One-Stop Certification System and Implementation Overview

Kentucky Workforce
Investment Board Meeting

August 18, 2011

Maher & Maher
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Kentucky
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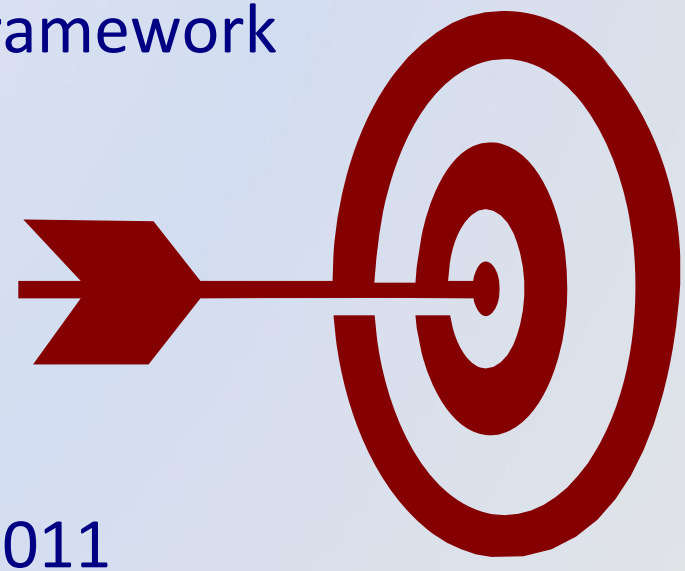
Kentucky One-Stop Certification

Objectives

- Review major certification system themes
  - Certification standards and measures
  - Certification implementation framework and process
- Answer your questions
- Obtain your approval
  - Target date to begin implementation is October 1, 2011



Kentucky One-Stop Certification:

Project Context and Background

Kentucky One-Stop Certification

One-Stop Certification

- *WorkSmart Kentucky* discusses:
  - Consistency within the system
  - A certification system that allows for local and regional adaptation
  - Two major customers – employers and job seekers
  - User-friendly services
  - Customer-focused services
  - Transparency/accountability

Visions: One-Stop and Certification Systems

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.

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Participatory Process Drives Transformation…

- Consensus-based, transparent Team process
  - Stakeholders become STOCKholders!
- Core Team:
  - Builds the system; makes recommendations to Steering Team
- Steering Team:
  - Sets vision and mission; provides feedback, approval, and recommendations to the KWIB; ensures implementation
- KWIB:
  - Provides final review and approval prior to implementation

Timeline

November – December 2010	Initial Steering Team Meeting One-Stop Site Visits
January – March 2011	3 Core Team Meetings Steering Team Meeting One-Stop Site Visits
April - June	3 Core Team Meetings Steering Team Meeting
July	Final Core Team Meeting Report/Presentation to Steering Team
August	Presentation to KWIB

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Overview: Certification System Components

- Certification Standards and Measures:
  - Employer services
  - Job seeker services
  - Center management
- Implementation Recommendations:
  - Implementation framework
  - Implementation process/timeline

Employer Services Standards:

Major Themes

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Employer Services Standards and Measures

- Organization and Staffing
- Delivering Quality Services
- Listening to and Satisfying Employers; Measuring Effectiveness

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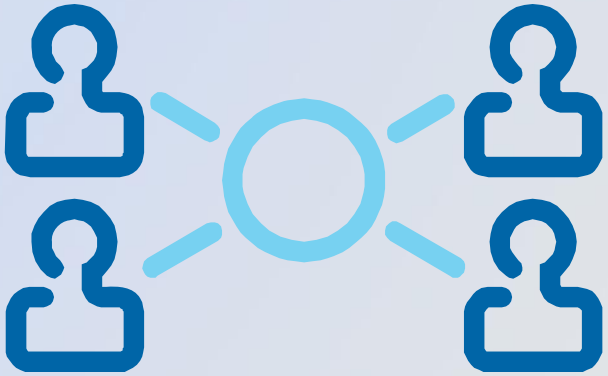
Major Themes: Service Content

- Familiarity with regional industry sectors, and with the particular needs of employers within those sectors.
- Creative, flexible, and customized solutions designed to address business needs and challenges.
- Support for employers throughout <u>all</u> stages of the business cycle.

Major Themes: Service Accessibility

- One-Stop Centers connect employers to all of the services and resources they need in a coordinated, seamless, and non-burdensome manner.
- Centers are nimble, flexible, and able to “keep pace” with employers as their business needs and challenges evolve.



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Major Themes: Service Management

- Trust-based, sustained relationships with employers (vs. “transactional” interactions).
- Staffing and management maximizes flexibility, responsiveness, and availability of partners’ expertise, and minimizes barriers.
- Centers actively solicit employers’ feedback and adjust and enhance services and services delivery as needed.

Job Seeker Services Standards:

Major Themes

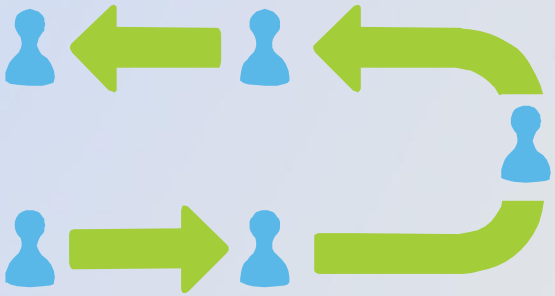
Kentucky One-Stop Certification

Job Seeker Services Standards and Measures

- Organization and Staffing
- Delivering Quality Services
- Listening to and Satisfying Job Seekers; Measuring Effectiveness

Major Themes: Service Content

- In a seamless and efficient manner, One-Stop Career Centers offer and provide direct access to the widest possible array of talent, career, and job development services for all job seeker customers.
  - Diversity in available services, resources, and funding supports
  - Innovative uses of technology, e-learning, and peer-based career development



Major Themes: Service Accessibility

- One-Stop Career Centers strive to provide customers with a “no wrong door” and “no wrong time” experience.
- One-Stop Career Centers offer job seekers multiple avenues to access services.
- Centers are flexible and responsive in their resource allocation and service delivery.

