Application/Review Form 10.20.14
Employer Services Section I/Standard 5/Measures d and f
Job Seeker Services Section I/Standard 4/Measure e
Center Management Section I/Standard 6/Measure d

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Confusion over reference to “integrated case management system”



Recommendation:

Amend to “integrated case management approach” to indicate the collaborative approach to how cases are handled, not the mode used to do so

Ref. Application/Review Form 10.20.14
Job Seeker Services, Section II, Standard 4, Measure b

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: Definition of “full time presence” caused concern for partners who divide time between multiple locations



Recommendation:

Define full time presence as having “a primary office and schedule within the Full Service center”

Ref. Application/Review Form 10.20.14
Center Management, Section I/Standard 1/Measure a

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: Confusion over “staffed” vs. “funded” terminology in regard to staffing of resource room



Recommendation:

Revise wording to read “funded and/or staffed”—either is acceptable

Ref. Application/Review Form 10.20.14
Center Management, Section I/Standard 2/Measure b

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Confusion over expected hours of operation (“full time during regular business hours” and “8:00 a.m. – 5:00 p.m.” caused concern)



Recommendation:

Change wording to read, “Center is open to provide services at least 37.5 hours per week”

Ref. Application/Review Form 10.20.14
Center Management, Section II/Standard 1/Measure g

WHAT WE HAVE DONE: Identifying and Resolving Issues

Issue: Concern over reference to “uniform appearance” in regard to the Center and its furnishings



Recommendation:

Eliminate reference to uniform appearance

Ref. Application/Review Form 10.20.14
Center Management, Section II/Standard 2/Measure a

WHAT WE HAVE DONE:

Identifying and Resolving Issues

Issue: Concern over requirement to meet all Center Management standards and measures while housed in temporary locations



Recommendation:

Allow conditional status to be granted

Require plans for acceptable accommodations in future permanent location

Ref. Application/Review Form 10.20.14
Center Management, Section II

WHERE WE ARE GOING



ROLES AND RESPONSIBILITIES

Career Center Certification Team—Staff from partner agencies within the Career Center

- Coordinates the Center's certification activities
- Prepares, compiles and submits required documentation
- Meets with the Review Team during on-site visit

ROLES AND RESPONSIBILITIES

Review Team—A combination of members appointed by the Local Workforce Investment Board (LWIB) from inside and outside the local workforce area of the Center being reviewed

- Reviews the Center application packet
- Conducts on-site review
- Submits recommendation regarding certification to LWIB

ROLES AND RESPONSIBILITIES

**Local Workforce Investment Board (LWIBs)—
Members appointed by a chief elected official to
direct funding to workforce development
programs and activities for a local workforce area**

- Appoints Review Teams; provides certification application packets to team for review
- Provides guidance, resources, etc. to Centers as appropriate to support certification activities
- Considers Review Team recommendations regarding Center certification
- Grants or denies Center Certification and reports to Kentucky Workforce Investment Board

CAREER CENTER CERTIFICATION PROCESS

Career Center completes application package
(application/review form and key documents)



Career Center sends letter of intent and
application package to LWIB



LWIB notifies Review Team and forwards
application package



Review Team conducts certification review

CERTIFICATION REVIEW: REVIEW TEAM DUTIES

Before On-site Visit

Receive and review contents of electronic application packet from LWIB (May request hard copy)

Meet to review & discuss application packet as a team; ID 5 measures to audit during on-site review (min. 1 from each section of application—ES/JS/CM)

Designate a team lead to contact Center and schedule on-site visit (min. 2 weeks notice)

Develop team plan for on-site visit (Will you review all aspects together? Divide and conquer?)

CERTIFICATION REVIEW: REVIEW TEAM DUTIES

During On-site Visit

Meet as a team with Center's certification team for intro to Center; address any questions related to application packet

Tour Center

- Observe Customer Flow
- Observe facility and operations
- Complete On-Site Review Checklist

Conduct audit of previously identified measures

Meet with Center's certification team to share findings, ask follow-up questions and address any discrepancies where possible

CERTIFICATION REVIEW: REVIEW TEAM DUTIES

**After
On-site
Visit**

Meet with fellow Review Team members to compile findings and prepare final recommendation

Submit final recommendation to LWIB by letter

RECOMMENDATION AND CERTIFICATION

LWIB evaluates the Review Team's report and makes a decision regarding certification

Certification granted: Center meets requirements for certification; KWIB notified.

Conditional certification granted: May be awarded to Career Centers in temporary locations due to an emergency situation; requires plan for acceptable center accommodations in permanent location. KWIB notified.

Certification not granted: Career Center and LWIB explore solutions for meeting measures that were not met in the original application. Career Center works to resolve measures not met and once resolved, may request reconsideration by LWIB.

