

Local / Regional Orientation Training Session



>
**Kentucky
Career Center**

Agenda for Today...

- **Your Role...**
 - ✓ **Local and Regional Planning**
 - ✓ **Locally Driven and High Impact Systems**
 - ✓ **Partnership Between Local Elected Officials and the Local Workforce Board**
- **Relationship Between Federal, State, and Local Structure**
- **Kentucky's Vision for a Progressive Workforce System**
- **Discussion / Q & A**

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Your Role...



Local and Regional Planning

***Strategic
Thinking,
Planning
& Acting***



Your Role in Strategic Thinking and Acting

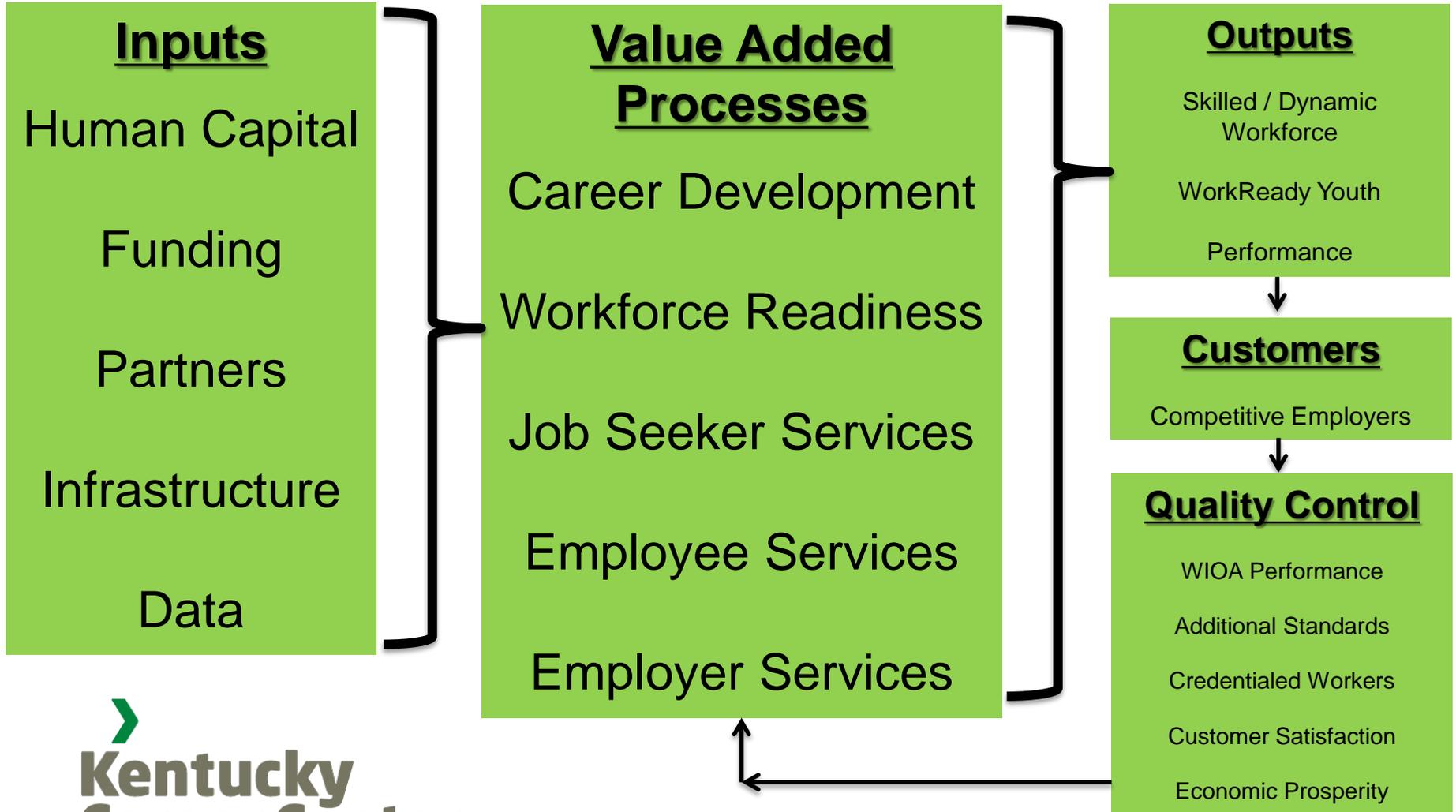
- Vision
- Structure
- Ownership
- Integration of Initiatives
- Leveraged Investments
 - Manage resources with the customer in mind
 - Operate as a system
 - Braid resources with system partners



Local Planning

- Intent and Readiness.... Local Area Profile
- Customer Driven...
- Customer Service
- Employer Driven
- Continuous Improvement... Quality Control / Performance
- Meets the needs of the community... Environmental Scan
- Partnership and alignment... Strategic Direction

