KENTUCKY WORKSMART STRATEGIC PLAN

VISION STATEMENT

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

GOALS & OBJECTIVES

Align the Commonwealth's workforce development system with Kentucky's <u>education</u> objectives

o   Increase communication and collaboration between workforce boards and boards of education, technical education, postsecondary education.

o   Increase the number of postsecondary and work-ready high school graduates.

o   Promote educational options, including technical education, two-year and four-year college, apprenticeships and specialty training to younger students.

o   Increase awareness of educational and skills requirements for high-demand jobs, as well as those in emerging industries.

o   Establish the concept of life-long learning as a norm in the 21st century.

Align the Commonwealth's workforce development system with <u>economic development</u> strategies

o   Increase communication and collaboration between workforce boards and economic development agencies.

o   Develop "rapid response" framework for new jobs based on model for layoffs.

o   Refine and promote evolving methods of projecting jobs and training needs of the future.

o   Increase opportunities for entrepreneurship in a culture of innovation.

<u>Simplify</u> the workforce development service delivery system

o   Simplify online services and focus on innovative user-friendly applications.

o   Transform the identify of the "unemployment office".

o   Increase the awareness and use of online job matching and training services.

o   Increase use of job portal (Focus Suite) by employers and jobseekers.

o   Reduce confusion and information overload for those unfamiliar with the system.

o   Increase communication among all service delivery points.

Improve service to achieve a <u>customer-centered</u> delivery system

o   Increase awareness within the system that "clients" of the workforce system, include those with jobs to fill as well as those seeking a job.

o   Decrease wait time for services.

o   Increase use of workforce system as a resource for employers to identify, screen, match, interview and prepare candidates for work.

o   Provide customer service training to all service delivery staff.

o   Increase use of online tools and resources.

o   Provide up-to-date resources for all clients.

o   Increase contacts with employers and economic development agencies regarding future workforce needs.

o   Develop benchmarks and base-line standards for consistency within the system (physical, program and customer services) while allowing for local and regional adaptation.