




**Kentucky
Career Center**
Career Training Employer

Collaborative Center Management

Fostering Integrated Customer-Focused Services

Maher & Maher
www.mahernet.com



Welcome

- What do you think of when you hear the words:
“Collaborative Management of One-Stop Centers”



Agenda

- What is collaborative Center management?
- Why is it important?
- What are the Kentucky One-Stop Certification standards related to this?
- How did other states implement collaborative center management?
- How will we accomplish collaborative One Stop management in my area of Kentucky?



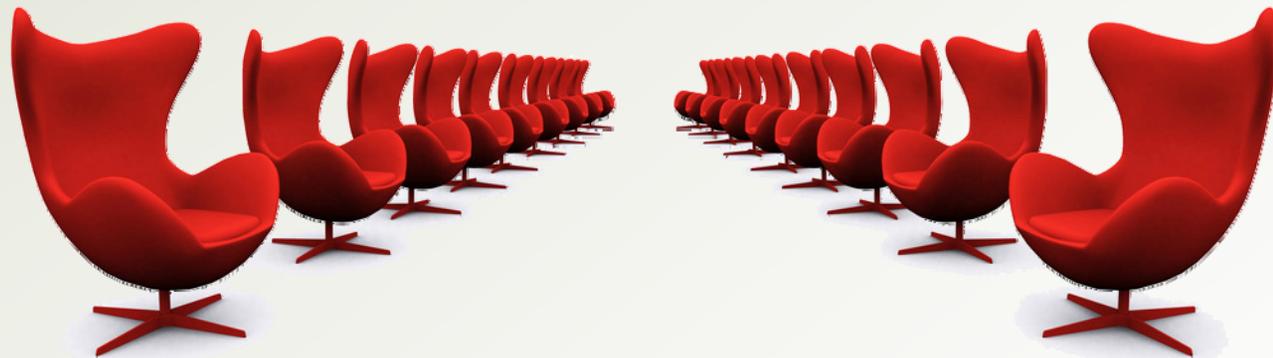


What is Collaborative One-Stop Center Management?

A means to an end: integrated customer-focused services

Collaborative Management

- Leadership Team
- Day-to-day management
- Regular and effective methods of communication
- Staff development

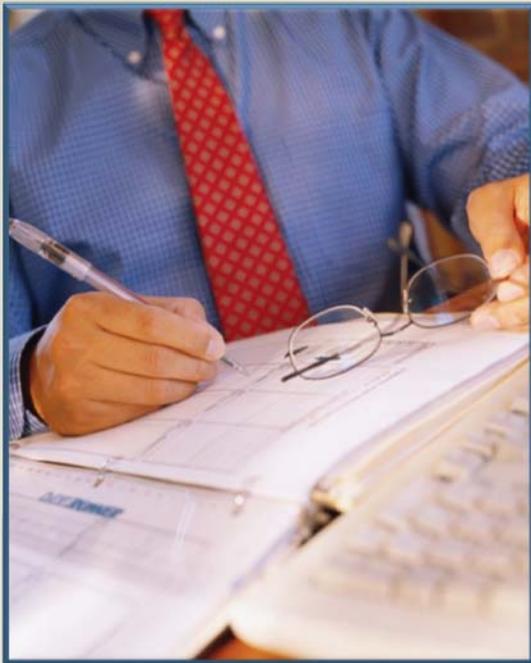


Leadership Team

- There is a designated leadership team that includes representation of all on-site partners.
- The management structure at each Center reflects Center functions rather than agency affiliation.
- There is a single organization chart for each Center that shows all Career Center staff by function within the Center.



Day-to-Day Management



- There is a single One-Stop manager or site-supervisor responsible for day-to-day operations.
- This manager or site-supervisor interacts with the leaders or managers of each functional unit at the Center.

Regular and Effective Communication

- There are regular and effective methods of communication among on-site managers and staff at all levels.



Staff Development

- There are integrated, center or workforce area wide staff development activities that address both generic needs and position-specific needs





Why is Collaborative One-Stop Center Management Important?

Unified management can respond to customer needs quickly and appropriately.

Who said that?!

- Silos
- Complicated
- Disorganized
- Run-around
- “We’re under one roof but we don’t know what’s in the house”
- Do more with less
- Too many processes
- Duplication everywhere

Collaborative management is important, but...

- Working in small groups, take ten minutes to brainstorm some of the challenges of collaborative management in your One-Stop Center or workforce area.
- Be prepared to share.





