Career Center Certification

2.0

Kentucky Career Center

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
  o One Comprehensive Center in each local area certified (WIOA mandate)
  o All Affiliate Centers certified (WIOA mandate)
  o 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

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

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