Local Planning - System



Regional Planning

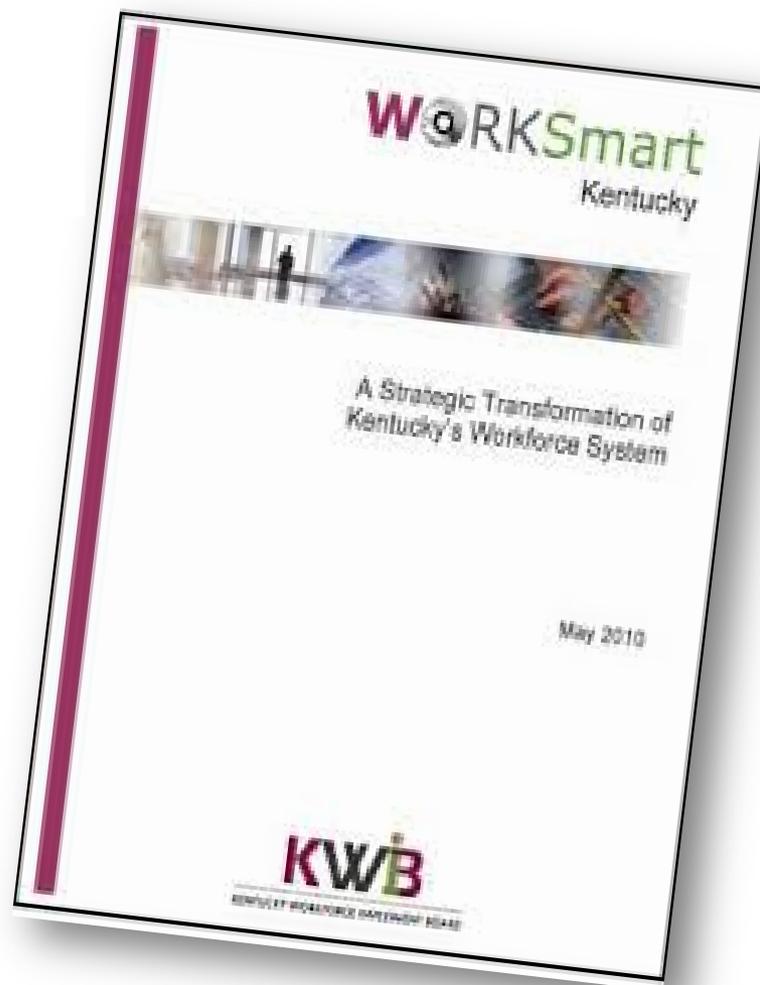
- Prepare a regional plan
- Establish regional service strategies
- Develop and implement sector strategies
- Collect and analyze regional labor market data
- Establish administrative cost arrangements
- Negotiate and oversee regional performance goals
- Coordinate transportation and support services
- Coordinate with regional economic development

Questions



Building a Locally Driven and High-Impact System Through Partnership







Project Vision

- Grow strong and engaged local boards;
- Set clear and strategic goals that are efficient and result driven;
- Managing and leveraging resources.

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Project background

- Baseline year in 2011-2012;
- All boards participated and criteria revised;
- Five boards certified in standard year 2013;
 - Northern Kentucky, Greater Louisville, Lincoln Trail, Cumberland's, TENCO.

Present day

- Criteria revised in 2014;
- Continued focus on three main criteria;
- WIOA Implementation.



Understanding the Criteria



Boards are Strategic

- Comprehensive and inclusive;
- Aligns with other community plans;
- Measurable goals;
- Living document.



Developing and Managing Resources

- A process is in place for developing and maintaining sound budget practices;
- The budget is connected to the strategic plan;
- The budget leverages and reaches beyond WIOA funding.



Managing the Work of the Board

- Membership is diverse and represent the sector strategy;
- A process is in place to train new members about their responsibilities;
- Measures effectiveness;
- Flexible.



Questions on Overall High Impact WIB Objectives



About Us...

- Serving the third largest workforce area (by population) in the state
- Northern KY features three of the 15 fastest growing counties in the state, including: Boone, Grant, and Gallatin
- Northern KY WIB was the first in the state to implement industry sector strategies in *all* WIB-funded programs
- Northern KY WIB was the first in the state to receive the *High-Impact* designation by the Kentucky Workforce Investment Board.

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Local Perspective of a High-Impact Board

1. Strategic Planning and Doing!

- › The Local Board Strategic Plan aligns with and supports the local Kentucky Career Center
- › Business Services
- › Job Seeker Services
- › Outreach
- › Kentucky Career Center Certification

Local Perspective of a High-Impact Board

2. Maximizing Resources

- › Partner collaboration and communication
- › Service integration
- › Innovation
- › Diversifying funds/ resources

Partner Collaboration



Breaking through Partner/Agency Walls



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Services by Function

(rather than by partner/agency)

For Businesses

- Talent recruitment assistance
- Candidate pre-screening and assessment
- Free usage of onsite conference space to conduct interviews
- Coordination of job fairs and hiring events
- Access to Focus Talent employer website
- Business Services Representatives available to provide personalized support

For Job Seekers

- Career coaching
- Access to local job openings, job leads and referrals
- Professional resume services
- Job search resource center with free Wi-Fi and/or Internet access
- Unemployment Insurance Internet claim filing
- Employment services for military veterans and individuals with special needs
- Job seeker networking and support groups