LWIB RECONSIDERATION PROCESS

Center submits request for reconsideration to LWIB, detailing measures that have been addressed and the documentation/evidence available for review



LWIB reviews request and makes a decision regarding certification and, if approved, notifies the Kentucky Workforce Investment Board

TOOLS/RESOURCES

Combined Application/Review Form

Kentucky Career Center Certification: Full Service Center Application/Review Form

KY Career Center Location:

LWIA:

Baseline Measures

REVIEW TEAM ONLY

I. Employer Services: Organization and Staffing of Employer Services

Standard 1: Each workforce area has established a regional (i.e. workforce area-wide) Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

a. The team includes at least four "core" partners, including Office of Employment and Training (OET), Workforce Investment Act (WIA), Kentucky Community and Technical College System (KCTCS), and a representative from a general purpose business organization (e.g. Chamber of Commerce) or an economic development representative.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

b. The "core" Regional BST consists of dedicated staff, including a regional team leader, business service representatives (BSRs), and other representatives, as appropriate for the region. These individuals may come from any Center or any part of the workforce area.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

c. The "extended" BST includes additional partners' business service staff participating on the BST (but not necessarily fully-dedicated to the team) through regular communication and periodic (e.g. monthly or quarterly) coordination meetings. These partners may include Adult Education, Office of Vocational Rehabilitation, and Department for Community Based Services (DCBS)-Family Support, Kentucky Farmworkers Program, Older Workers-Title V, and Office of the Blind, Veterans, Area Development Districts, and/or others.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

d. BST members are selected to serve based on their skills and experience. BST members possess appropriate skills and qualifications for their positions and responsibilities, such as communication skills, knowledge of basic business concepts (e.g. sector-driven approaches), and professionalism in appearance and demeanor.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

Standard 2: The Regional BST is overseen by the local Workforce Investment Board (LWIB), or by a different designated entity as appropriate for the region, as a unified activity.

a. The LWIB or other designated entity appoints the regional team leader in consultation with local agency managers.

Met Not Met

Center Notes



APPLICATION/REVIEW FORM SECTIONS

Employer Services

- Effective and quality services that are measurable
- Providing services that are grounded in a context of familiarity with the needs of the industry sectors in their regions

APPLICATION/REVIEW FORM SECTIONS

Job Seeker Services

- Delivery of services by Kentucky Career Center partners in a coordinated and seamless effort
- Services provided should be responsive and tailored both to job seekers' needs and success

APPLICATION/REVIEW FORM SECTIONS

Center Management

- A unified, collaborative and responsive approach that meets the needs of customers
- Partner presence and integration into Career Center operation where partners work together to achieve common goals and objectives

APPLICATION/REVIEW FORM

Two types of application/review forms

- Full Service—for comprehensive Centers with a full range of partners and services available
- Affiliate—for Centers that achieve economies of scale based on the characteristics of the local area and available resources
 - Accommodates differences in partner availability, resources, and staff or other capacity

CENTER NOTES

Kentucky Career Center Certification: Full Service Center Application/Review Form

KY Career Center Location:

LWIA:

Baseline Measures

REVIEW TEAM ONLY

I. Employer Services: Organization and Staffing of Employer Services

Standard 1: Each workforce area has established a regional (i.e. workforce area-wide) Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

a. The team includes at least four "core" partners, including Office of Employment and Training (OET), Workforce Investment Act (WIA), Kentucky Community and Technical College System (KCTCS), and a representative from a general purpose business organization (e.g. Chamber of Commerce) or an economic development representative.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

b. The "core" Regional BST consists of dedicated staff, including a regional team leader, business service representatives (BSRs), and other representatives, as appropriate for the region. These individuals may come from any Center or any part of the workforce area.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

c. The "extended" BST includes additional partners' business service staff participating on the BST (but not necessarily fully-dedicated to the team) through regular communication and periodic (e.g. monthly or quarterly) coordination meetings. These partners may include Adult Education, Office of Vocational Rehabilitation, and Department for Community Based Services (DCBS)-Family Support, Kentucky Farmworkers Program, Older Workers-Title V, and Office of the Blind, Veterans, Area Development Districts, and/or others.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

d. BST members are selected to serve based on their skills and experience. BST members possess appropriate skills and qualifications for their positions and responsibilities, such as communication skills, knowledge of basic business concepts (e.g. sector-driven approaches), and professionalism in appearance and demeanor.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

Standard 2: The Regional BST is overseen by the local Workforce Investment Board (LWIB), or by a different designated entity as appropriate for the region, as a unified activity.

a. The LWIB or other designated entity appoints the regional team leader in consultation with local agency managers.

Met Not Met

Center Notes



This section allows the Career Center to create a narrative to summarize how it meets the standard

EXAMPLE

Measure: All Centers have a “greeter”/reception position. Staff in this position is cross-trained to quickly and efficiently connect customers with the services and staff they need.