Related KY One-Stop Certification Standards

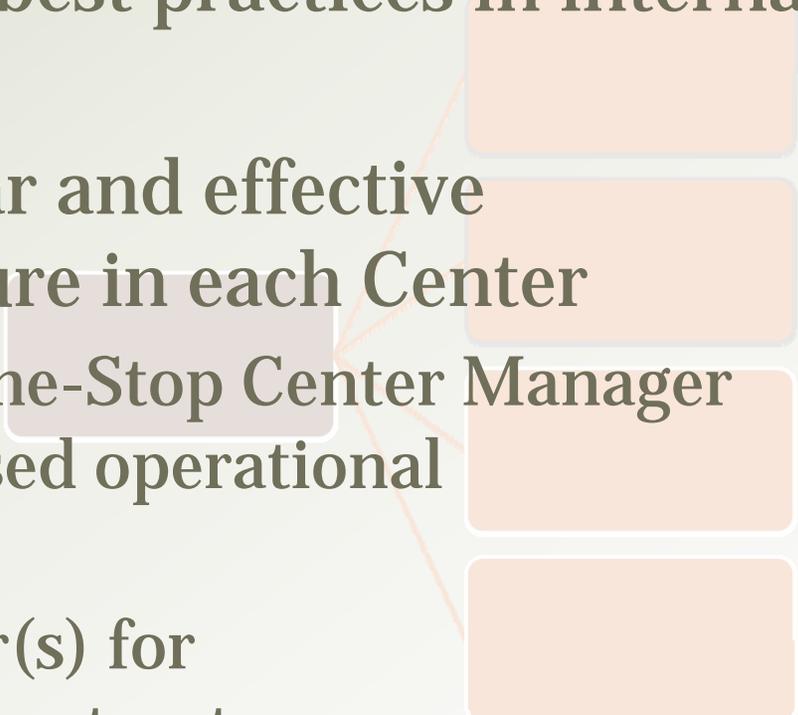
Adopted by the KWIB, August 2011

Managing Integrated Service Delivery

1. Clear expectations for partner presence and roles at One-Stop Centers:
 - ❑ Co-location of three core partners: OET, WIA-funded provider, OVR
 - ❑ Preference for co-location of Adult Education
2. To the maximum extent possible, services should be integrated and duplication reduced:
 - ❑ Centers must be organized and labeled by function, rather than agency or program
 - ❑ The following will be delivered as common functions: reception, resource room services, business services
 - ❑ Single calendar of events for all Center partners

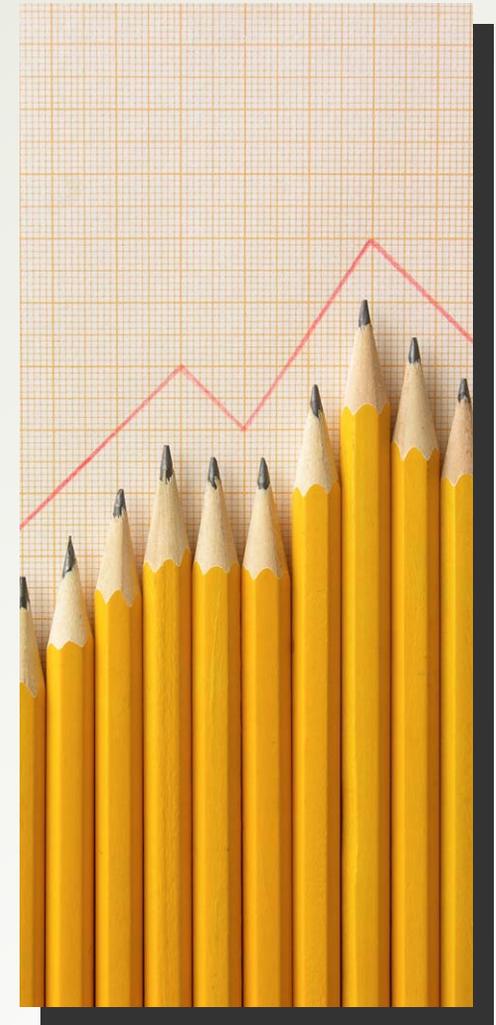


Managing Integrated Service Delivery

3. Centers must adopt best practices in internal communication
 4. There must be a clear and effective management structure in each Center
 - ❑ Single designated One-Stop Center Manager with customer-focused operational responsibilities
 - ❑ Designated manager(s) for building/facility/infrastructure areas
- 
- A diagram consisting of a central light purple rounded rectangle with a white border. Three orange rounded rectangles with white borders are stacked vertically to the right of the central box. Three thin orange lines radiate from the right side of the central box, connecting to the top, middle, and bottom of the three stacked boxes.

Managing Integrated Service Delivery

5. Functional Supervision
6. One-Stop Centers provide appropriate and sufficient staff development.
7. Centers track center-wide customer activity, customer experience and customer outcomes for the purpose of improving service quality and using resources effectively.





Implementing Collaborative One-Stop Management

California, New York, North Carolina

California



- MOU's, One-Stop Operator agreements and contracts with service providers all needed modification to include content on integration of services
- Strategic planning conducted at local level so all partners were moving in the same direction
- Office space needed re-design so staff could be organized by function instead of funding source
- Staff training emphasized
- Benchmarks for integrated service delivery were developed

New York



- Single, integrated customer flow developed for job seekers and for businesses
- Service units formed and labeled by function; functional leadership teams designated
- Single site supervisor named for each Center
- Regularly scheduled staff and partner meetings held
- Integrated focus on the attainment of all performance goals established through common measures
- Emphasis on capacity building of staff

North Carolina



- Must designate a single “JobLink” Coordinator responsible for coordinating Job Link (One-Stop) activities on a daily basis and serving as the point of contact between the Center, the local workforce board and the State Workforce Commission



Implementing Collaborative Management in Kentucky

How will your area move forward?

Your Next Steps

- Who should be on your One-Stop Center Leadership Team?
- How will your area designate a single day-to-day operational manager for each One-Stop Center?
- What best practices for communication will your Center adopt?
- What staff development is needed?
- What is the role of the local WIB in relation to One-Stop Center management?



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Closing

THANKS!