

State of Kentucky - One-Stop Certification Project

TEAM CHARTER – Adopted January 7, 2011



I. VISION: Kentucky will have a credible, value-added, customer-centric One Stop Career Center system that promotes sector-based talent development and supports the economic development goals of the local area, region and state. It will provide fully accessible holistic services by employing a unified approach among well-coordinated and aligned partners.

The certification system will be flexible and seek to establish the highest achievable standards, and will acknowledge that different strengths, economic conditions and approaches may exist in different areas of the State. It will foster collaboration and sharing of promising practices between and among One-Stop Career Centers across Kentucky.

II. PROJECT MISSION:

To develop a unified Statewide One-Stop Certification System that:

- Supports attainment of the vision of an ideal One-Stop Center
- Reflects the consensus of a multi-level, geographically diverse, cross-functional One Stop Certification Team (“Team”), consisting Steering and Core Teams;
- Is consistent with the policy parameters and guidance of the Kentucky Workforce Investment Board (KWIB);
- Recognizes and accounts for the particular organization of Kentucky’s workforce system;
- Enhances implementation of the State’s emerging policy framework; and
- Aspires to the highest level of standards.

The System developed will include the following key elements:

- State and Local roles in developing and implementing the Certification Model
- Certification Model (key principles, focus for assessment, etc.)
- Certification Assessment Methods
- Certification Levels and Certification Life
- Certification Incentives, Rewards, and Technical Assistance Strategy

III. PROJECT CONTEXT

The Kentucky Workforce Investment Board is involved in a strategic transformation of Kentucky’s workforce system. This transformation involves several key initiatives, including:

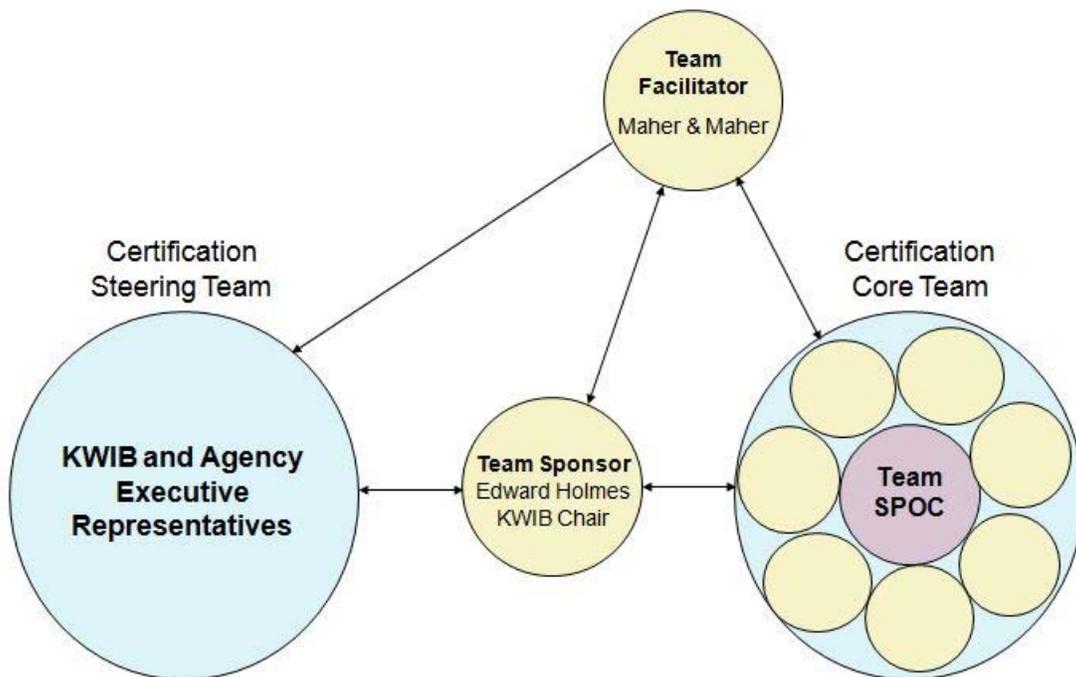
- Making investment decisions based on sector strategies
- Re-branding the system to be more customer-focused and flexible
- High Performing WIBs/Establishment of WIB Standards
- Offering user-friendly on-line services to employers and members of the workforce
- Adopting and expanding the National Career Readiness Certificate for use in Kentucky
- Work Ready Communities
- Enhancing the State’s Eligible Training Provider List

The process of developing the One Stop Certification system will consistently align with and take into consideration the other initiatives that are part of Kentucky’s plan for transforming its workforce system.

