

# **KENTUCKY EMPLOYABILITY CERTIFICATE (KEC)**

## **I. CONTEXT**

### **a. Background**

There is a not so subtle shift occurring in what businesses seek by way of employability credentials and how progressive academic institutions and workforce training providers are responding to this opportunity. Businesses are seeking individuals who have documented skills necessary to do the work required in a high-performance workplace setting and who can be projected to have the ability to acquire additional skills through on-the-job training.

In 1999, the Kentucky Chamber of Commerce sponsored a Leadership Summit attended by CEO's of major corporations throughout the Commonwealth. This summit brought these leaders together to address the workforce needs of Kentucky. One of the primary recommendations of this group was to create an employability certificate with an assessment tool that could be used by both industry and education.

In response to this recommendation by Kentucky's business community, Kentucky Community and Technical College System (KCTCS), Kentucky Adult Education, Kentucky Workforce Investment Board, and the Commonwealth's Department for Workforce Development (now part of Kentucky Education Cabinet) developed the Kentucky Employability Certificate (KEC) using ACT's WorkKeys System. Kentucky was one of the first states in the nation to implement a statewide employability certificate that connects the goal of all Kentucky stakeholders to advance the state's workforce development interest.

The Kentucky Employability Certificate was created to:

- Provide skill-based credentials to Kentucky citizens to help them secure employment
- Provide employers with workers that have documented skills proficiencies
- Create a pool of certified applicants that employers can hire with confidence

The vision for the Kentucky Employability Certificate would allow:

- Kentucky employers recognize the KEC as a meaningful credential and have confidence in the skills that credential holders possess
- Kentucky citizens recognize the value of the KEC in terms of making them more employable and documenting their skills to employers
- Public agencies develop a "pool" of certified workers

The Kentucky Council on Postsecondary Education (CPE) will approve the 2005-2010 new public agenda in July 2005. As part of this plan, CPE has placed a high importance on measuring the number of Kentuckians achieving certificates such as the Kentucky Employability Certificate. Once the plan is approved, action

items will be developed to address those areas. The CPE agenda will guide the work of the entire adult and postsecondary education system for Kentucky.

**b. Implementation timeline**

• **November 1999**

The Leadership Summit sponsored by the Kentucky Chamber of Commerce set a goal to develop an employability certificate, as well as a common language and common metric for business and education.

• **January 2000**

Under the leadership and vision of the Cabinet for Workforce Development (CWD) and the Kentucky Community and Technical College System (KCTCS), these sponsoring agencies began partnering to implement the WorkKeys System by ACT, Inc. on a statewide basis in order to achieve the following goals:

Institutionalize a common language and common metric that identifies workplace skills among public sector partners and the business community,

Use a common assessment tool that is based upon the SCANS competencies,

Identify skill gaps occurring in today's workforce,

Provide targeted instruction to address skill gaps, and

Develop linkages and pathways from secondary to postsecondary and adult education (as well as work and life long learning)

• **Fall 2000**

Empower Kentucky provided funding to support six local interagency pilot projects that would implement WorkKeys to meet the needs of the pilot communities, including delivery of the WIN curricula for targeted instruction. The Kentucky Department of Education became a partner in the initiatives.

• **Kentucky Legislative Session 2000**

Senate Bill 1 (Adult Education Reform) passed and called for a statewide competency-based certification for workplace skills.

• **December 2000**

The Kentucky Manufacturing Skills Standards (KMSS) Certificate was officially rolled out. As part of a comprehensive system, the Kentucky Employability Certificate would complement the KMSS, especially for the certification for the non-manufacturing sectors.

- **2001**  
The Kentucky Workforce Investment Board (KWIB) endorsed the KEC and the use of its logo as a primary sponsor (in addition to ACT). This endorsement by the KWIB represents the broad interests of business and public partners in education, government, and economic and workforce development.

Kentucky Adult education created KYVAE.org for adult learners including curricula aligned to WorkKeys.

- **2001-2002**  
KCTCS deployed the WorkKeys System, including job profiling, for all of its occupational technical programs. KCTCS students were pre and post tested using the WorkKeys assessments to document foundational skills proficiency in their program area.

KCTCS and CWD staff conducted workshops and training sessions for each of the local Workforce Investment Board's comprehensive One Stop Centers. The training sessions were designed to provide all One Stop partners with an understanding of the WorkKeys System and the KEC.

The Council on Postsecondary Education endorsed the KEC.

- **January 2003**  
The first 1,200 KECs were issued to individuals in Owensboro through the Skills, Inc. and Owensboro Community and Technical College partnership.
- **May 2003**  
The statewide kickoff for the Kentucky Employability Certificate was held in Owensboro on May 5, 2003. The kickoff featured two Owensboro companies, Unilever and Owensboro Mercy Health System.
- **September 2003**  
The Kentucky Adult Education, Council on Postsecondary Education funded ten projects designed to develop local partnership among public sector partners to engage business and industry support for the KEC. Each project was funded for \$70,000.