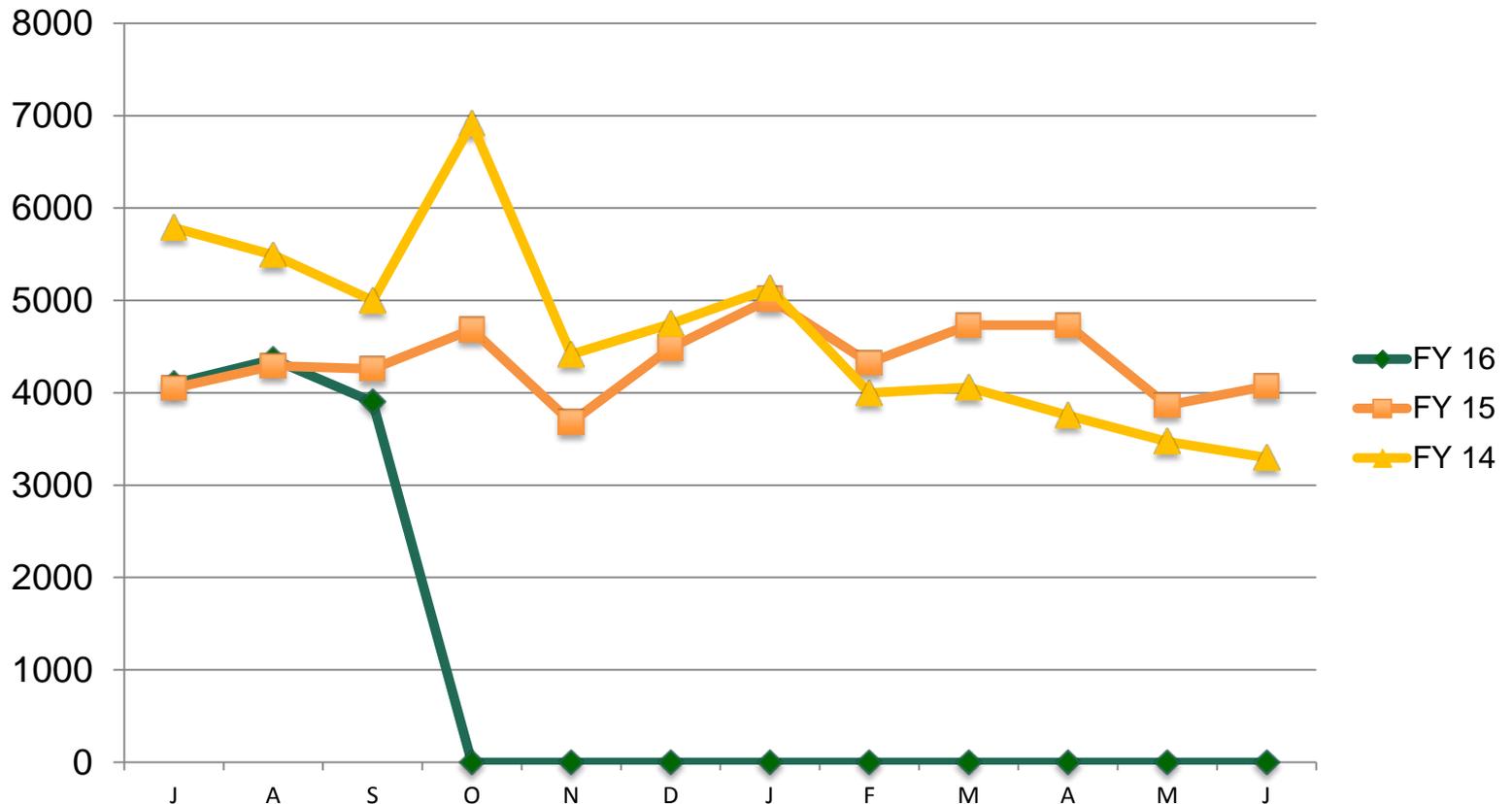
 **Kentucky
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Sample KCC Staff name Badge

Partner Information Sharing Example:

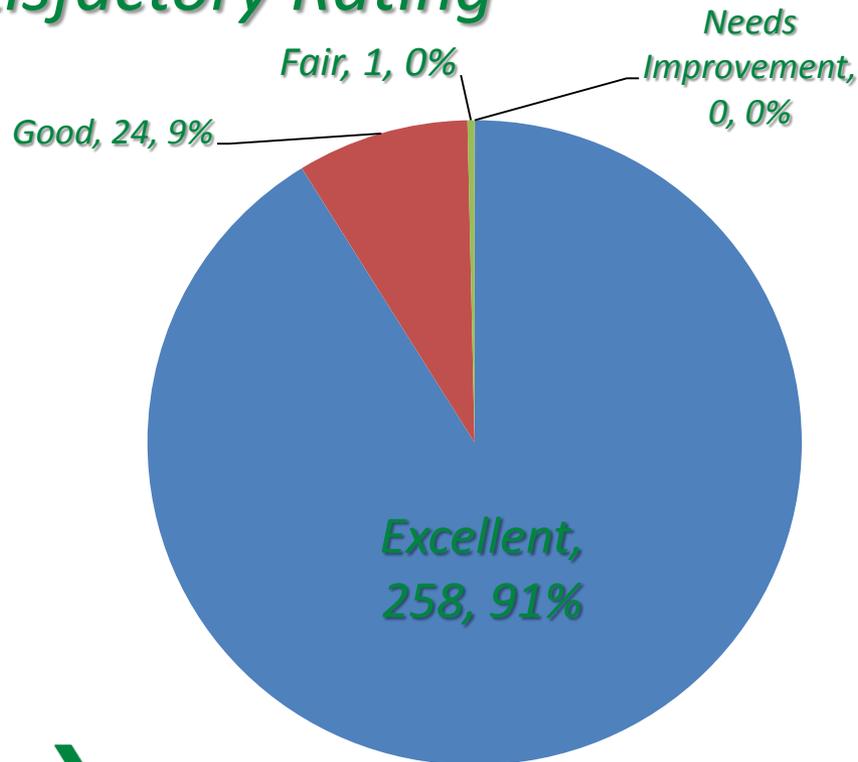
In-the-Door Customer Trends for Kentucky Career Centers (Northern KY)



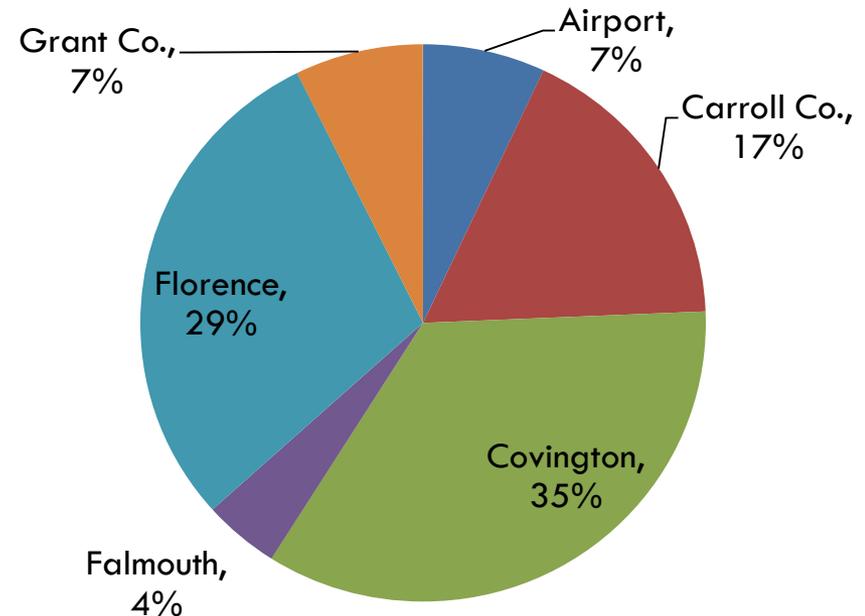
Partner Information Sharing Example:

*In-the-Door customer survey results
July-September 2015*

Satisfactory Rating



Survey Location (Career Center)



Partner Information Sharing Example:

Business Services and LMI Data

July-September 2015

<u>Additional Business Services Data</u>	YTD
Business Tours (w/ job seekers and companies)	10
New Internships/ OJT/ or work studies	5
Onsite Hiring Events	107
Onsite Interviews (from above events)	500
Kentucky Career Center Job Fairs	2
Companies receiving Rapid Response Services (workforce reduction support services)	6

<u>Unemployment Rates:</u>	
United States	5.2%
Kentucky	4.9%
NKWDA (NKY Region)	4.0%
<i>*NKY Lowest statewide, tied with Bluegrass</i>	

Local Perspective of a High-Impact Board

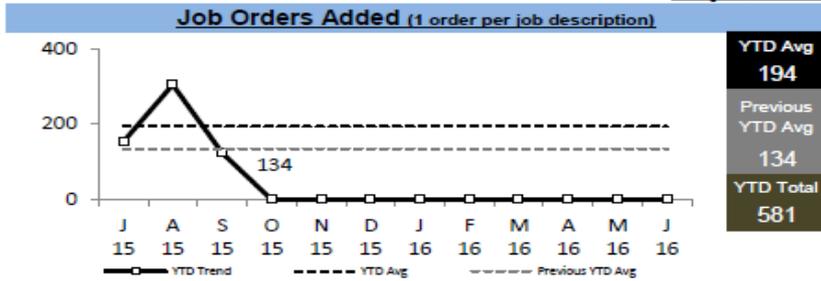
3. Board Management and Oversight

- › Accountability and transparency
- › Communication
- › Critical analysis
- › Continuous Quality Improvement

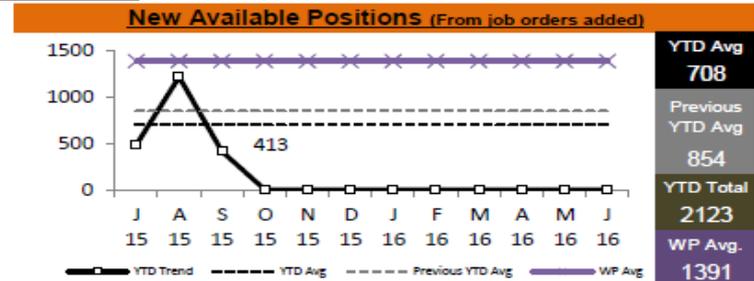
Accountability and Transparency example-

Northern KY Workforce Investment Board- Key Performance Indicators(KPI's)

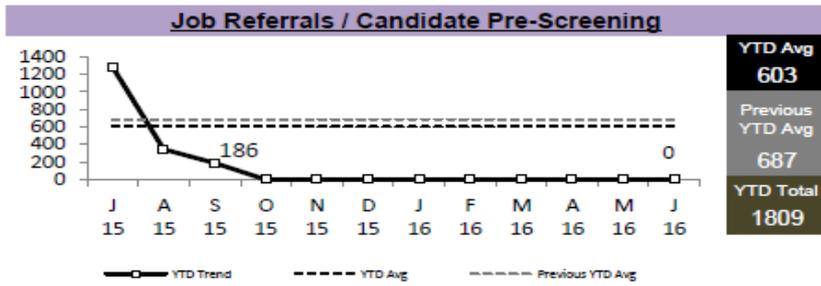
July 1, 2015- June 30, 2016



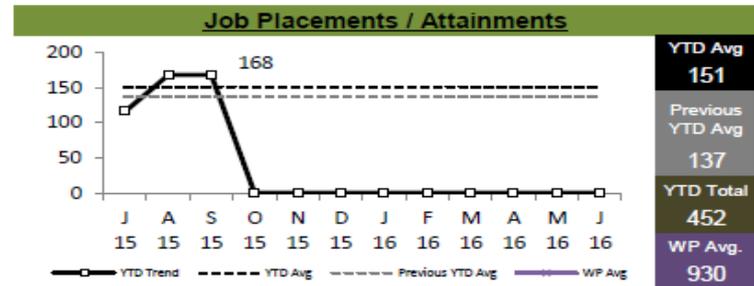
■ New job orders placed with the career center (one) job order per job description



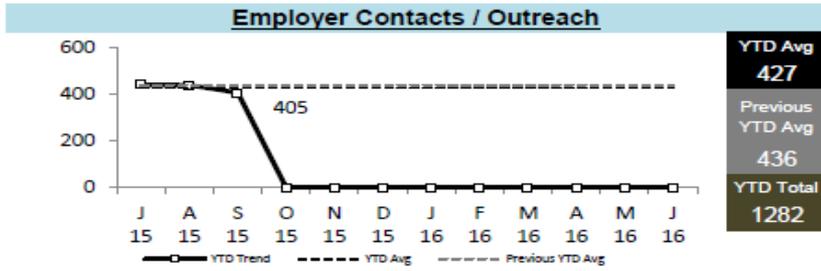
■ # of positions from new job orders



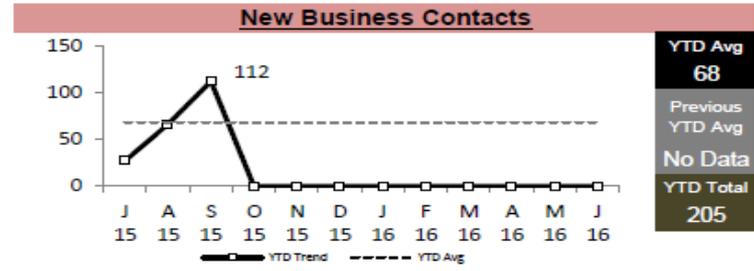
■ Talent referrals provided to employers of candidates meeting specific job qualifications



■ # of hires/jobs attainments of career center customers



■ Correspondence and community outreach to new and existing business customers in all industry sectors