Center Notes: “The Career Center has a full time receptionist. The receptionist hours are aligned to the Career Center’s hours to ensure quality service. Front line staff have participated in cross training to ensure continuous service.”

DOCUMENTATION/EVIDENCE

Kentucky Career Center Certification: Full Service Center Application/Review Form

KY Career Center Location:

LWIA:

Baseline Measures

REVIEW TEAM ONLY

I. Employer Services: Organization and Staffing of Employer Services

Standard 1: Each workforce area has established a regional (i.e. workforce area-wide) Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

a. The team includes at least four "core" partners, including Office of Employment and Training (OET), Workforce Investment Act (WIA), Kentucky Community and Technical College System (KCTCS), and a representative from a general purpose business organization (e.g. Chamber of Commerce) or an economic development representative.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

b. The "core" Regional BST consists of dedicated staff, including a regional team leader, business service representatives (BSRs), and other representatives, as appropriate for the region. These individuals may come from any Center or any part of the workforce area.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

c. The "extended" BST includes additional partners' business service staff participating on the BST (but not necessarily fully-dedicated to the team) through regular communication and periodic (e.g. monthly or quarterly) coordination meetings. These partners may include Adult Education, Office of Vocational Rehabilitation, and Department for Community Based Services (DCBS)-Family Support, Kentucky Farmworkers Program, Older Workers-Title V, and Office of the Blind, Veterans, Area Development Districts, and/or others.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

d. BST members are selected to serve based on their skills and experience. BST members possess appropriate skills and qualifications for their positions and responsibilities, such as communication skills, knowledge of basic business concepts (e.g. sector-driven approaches), and professionalism in appearance and demeanor.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

Standard 2: The Regional BST is overseen by the local Workforce Investment Board (LWIB), or by a different designated entity as appropriate for the region, as a unified activity.

a. The LWIB or other designated entity appoints the regional team leader in consultation with local agency managers.

Met Not Met

Center Notes



This section lists documentation used to verify measure has been met
-Include page/chapter/section, etc.

DOCUMENTATION/EVIDENCE

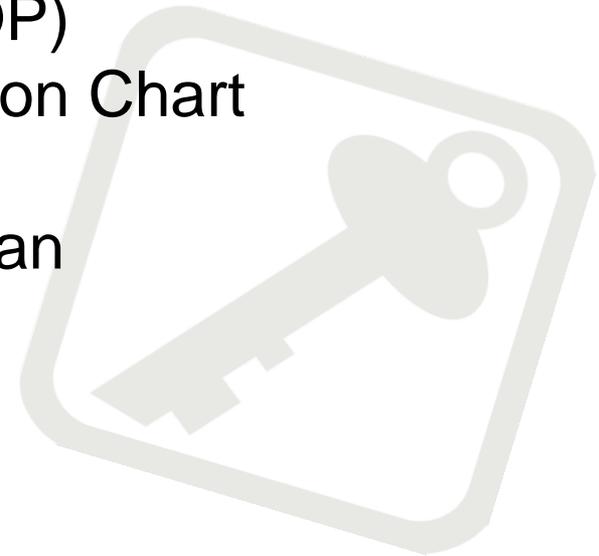
- Flexibility to provide evidence through a variety of documents to demonstrate how the standard/measure is being met
- Six key documents cover many of the measures
- Other documents may be used as documentation/evidence
 - Subject to audit during on-site visit
- Include page/chapter/section, etc. for reference by Review Team

DOCUMENTATION/ EVIDENCE

6 Key Documents

(Submitted with application/review form)

- Memorandum of Understanding (MOU)
- Business Services Functional Organizational Chart
- Standard Operating Procedures (SOP)
- Career Center Functional Organization Chart
- ADA Compliance Letter
- Career Center Staff Development Plan



DEFINITIONS OF 6 KEY DOCUMENTS

Memorandum of Understanding (MOU)-Agreement between parties expressing a convergence of will between the parties and indicating an intended common line of action.

Business Services Functional Organizational Chart-Focuses on sector strategies and who is designated to those sectors and functions.

Standard Operating Procedures (SOP)-Written procedure used for repetitive use as a practice in order to obtain a desired outcome.

Center Functional Organizational Chart- Outlines the 3 functions (Employer, Jobseeker and Center Management) in order to achieve the Career Center's goals.

ADA Compliance documentation-Letter or documentation from State ADA Coordinator verifying Career Center compliance.

Career Center Staff Development Plan-Outlines opportunities and plans for staff to achieve training and credentials.



OTHER DOCUMENTATION/EVIDENCE

Examples of Other Documentation

(Made available on site by request of Review Team)

Meeting
Agendas/Rosters/
Minutes
Calendars
Checklists
EKOS Reports
Flow Charts

Organizational Charts
Job Descriptions
Marketing Materials
Training
Records/Certificates
Surveys
Website



EXAMPLE

Measure: All Centers have a “greeter”/reception position. Staff in this position is cross-trained to quickly and efficiently connect customers with the services and staff they need.

