

Career Center Certification 2.0



May 2018

Agenda

- Overview/Purpose of Career Center Certification
 - Roles/responsibilities/expectations
 - Application, review and certification process
- Tools and Resources Update
 - Application/Review Form
 - Certification Process Checklist
 - Documentation
 - Online resources
 - Q&A

OVERVIEW AND PURPOSE

The certification process is grounded in...

Kentucky's 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 and 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.

OVERVIEW AND PURPOSE

The Promise...

Career Center Certification is critical to the transformation of our workforce development system, critical for achieving our brand promise in order to achieve:

- Consistent, high quality services to employers and job seekers
- User-friendly, customer-focused services
- Strategic alignment with education and economic development
- Accountability for services and results
- Maximization of all workforce development resources

OVERVIEW AND PURPOSE

Workforce Innovation and Opportunity Act (WIOA)

- Reinforces the importance of Career Center Certification established under the WIOA
- Supports integrated intake, assessment and case management throughout the legislation
- Mandates
 - One Comprehensive Center in each local area certified (WIOA mandate)
 - All Affiliate Centers certified (WIOA mandate)
 - All Access Points certified (state mandated)

CAREER CENTER STAFF RESPONSIBILITIES



Request ADA/accessibility review from Carol Weber (carols.weber@ky.gov)



Develop and gather 6 key documents



Complete application/review form



Submit letter of intent and application package to LWIB



Provide on-site documents and assistance to Review Team during visit

LOCAL WORKFORCE INNOVATION BOARD RESPONSIBILITIES



Maintain contact with Career Center staff throughout process to identify areas of need and assist with locating support and resources



Notify Review Team when application package is received from Career Center



Provide Review Team with application package and contact name for Career Center certification team



Work with Career Centers to resolve deficiencies



Notify LWIB Chair when ready to be presented for Board approval

REVIEW TEAM RESPONSIBILITIES



Review application/review form and key documents



Select 1 to 3 measures from each section of the application/review form for audit during on-site visit (Total for audit: 5)



Schedule on-site visit, allowing at least two weeks' notice, and notify Career Center of selected measures to be audited during visit



Conduct on-site review



Submit letter of findings and recommendation to LWIB and Career Center

CAREER CENTER CERTIFICATION PROCESS

Career Center completes application package
(application/review form and key documents)



Career center sends letter of intent and application
package to LWIB



LWIB notifies Review Team and forwards
application package...



CAREER CENTER CERTIFICATION PROCESS

Review Team reviews application and key documents



Review Team contacts Career Center to schedule on-site visit (minimum two weeks notice)



Review Team conducts on-site visit...



CAREER CENTER CERTIFICATION PROCESS

Review Team presents findings to Career Center and allows the opportunity for minor corrections to be made.



Review Team sends letter to LWIB and Career Center with findings and recommendation



LWIB considers the Review Team's report and makes a decision regarding certification

RECOMMENDATION AND CERTIFICATION

Certification granted: LWIB informs the Career Center and the Kentucky Workforce Innovation Board

***Certification not granted:** Career Center and LWIB explore solutions for meeting measures that were not met in the original application

***Conditional certification granted:** Awarded to Career Centers in temporary locations due to an emergency situation; requires plan for acceptable center accommodations in permanent location

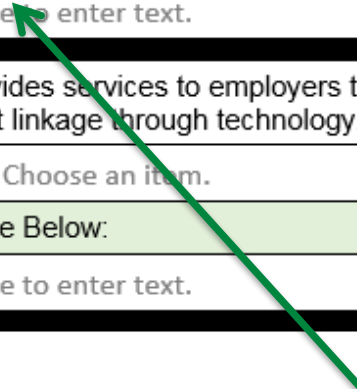
*Career Center works to resolve measures not met and may request reconsideration once resolved

RECONSIDERATION PROCESS

- Center submits request for reconsideration to LWIB, detailing measures that have been addressed and the documentation/evidence available for review
- LWIB reviews request and makes a decision regarding certification and, if approved, notifies the Career Center and the Kentucky Workforce Innovation Board

CENTER NOTES

CHECK ALL THAT APPLY	<input type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act - Office of Employment and Training (OET)
	<input type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR) & Office for the Blind (OFB)
	<input type="checkbox"/>	5. Other (please list below):
	Click or tap here to enter text.	
Please Describe Below:		
Click or tap here to enter text.		
B.	The BEST consists of dedicated staff of the center and/or partners in the Local Workforce Development Area (LWDA) to include a local team leader, appointed by the LWDB after consultation with local partner agency managers.	
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		
C.	The BEST provides services to employers through outreach, on site at a Kentucky Career Center (KCC) location, and/or by direct linkage through technology.	
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		



This section allows the Career Center to create a narrative to summarize how the Career Center meets the standard

CENTER NOTES

The narrative should be used to document how the Career Center is able to meet the standard

EXAMPLE

Measure: All Centers have a “greeter”/reception position. Staff in this position is cross-trained to quickly and efficiently connect customers with the services and staff they need.

Center Notes: The Career Center has a full time receptionist through the Experience Works program. The receptionist hours are aligned to the Career Centers hours to ensure quality service. Front line staff have participated in cross training to ensure continuous service.

DOCUMENTATION

Key Documents (Submitted with application/review form)

- Memorandum of Understanding (MOU)
- Americans with Disability Act (ADA) compliance letter
- Staff development plan



DEFINITIONS OF KEY DOCUMENTS

Memorandum of Understanding - Agreement between parties expressing a convergence of will between the parties and indicating an intended common line of action.

ADA compliance documentation - Letter or documentation from Carol Weber, ADA Coordinator verifying Career Center compliance.

HAVE QUESTIONS? FEEDBACK?

Contact the Kentucky Career Center Certification
Team:

OSCInfo@ky.gov