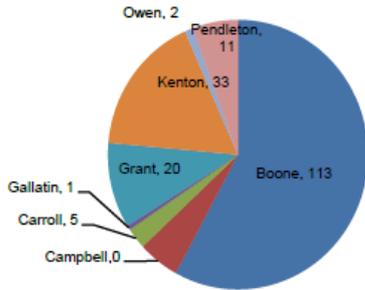
■ New business contacts developed by or referred to the BST (began tracking this field FY 2015-16)

Accountability and Transparency example-

BUSINESS OUTREACH, CONTACTS, & COMMUNICATION by COUNTY & TARGETED WIB SECTORS

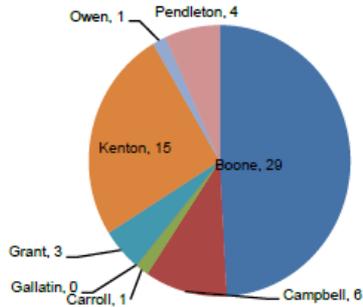
Advanced Manufacturing

YTD Total	214	Gap
Prev. Yrs. Totals	651	437



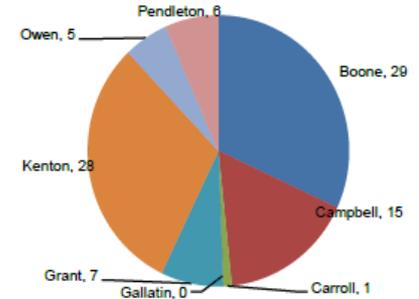
Installation / Maintenance / Repair

YTD Total	70	New
Prev. Yrs. Totals		



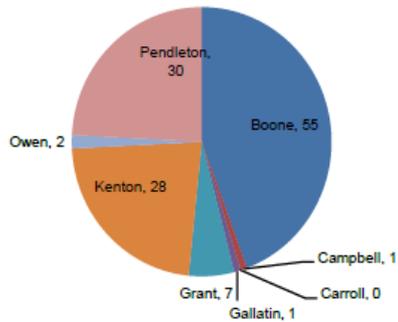
Healthcare

YTD Total	122	Gap
Prev. Yrs. Totals	337	215



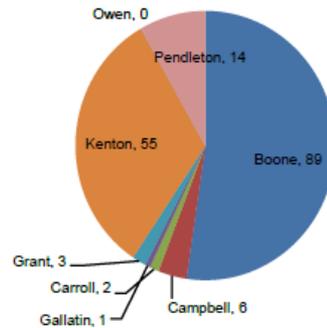
IT / Finance / Business

YTD Total	154	New
Prev. Yrs. Totals		

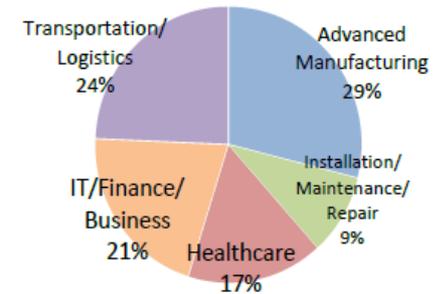


Logistics & Transportation

YTD Total	180	Gap
Prev. Yrs. Totals	320	140



Employer Contacts by Industry



Accountability and Transparency example- Key Performance Indicators - *Financials*

FY 2016 Key Performance Indicator Financial Report

FY 2016 as of July, 2016 (8% of Fiscal Year)	Dislocated Worker Budget	Adult Budget	Youth Budget	Total	Total Expended	% Expended
Total Available	\$ 2,214,916.46	\$ 605,221.24	\$ 1,001,951.46	\$ 3,822,089.16		
Brighton Center Career Center	\$ 536,581.00	\$ 160,277.00		\$ 696,858.00	\$ -	0%
Jefferson CTC			\$ 69,042.59	\$ 69,042.59	\$ 2,438.43	4%
NKADD						
Central Office Staff	\$ 332,461.09	\$ 121,513.03	\$ 199,639.28	\$ 653,613.40		
Career Center Staff	\$ 364,781.77	\$ 116,069.09	\$ 221,060.61	\$ 701,911.47		
NKADD Total	\$ 697,242.86	\$ 237,582.12	\$ 420,699.89	\$ 1,355,524.87	\$ 84,288.44	6%
Pendleton County One Stop	\$ 76,636.00	\$ 34,436.00		\$ 111,072.00	\$ -	0%
Setaside Obligations						
Outreach	\$ 6,000.00	\$ 2,000.00	\$ 2,000.00	\$ 10,000.00	\$ -	0%
NKADD Career Center Lease One Stop Annex (Youth Services)	\$ 8,876.80	\$ 2,219.20		\$ 11,096.00	\$ -	0%
			\$ 18,000.00	\$ 18,000.00	\$ 404.27	2%
Individual Training Accounts (ITA's)		\$ -				
RRAA	\$ 150,000.00			\$ 150,000.00	\$ 4,194.81	3%
KCCGO	\$ 25,964.19			\$ 25,964.19	\$ 3,500.00	13%
DW and Adult ITA	\$ 114,953.67	\$ 50,750.00		\$ 165,703.67	\$ 4,212.00	3%
Trade ITA	\$ 490,607.36			\$ 490,607.36	\$ 3,809.00	1%
Youth Educational/Career Enhancement Funds			\$ 91,944.00	\$ 91,944.00	\$ 28,000.00	30%
Youth Internships			\$ 325,000.00	\$ 325,000.00	\$ 12,296.77	4%
Total Obligations/Expenditures	\$ 2,106,861.88	\$ 487,264.32	\$ 926,686.48	\$ 3,520,812.68	\$ 143,143.72	4%

Accountability and Transparency Example- Key Performance Indicators – WIA / WIOA Programs