Center Notes: “The Career Center has a full time receptionist. The receptionist hours are aligned to the Career Center’s hours to ensure quality service. Front line staff have participated in cross training to ensure continuous service.”

Documentation: “Standard Operating Procedures, Center Management section, page 22. Training records for greeter/reception responsibilities are kept on file with the Center Manager.”

REVIEW TEAM COMMENTS

Kentucky Career Center Certification: Full Service Center Application/Review Form

KY Career Center Location:

LWIA:

Baseline Measures

REVIEW TEAM ONLY

I. Employer Services: Organization and Staffing of Employer Services

Standard 1: Each workforce area has established a regional (i.e. workforce area-wide) Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

a. The team includes at least four "core" partners, including Office of Employment and Training (OET), Workforce Investment Act (WIA), Kentucky Community and Technical College System (KCTCS), and a representative from a general purpose business organization (e.g. Chamber of Commerce) or an economic development representative.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

b. The "core" Regional BST consists of dedicated staff, including a regional team leader, business service representatives (BSRs), and other representatives, as appropriate for the region. These individuals may come from any Center or any part of the workforce area.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

c. The "extended" BST includes additional partners' business service staff participating on the BST (but not necessarily fully-dedicated to the team) through regular communication and periodic (e.g. monthly or quarterly) coordinating meetings. These partners may include Adult Education, Office of Vocational Rehabilitation, and Department for Community Based Services (DCBS)-Family Support, Kentucky Farmworkers Program, Older Workers-Title V, and Office of the Blind, Veterans, Area Development Districts, and/or others.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

d. BST members are selected to serve based on their skills and experience. BST members possess appropriate skills and qualifications for their positions and responsibilities, such as communication skills, knowledge of basic business concepts (e.g. sector-driven approaches), and professionalism in appearance and demeanor.

Met Not Met

Center Notes

Documentation/Evidence

Review Team Comments

Standard 2: The Regional BST is overseen by the local Workforce Investment Board (LWIB), or by a different designated entity as appropriate for the region, as a unified activity.

a. The LWIB or other designated entity appoints the regional team leader in consultation with local agency managers.

Met Not Met

Center Notes



This section allows the Review Team to provide feedback regarding best practices, discrepancies, etc.

EXAMPLE

Measure: All Centers have a “greeter”/reception position. Staff in this position is cross-trained to quickly and efficiently connect customers with the services and staff they need.

Center Notes: “The Career Center has a full time receptionist. The receptionist hours are aligned to the Career Center’s hours to ensure quality service. Front line staff have participated in cross training to ensure continuous service.”

Documentation: “Standard Operating Procedures, Center Management section, page 22. Training records for greeter/reception responsibilities are kept on file with the Center Manager.”

Review Team Comments: “Review team requested training records from 2014 regarding cross-training of staff on greeter/reception duties. The records verify a satisfactory process is in place to ensure efficient customer service.”

ON-SITE REVIEW CHECKLIST

Review Team conducts visual inspection of the following elements during on-site visit:

- ADA Compliance—Verify ADA/accessibility review letter of State ADA Coordinator is included in Center's application packet
- Facility
- Staff Professionalism
- Technical Equipment
- Operational Practices
- Safety and Security
- Public Information

ON-SITE REVIEW CHECKLIST

Form available online

<http://www.kwib.ky.gov/careercentercertification.htm>

The screenshot shows a web browser window with the URL <http://www.kwib.ky.gov/Implement>. The browser's address bar shows the domain [kwib.ky.gov](http://www.kwib.ky.gov). The browser's menu bar includes File, Edit, Go to, Favorites, and Help. The toolbar shows various icons for navigation and document management, along with a page indicator showing 1 / 11 and a zoom level of 46.1%. The main content area displays a form titled "Kentucky Career Center Certification Initiative: On-Site Review Checklist". The form includes a logo for the Kentucky Career Center and a section for "ADA Compliant" with a checkbox and a text input field. Below this is a section for "Facility" with a checkbox and a text input field. A right-hand sidebar contains "Fill & Sign Tools" including "Add Text", "Add Checkmark", "Place Initials", and "Place Signature".

ONLINE RESOURCES

KWIB Website

<http://www.kwib.ky.gov/careercentercertification.htm>

- On-Site Review Checklist
- Frequently Asked Questions List
- Credentials and Training List
- Contact Information

KENTUCKY CAREER CENTER CERTIFICATION

Q&A

HAVE QUESTIONS? FEEDBACK?

Contact the Kentucky Career Center Certification
Team:

OSCInfo@ky.gov