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Major Themes: Service Management

- Services are organized and managed to minimize duplication and maximize the alignment of resources.
- Centers actively solicit feedback from all job seeker customers and use feedback for continuous improvement.
- Centers ensure that staff are fully-trained and have access to ongoing professional development and credentialing opportunities.

One-Stop Center Management Standards:

Major Themes

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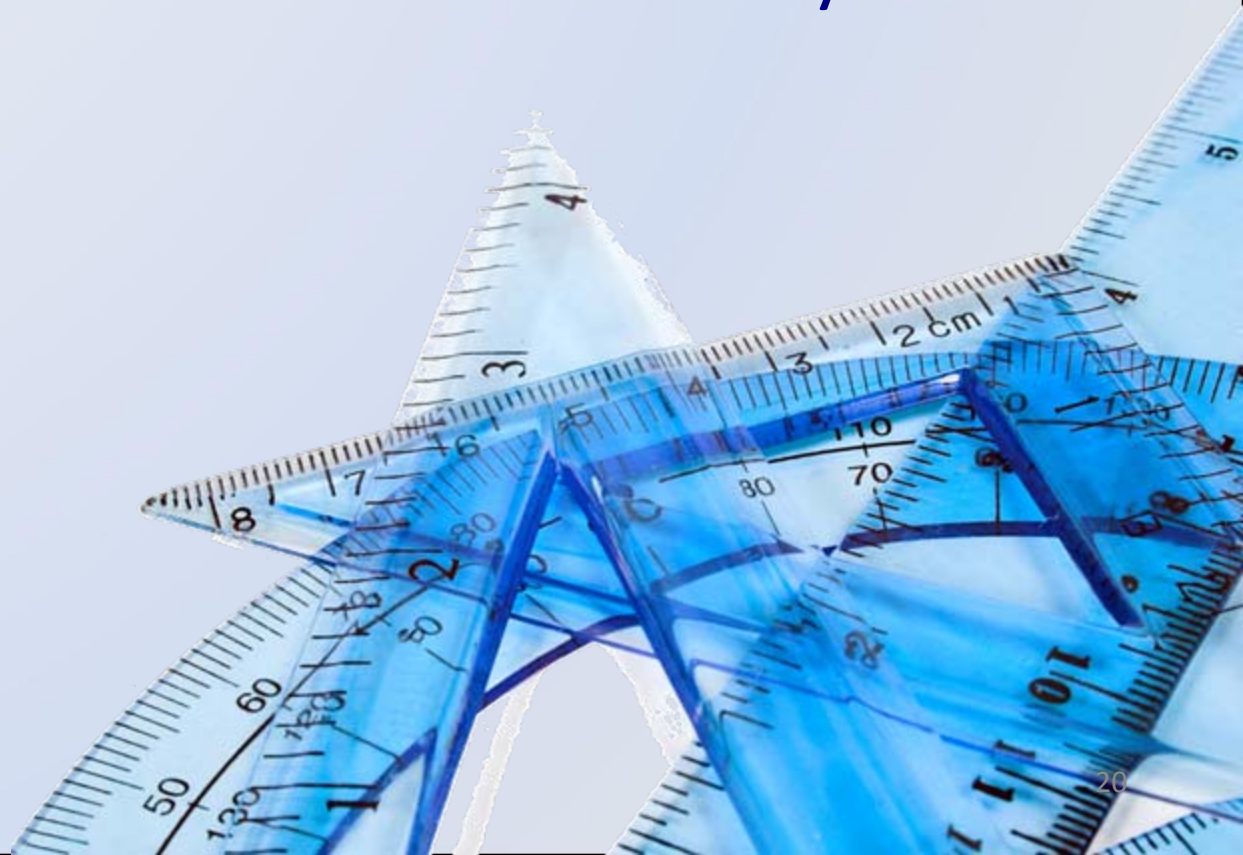
Center Management Standards and Measures

- Managing Integrated Service Delivery
- Physical Infrastructure and Accessibility



Major Themes: Center Management and Integration

- Clear and unified Center management
- Maximized partner presence and integration
- Functional organization, supervision, and service delivery
- Clear and inclusive communication
- Strong staff training and development
- Outcome data and customer feedback drives continuous improvement

Major Themes: Center Accessibility and Facilities

- Center buildings and services are accessible to all customers
- Centers appear professional and welcoming
- Adequate space, capacity, and equipment to meet diverse customer needs
- Center safety and security

One-Stop Center Certification Implementation:

Framework and Process/Timeline

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Implementation Framework

- Foundational standards
  - LWIBs may add/raise
- Full-service or affiliate certification
  - Three-year certification “life”
- LWIBs certify Centers
  - Following review by Certification Review Team
- Strong focus on self-assessment, technical assistance, incentives, and rewards

Implementation Process and Timeline

- Year 1 – Baseline, Self-Assessment, and Technical Assistance Year
  - October 1, 2011 – September 30, 2012
  - Self-assessment, TA, beginning to adopt standards
- Year 2 – Standards Adoption Year
  - October 1, 2012 – September 30, 2013
  - Continued adoption of standards, Review Team training, preparation for full implementation
  - "Go live" deadline: September 30, 2013

2010	2011	2012	2013

Questions and Discussion

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THANK YOU!

Thank you for your time and leadership!

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