Adult Performance		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Individuals in count	NKWA Calculated Performance	State Negotiated Rate	80% Neg. Rate (Met Standard)	Ky. State-wide Rate
Standard Period	Entered Employment Rate 10/01/2013 - 09/30/2014	0 1	0.0%	1 1	100.00%	0 0	#DIV/0!	3 3	100.00%	4 5	80.00%	75%	80%	88.3%
Standard Period	Retention Rate 04/01/2013 - 3/31/2014	0 0	#DIV/0!	0 0	#DIV/0!	1 1	100.00%	2 2	100.00%	3 3	100.00%	84.0%	87%	85%
Standard Period	Average Earnings 04/01/2013 - 3/31/2014	0 0	#DIV/0!	\$0 0	#DIV/0!	\$53,418 1	\$53,418	\$38,038 2	\$19,019.15	\$61,830.98 3	\$20,610.33	\$13,000.00	\$10,400.00	\$13,000.00

Dislocated Worker Performance		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Individuals in count	NKWA Calculated Performance	State Negotiated Rate	80% Neg. Rate (Met Standard)	Ky. State-wide Rate
Standard Period	Entered Employment Rate 10/01/2013 - 09/30/2014	23 28	82.1%	33 44	75.00%	31 35	88.6%	26 32	81.25%	118 140	82.86%	85.50%	68.40%	85.50%
Standard Period	Retention Rate 04/01/2013 - 3/31/2014	15 20	75.0%	26 27	96.30%	24 27	88.88%	33 35	94.29%	99 109	90.83%	92.00%	73.60%	92.00%
Standard Period	Average Earnings 04/01/2013 - 3/31/2014	\$138,846 9	\$15,427	\$494,406 22	\$22,473	\$415,178 22	\$18,872	\$433,155 28	\$15,489.83	1323243 84	\$15,763	\$16,250	\$13,000	\$16,250.00

Youth Performance		1st Quarter		2nd Quarter		3rd Quarter		4th Quarter		Individuals in count	NKWA Calculated Performance	State Negotiated Rate	80% Neg. Rate (Met Standard)	Ky. State-wide Rate
Standard Period	Placement in Employment or Education 10/01/2013 - 09/30/2014	11 18	61.1%	16 18	88.89%	8 12	66.67%	11 24	45.83%	46 71	64.79%	65%	52%	73.50%
Standard Period	Attainment of Degree or Certificate 10/01/2013 - 09/30/2014	15 29	51.7%	19 27	70.37%	9 18	50.00%	27 36	75.00%	71 110	64.55%	70%	56%	70.00%
Standard Period	Literacy or Numeracy Gains 07/01/2014 - 06/30/2015	3 5	60.00%	5 6	83.33%	1 4	25.00%	3 6	50.00%	12 21	57.14%	60%	48%	60.00%

Color Key

Black indicates exceeding the goal

Blue indicates meeting (defined as minimum of 80% of goal for Adult and Dislocated Worker, 90% for Youth).

Red indicates goal is not met

Local Perspective of a High-Impact Board

4. Benefits of a Local High-Impact Board

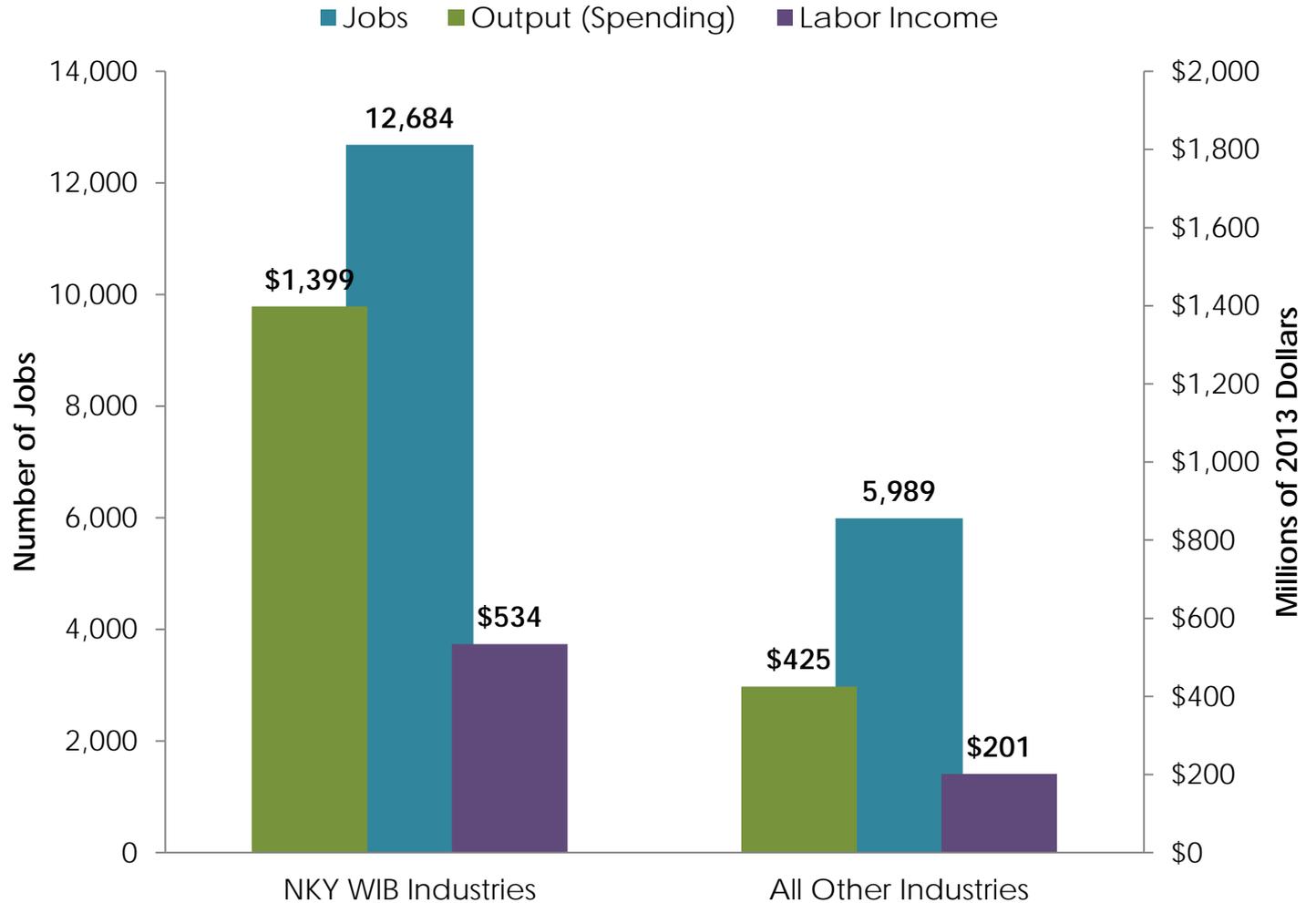
- › Results!
- › Key Performance Indicators
- › Collective Impact
- › Economic Impact (NKU study)



