

Committee: Organization and Resource Alignment

(Strategic Plan: Goal #4)



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Connected Workgroups:

GOAL #4: Focus resources on the most effective initiatives and improve the return on our workforce investment, utilizing data to constantly improve workforce development in Kentucky

Strategic Objectives

4a: Identify and address the organizational and structural changes that should be made to Kentucky's workforce development governance to improve collaboration and accountability.

4b: Develop a framework and supporting goals and metrics for Kentucky's workforce development programs.

4c: Identify gaps in the existing longitudinal data system and determine available sources to close those gaps.

4d: Define and create an effective communication approach for services to ensure a consistent, quality customer experience.

4e: Build a stronger, more coordinated relationship between state and local government, institutions, and workforce innovation areas.

Successful Deliverables:

1. Established "workforce development" governance, a leadership collaborative of partners which oversee effectiveness and efficiency of the system.
2. Sharing of data between programs in a common platform, used to calculate return on investment by program area, and use of metrics to judge the performance of the workforce system and its partners.
3. Availability of assisted and self-navigation of workforce services for both employers and job seekers within the Commonwealth by way of shared and leveraged partner resources
4. Performance-based incentives leveraged between State and local workforce boards to establish policies, procedures and programs which support quality-oriented customer services.

Full Strategic Plan can be viewed and downloaded here:

https://kwib.ky.gov/About/Documents/KWIB_Strategic_Plan_2020.pdf

Workgroup Goals

In the short term, we will:

- Address barriers to collaboration by engaging with influencers and drivers of workforce policy across sectors
- Develop a set of overarching “guiding principles” for workforce delivery in the Commonwealth of Kentucky
- Implement a training for all staff to improve service delivery along the workforce lifecycle continuum
- Create an Emerging Workforce Leaders Council to prepare early to midcareer workforce managers and administrators for the next level of leadership through cross-sector collaboration and field-building activities
- Verify and (to the extent possible) eliminate siloes related to resource allocation leveraging spend analysis by the Lt. Governor’s Office and a cross-Cabinet team assembled to align workforce service delivery
- Identify where state longitudinal data could be augmented or improved to better track citizen development along the workforce lifecycle, and determine whether existing data is available or if new data sources must be created

In the near term, we will:

- Create representative examples of quality “customer experience” for both employers and jobseekers who utilize workforce development services, as well as a follow up mechanism to gauge customer satisfaction
- Capture a data-driven reflection of the taxpayer dollars expended on workforce development, and use this information to inform innovative approaches to helping Kentuckians find work
- Develop tracking mechanisms to evaluate the return on investment for public spend in workforce development services
- Prioritize and specify requirements for enhancements to the state longitudinal data system

In the long term, we plan to:

- Leverage workforce non-profits and advocates to support convening and capacity building

- Integrate communications with customer service feedback channels and points of live contact within the Commonwealth so that customers feel a sense of seamless connection in their services