

# System Transformation under the Workforce Innovation and Opportunity Act (WIOA)

## Steering Committee Discussion Document

### Background:

WIOA provides a tremendous opportunity to take our ongoing workforce development innovation and transformation agenda to a whole new level. The key areas that can expedite the transformation process under the new law are: governance; quality service delivery; transparency, accountability and results; and local and regional designation.

### Governance:

#### In Place:

- Policy on Local Workforce Investment Board Member Nominations and Appointments process, OET confirmation process, and Board Certification by KWIB (Adopted 11/14)
  - Establishment and Certification of the Local board by Governor
  - Membership - State Criteria, Composition, Chairperson, Standing Committees, Authority, Special Rules and Quorums and Board Management
  - Appointment and Certification of Board – Appointment of Board Members and Assignment of Responsibilities, Certification, Decertification, Functions of Local Boards, Sunshine Provisions, Staff, Limitations, Conflict of Interest
  - OET Processes and Procedures – OET Review and Confirmation Process

#### In Process:

- Policy on Interlocal Agreements and Chief Local Elected Official (CLEO) and Local Elected Official (LEO) Roles and Responsibilities (Draft for review by KWIB 3/15)
- Policy on LEOs and LWDBs Memorandum of Agreement (MOA) (Draft for review by KWIB 3/15)

#### Upcoming:

- State Board appointments

### Quality Service Delivery:

#### In Place:

- Sector Strategies (Adopted by KWIB 5/11)
  - Completed activities: Targeted State and Regional Sector Reports, Sector Institute, Sector Toolkit
  - Four rounds of Industry Partnerships funded statewide
- Kentucky Career Center Certification Standards (Adopted by KWIB 8/11)
  - Standard areas: Job Seeker, Employer and Center Management
  - Completed stages: Self-Assessment, Technical Assistance, Certification Standards and Process Training, Reviewer Training
  - One full service Kentucky Career Center in each local area by 7/15
  - All affiliate and full service Kentucky Career Centers certified by 7/16
- Policy on Certification for Initial and Subsequent Eligibility of Training Providers/Programs (Adopted by KWIB 11/12)
  - Key topics covered: Eligibility Determination, Performance Requirements for Initial Eligibility, State Minimum Performance Standards for All Individuals in Applicable Training Programs, Optional Local Board

Performance Standards, Demand Occupations, Submission of Student Data, Subsequent Eligibility, Denial or Removal of Programs/Providers from the State List

- Kentucky Skills Network (1/14)
  - Partnership of workforce professionals from the Cabinet for Economic Development, Education and Workforce Development Cabinet, Labor Cabinet, and the Kentucky Community & Technical College System
  - Solutions based approach to business services at the state and regional levels
- High Impact Workforce Investment Board Standard Revisions (Adopted by KWIB 1/11, Updated by KWIB 11/14)
  - Maintain a vision of strategically-driven Boards
  - Incorporate new criteria based on WIOA
  - Standard areas: Strategic Planning and Implementation, Developing and Managing Resources, and Managing the Work of the Board
- Competitive Procurement for Direct Service Provision detailed in 1<sup>st</sup> bullet under Governance (11/14)

**Upcoming:**

- State Plan development
- Local Plan approval
- Workforce Flexibility Plan

**Transparency, Accountability and Results:**

**In Place:**

- Kentucky Local Workforce Investment Board Financial Reports (Released Beginning 2012)
- Kentucky Workforce Scorecard (Adopted by KWIB 8/13)
- Employer and Individual Customer Satisfaction Surveys (Implemented by OET 10/14)

**In Process:**

- Career Center Customer Flow to assess whether the WorkSmart Kentucky strategic action items are transforming local service as intended

**Upcoming:**

- Employer Service Performance Measure to be promulgated by USDOL and adopted by DWI
- WIOA State Performance Indicators to be developed and adopted by KWIB
- WIOA Local Performance Indicators to be developed and adopted by LWDBs
- State and Local Performance Negotiations
- State and Local Performance Reports
- Evaluation of State Programs and Design and Results
- State and Local Sanctions, Technical Assistance and Corrective Action Plan
- Fiscal and Management Accountability Information System
- Pay-for-Performance Contract Strategy Incentives

**Local and Regional Designation:**

**Upcoming:**

- Technical assistance in establishing and organizing new Regions
- Technical assistance to Local Areas and Local Partners on WIOA