CENTER FOR
Economic Analysis
& Development

NKY WIB One-Stop/ Kentucky Career Centers

Total Economic Impacts of Placement Activities in 2013




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Data sources

Total Number of Placements

Wagner-Peyser data collected by the Kentucky Department of Workforce Investment

Distribution by Industry

U.S. Census Bureau County Business Patterns, Kentucky, 2012

Multipliers

U.S. Bureau of Economic Analysis; IMPLAN/RIMS II.

Impact of NKY WIB Employment Outcomes...

By Employment in *All Sectors*

	Employment	Labor Income	Output
Direct	12,000	\$472,521,606	\$1,098,695,536
Indirect	2,575	\$108,494,371	\$288,820,866
Induced	4,098	\$154,493,912	\$436,127,790
Total	18,673	\$735,509,889	\$1,823,644,192

By Employment in *Targeted Sectors*

	Employment	Labor Income	Output
Direct	7,647	\$334,688,215	\$849,332,302
Indirect	2,062	\$87,183,785	\$232,639,629
Induced	2,975	\$112,176,705	\$316,668,293
Total	12,684	\$534,048,705	\$1,398,640,224

Economic and Community Impact!




**Kentucky
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RCN
THE RIVER CITY NEWS



Photo: Ribbon cutting at new Kentucky Career Center in Covington (RCN file)

Study: This Had \$1.9 Billion Impact on Northern Kentucky in 1 Year

WED, 03/11/2015 - 15:50 RCN NEWSDESK

A study from Northern Kentucky University's Center for Economic Analysis & Development showed a \$1.9 billion impact in the region credited to the work of the Northern Kentucky Workforce Investment Board (NKWIB) and the Kentucky Career Center.

When a job seeker has the required qualifications and is placed into an available job, a placement by NKWIB releases payroll dollars into the local economy which in turn supports increased economic activity, a news release said.

The NKWIB directs the work of the Northern Kentucky Career Center system, and manages the financial resources of approximately \$4 million a year to deliver those much needed services. The NKWIB wanted to know the economic impact of its job placements attained through the Career Center. To arrive at the answer, NKU's Center for Economic Analysis & Development conducted an analysis.

The report of the 2013 Economic Impact of Kentucky Career Centers for our area was presented this week:

- 1,900 job placements were directly staff-supported by the NKY Kentucky Career Centers.
- These placements supported an additional 1,285 indirect and induced jobs for a total of 3,185 jobs in the eight-county region.
- These jobs generated an estimated \$129.4 million in labor income and \$397.6 million in additional economic activity and spending in the region.
- 12,000 job placements were generated by the NKY Kentucky Career Center system. These resulted from services provided by the center including use of the area's online job portal.
- These placements supported an additional 6,673 indirect and induced jobs for a total of 18,673 jobs in the eight-county region.
- These jobs generated an estimated \$534 million in labor income and \$1.4 billion in additional economic activity and spending in the region.

-Staff report

Thank you!

Contact Information

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Partnership Between LEOs and Local Workforce Board

Continued Partnership Between LEOS and the Local Workforce Board

- **Local Elected Official Board – Interlocal Agreement**
- **Local Workforce Board – Partnership Agreement / Bylaws**
- **Open Meetings Act / Procurement**

Local Elected Official Board – Interlocal Agreement

- Importance
- Required for All Locals by July 1, 2015
- Modifications
- Future Use

Local Workforce Board – Partnership Agreement / Bylaws

- Importance
- Structure of Partnership Agreement
- Bylaws
- Assistance on Development

Open Meetings Law / Procurement

› Open Meetings Law

- Kentucky Open Meetings Act, codified as KRS 61.805—61.850

<http://cpe.ky.gov/NR/rdonlyres/A71538C9-04D9-492B-BAB4-377423BA5202/0/SummaryofKentuckyOpenMeetingsLaw.pdf>

› Procurement

- Fiscal Agent RFP Process
- Subgrant Recipient
- Next Steps

Questions



Federal, State and Local Structure... How They Work Together

Department of Labor

(Federal Policy)

