

System Performance Measures

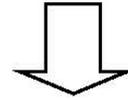
Committee Report

Tom Zawacki

Chair

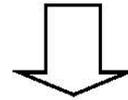
Vision

What is the ideal situation for the future?



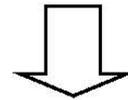
Goals

What do we hope to accomplish?



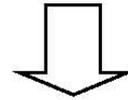
Management Areas

What are the broad categories of activities that need to be managed?



Management Items

What are the specific items within each category that need to be managed?



Key Performance Indicators

What are the measurable quantitative and qualitative indicators of whether the management items are under control?

Vision

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

Goals

- 1. Align the Commonwealth’s workforce development system with Kentucky’s education objectives**
- 2. Align the Commonwealth’s workforce development system with economic development strategies**
- 3. Simplify the workforce development service delivery system**
- 4. Improve service to achieve a customer-centered delivery system**

Workforce Score Card



KWIB Initiative	SUPPLY						DEMAND						DELIVERY						
	Education and Training Measures						Employer and Economic Development Measures						User-Friendly System Measures						
	Sector-based Training Investment	Education Attainment	Education Availability	College & Career Readiness	Alternative Pathways	Life-long Learning	Earnings Level	Regional Collaboration	Sustainable Employment	Unemployment rate/churn/duration	Workforce Quality/Human Capital	Employer Support	Understanding Customer Needs	Service Content	Responsiveness	Service Accessibility	System Usage	Customer Satisfaction	Additional Services Provided
System Transformation																			
Sector Strategies																			
Branding & Identity																			
One Stop Certification																			
User Friendly Online Services																			
National Career Readiness Certificates																			
Eligible Training Providers																			
Education Alignment																			
Tech High (First Phase)																			
I-Best (Skill Up, Accelerating Opportunity)																			
Apprenticeship																			
High School Outreach																			
GED Express																			
Economic Development Alignment																			
Entrepreneurship																			
Work Ready Communities																			
Rapid Response (Business Services)																			
Economic Development Academy																			
System Simplification																			
Alphabet Soup																			
Partner for Success																			
Statewide Reserve Investments																			
Case Management																			
High Performing Workforce Boards																			
Customer Service																			
Workforce Academy																			
Outreach Initiative																			
Get Back to Work																			
One Stop Kiosk																			
Unemployment Insurance Customer Service Plan																			