IV. CERTIFICATION TEAM ORGANIZATIONAL STRUCTURE

This newly formed One-Stop Certification Leadership Team will use a change management process that includes a team structure and series of roles and responsibilities that will foster consensus, collaboration and implementation.

Kentucky Certification Team Organizational Structure



The **TEAM SPONSOR** (or “Process Owner”) is the Chair of the State Workforce Investment Board (KWIB). The Sponsor is responsible for:

- Ensuring that the KWIB’s vision and the Project mission are adopted by all as KWIB policy
- Providing guidance, access to information, and timely feedback, as appropriate
- Addressing roadblocks and process obstacles that cannot otherwise be resolved
- Appointing a Single Point of contact (SPOC) for the Core Team, who will coordinate project logistics and day-to-day communications

The **STEERING TEAM** is comprised of key KWIB members, including private sector members, and executive staff of the agencies involved in Kentucky workforce development system, and other stakeholder representatives. Its role is to guide the project and ensure that recommendations accepted by the Steering Team are implemented. This sends key messages early in the project, including:

- That the executives of the involved agencies will be responsible for implementing the Certification System
- That where the Steering Team disagrees with a direction or recommendation of the Core Team, the Steering Team is responsible for providing a suitable alternative
- That the KWIB expects the cognizant Departments and agencies to work on implementation in a collaborative, integrated fashion.

The Steering Team will:

- Become fully oriented to the Team process
- Adopt Project Vision and Mission Statements
- Ensure Core Team members’ availability to serve and support the project as per the project plan
- Receive, review and refine the Core Team’s recommendations
- Work collaboratively, in an integrated fashion, to ensure that the System is fully implemented.

Steering Team Members	Organization Represented
Beth Brinly, Commissioner	Education and Workforce Development Cabinet, Office of the Secretary
Elizabeth Hack	Education Cabinet
Tonya Logsdon, Director	Green River Local Workforce Investment Area
Bill Monterosso, Executive Director	Office of Employment & Training
Laura Needham, University Educator	Bellermaine University
Judith Rhoads, President	KCTCS-Madisonville Community College
Rider Rodriguez, Deputy Director	Kentuckiana Works
Herb Krase, Sr. Vice President Administration	Toyotetsu America Inc.
Beth Smith, Commissioner	Office of Vocational Rehabilitation
Chris Smith, Executive Director	Office for the Blind
Mike Kindred, Deputy Executive Dir.	Office of Career and Technical Education
Jim Thompson	Office of Adult Education

The **CORE TEAM** undertakes the bulk of the work and time investment for the project. Its role is to work collaboratively to develop the Certification System and to become champions for its full implementation. The makeup of the Core Team generally mirrors that of the Steering Team at the staff and local levels, with additional members. Each member is expected to attend all Core Team meetings.

The final Core Team roster is attached to this Charter.

The role of the **PROJECT FACILITATORS** is to facilitate the Steering and Core Team meetings and provide on-going subject matter expertise to the overall Certification Team. From the beginning, facilitators will emphasize that the relationships within and between the Core and Steering Teams are to be collaborative and dedicated to quality customer service. Maher & Maher representatives will serve as Team facilitators.

The Project Facilitators will:

- Provide full project management services, from the beginning of the contract through completion and presentation of the final report
- Facilitate all Steering and Core Team meetings
- Utilize break-out sub-groups of the Core Team, depending on final size, content and process considerations at each meeting
- Maintain continuous contact with the Project Sponsor and staff
- Maintain communication with the Core Team between its monthly meetings
- Conduct status check and decision point meetings with the Steering Team
- Prepare a final report that will include, at minimum, a Certification System with the key elements listed in the Project Mission Statement.

The Core and Steering Teams may recruit **EXTERNAL STAKEHOLDERS** to contribute specific subject matter expertise to the Team's work on an as required basis.

V. DELIVERABLES

We anticipate the following deliverables in achieving the Team's mission:

1. Project Plan
2. Assessment report of at least one comprehensive One Stop Centers in each workforce area based on on-site visits and other means
3. A series of facilitated Steering and Core team meetings, as per the project plan
4. Monthly reports
5. Report out at quarterly KWIB committee meetings, as required
6. Draft Certification System Report, including the Certification Model elements delineated in the Mission Statement, above
7. Final Report and presentation to KWIB, as required

VI. TIMELINE

Approx. Date	Activity
November – December, 2010	Kick-Off Steering Team Meeting Review key documents (Six) One-Stop Site Visits and Interim Assessment Report
January – June, 2011	Six Core Team Meetings (1½-2 day duration) Two Steering Team Meetings (Four) One- Stop Site Visits and Final Assessment Report Quarterly KWIB presentations, as required
July, 2011	Report / Presentation to Steering Team Presentation to KWIB