Education and Workforce Cabinet

(State Policy = *)*

Office of Employment and Training

Administrative

Local Elected Officials

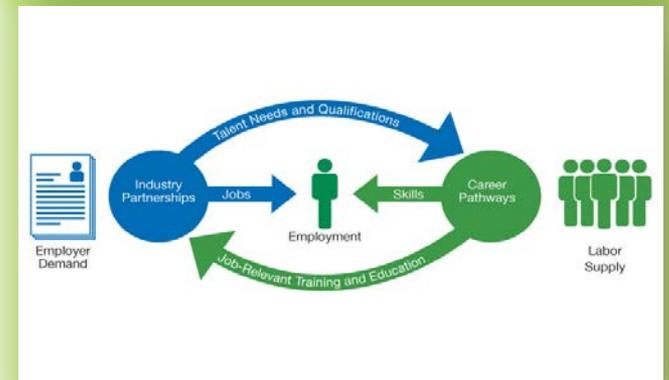
Local Workforce Board

Local Admin Entity

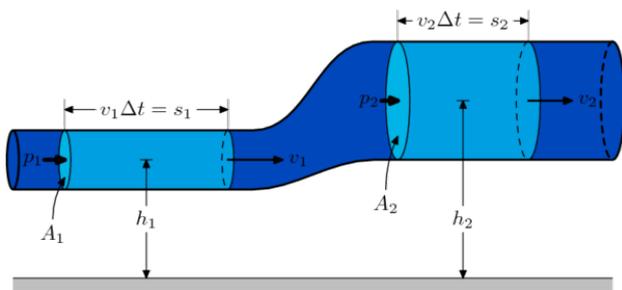
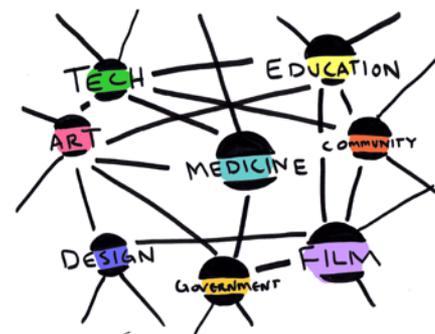
Federal State and Local Structure... How They Work Together

➤ The Customer!!!!

➤ WIOA



Kentucky's Vision for a Progressive Workforce System



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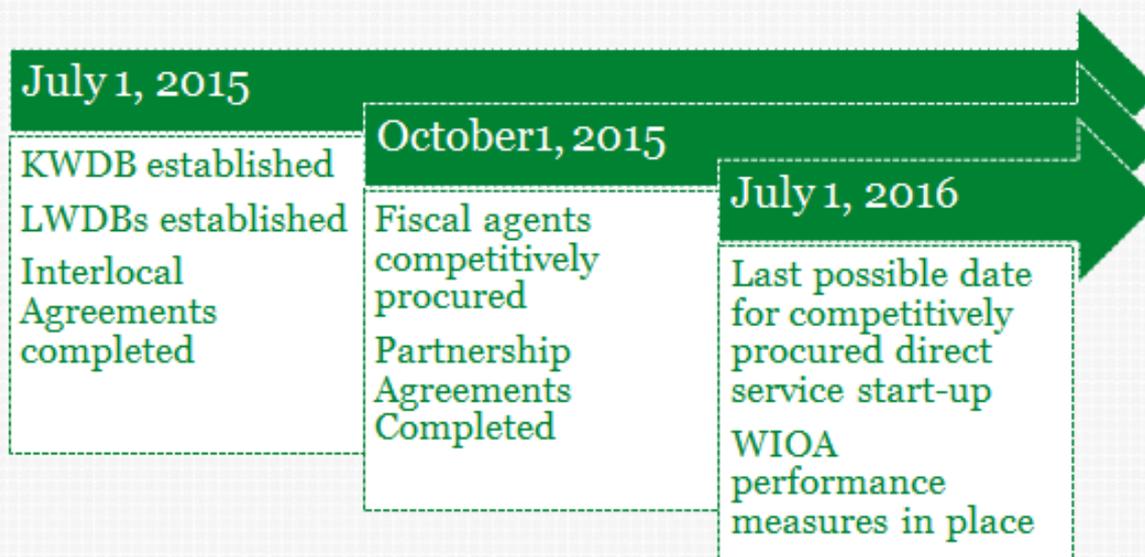
Kentucky's Vision for a Progressive Workforce System

Federal State and Local Structure... How They Work Together

	Federal Govt.	State Govt.	State Board	Regional/Local Workforce Boards	Regional/Local Elected Officials	Regional/Local Partners
ROLES						
Money	WIOA, Perkins, Pell, Education, EDA, TANF, SNAP	Bluegrass State Skills, TRAINS, MOE*	Perkins Budget approval	Develop and approve regional/local budget including any local resources	Approve regional/local budget including any local resources	Can align existing and/or raise/provide additional funds
Rules	WIOA law, Regulation., policy, guidance	State Regs., policy and guidance	Review and approve policy and guidance	Local policy and guidance		
Plans	Guidance on state plan	YES, unified or combined state plan Issue regional/ local guidance	WorkSmart Kentucky Strategic Plan	YES, conduct planning process	YES, help conduct planning process	Input into but do not conduct planning process
Services	Guidance on services and structure	YES, Kentucky Skills Network and KCC		YES with Gov. approval and special conditions or set out regional/local strategy with LEOs	Set out regional/local strategy with LEOs	YES
Evaluation	YES, ongoing monitoring	YES, ongoing monitoring and state level evaluation	YES review results for strategy adaptation	YES, ongoing monitoring and local level evaluation as well as assess results for program improvement	YES, review results of monitoring and evaluation activities for program improvement	

Federal State and Local Structure... How They Work Together

Governance and Accountability Milestones



Questions



Kentucky's Vision for a Progressive Workforce System



WorkSmart Kentucky Plan

➤ **Vision:**

Kentucky will transform the workforce development system through innovative practices which enhance sustainable economic and job growth to improve the lives of Kentuckians.

➤ **Themes:**

Demand-Driven / Business-Led / Solutions-Based

➤ WorkSmart Initiatives

- System Transformation
- System Simplification
- Alignment with Education
- Alignment with Economic Development
- Increased Quality Customer Service



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, 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.



**TEAM
OF
EXPERTS**

**Partner
For
Success**

**High
Impact
WIBs**

**Kentucky Career
Center
Certification**

**Workforce
Academy**

**Economic
Development
Academy**

**Kentucky Skills
Network**



**Connect
Employers with
Employees**



**National Career
Readiness
Certificates**



**Work
Ready
Communities**



**Sector
Strategies**



**User-Friendly
On Line
Services**

Guiding Our Customers

Eligible
Training
Provider List

Accelerating
Opportunity
Kentucky

Unemployment
Insurance
Customer Service

Career Center
Customer Flow

Tech-High
Phase I

High School
Outreach

Entrepreneurship

GED Express

Get Back To Work

Kentucky Workforce Innovation Board... and the WorkSmart Kentucky Plan



Kentucky's Vision for a Progressive Workforce System

Kentucky WORKFORCE INNOVATION BOARD



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? Questions or Thoughts ?



Thank You!

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