Workforce Investment Act (WIA) Incentive Funds were targeted to leverage additional resources to develop and promote industry based credentials, including the KEC and KMSS.

- **October 2003**  
KCTCS established a position to coordinate the KEC initiatives and Perkins Profiling Project. This position focused on integrating KCTCS activities with business and industry as well as public agency partners.
- **April 2004**  
Based upon occupational program profiles results for 72 KCTCS programs, the first KEC Occupational Specific Certificates were issued to graduating students .
- **January 2005**  
KCTCS was a Bellwether Award finalist for the KEC.

**c. KEC sponsors and endorsers**

**Primary Sponsors:**

Kentucky Workforce Investment Board (KWIB)  
ACT, Inc.

**Endorsers:**

Kentucky Community and Technical College System (KCTCS)  
Education Cabinet  
Kentucky Adult Education  
Kentucky Chamber of Commerce  
Kentucky Society for Human Resource Management (SHRM)  
Council on Postsecondary Education (CPE)  
Associated Industries of Kentucky  
Bluegrass Chapter of the Society for Human Resource Management  
Kentucky State District Council of Carpenters  
Kentucky Industrial Development Council

**II. APPROACH AND IMPLEMENTATION**

**a. What is the CRC in your state?**

The KEC provides skill based credentials to Kentucky citizens to help them secure employment, provides employers with workers who have documented skills proficiencies, and creates a pool of certified applicants employers can hire with confidence.

The Kentucky Employability Certificate (KEC) is a portable credential which documents an individual's skill level in Applied Math, Locating Information and Reading for Information.

An individual may be eligible for one of three levels of certification:

- Silver Level Certificate which qualifies an individual for 50% of the current jobs contained the ACT profile database. To obtain the Silver Certificate the applicant must score at a Level 4 on all three skill areas. See Attachment 1 for detailed information on skill levels.
- Gold Level Certificate which qualifies an individual for 80% of the current jobs contained in the ACT profile database. To obtain the Gold Certificate the applicant must score at a Level 5 on all three skill areas. See Attachment 2 for detailed information on skill levels.
- KCTCS Occupational Specific Certificate which is based upon occupational profiles for each program area by KCTCS. Skill areas and levels vary for each individual program. The KEC Occupational Specific Certificate is awarded in addition to the graduating student’s degree or diploma and is based upon results for over 190 profiles in 72 occupational areas. See Attachment 3 for the Occupational Specific Profile Matrix.

The choice to structure the KEC along three levels instead of just one reflects a need to reach as diverse a population as possible. Kentucky is committed to expanding the use of WorkKeys system and the KEC to as many constituencies as possible—high school students, adult education students, one-stop centers, post secondary students, incumbent workers and the business community. The use of a tiered system allows individuals to make incremental gains and be recognized for it.

**b. Approach to launching the KEC**  
**Statewide Training Sessions**

The initial implementation strategy for implementing the KEC focused on building the infrastructure to support this initiative throughout the Commonwealth. Before the KEC was formally launched, a series of training sessions were held with each of the partners to develop an understanding of the KEC as well as the WorkKeys system. Over twenty training sessions were conducted for the field staff of the state level partners as well as those agencies included in the One Stop Career Centers. These sessions focused on:

- Background – Why are we doing this?
- What is the skills gap issue?
- What is the WorkKeys® system?
- What is the Kentucky Employability Certificate?
- What are the roles of state and local partners?
- Next Steps – Where do we go from here?

**KEC Pilot Projects**

Concurrently, Empower Kentucky, KCTCS and the Workforce Development Cabinet launched a series of pilots to “field test” the KEC. These pilots were conducted to determine the level of interest of employers and job seekers, begin developing local partnerships with public and private agencies, and “test” the process. The project

received \$400,000 in Empower KY funds for seven local pilots and had 1,500+ participants. The partners included:

- Cabinet for Workforce Development
- Adult Education
- KCTCS
- One Stops
- Community Based Organizations
- Job Corps
- Business & Industry (see Attachment 7 )

Third-party evaluations for the project stated that the greatest benefit of the projects was strengthening the relationships among the public partners. It also recommended that the public partner staff receive training to understand the “business perspective” when introducing WorkKeys

### **Introduction of the KEC**

The state-level partners identified a team who traveled throughout the Commonwealth as guest speakers to introduce business and industry to the KEC and the WorkKeys system. Presentations were made to all Society for Human Resources Managers (SHRM) KY chapters, chambers of commerce, economic development groups and business organizations.

## **III. ADMINISTRATION AND OPERATIONS**

### **a. Operational information**

The KEC is signed by the Governor of the Commonwealth of Kentucky and the Chair of the Kentucky Workforce Investment Board, representing both the public and private sectors’ interests.

KCTCS serves as the issuing entity for all participating agencies. This process ensures the integrity of the credential and its dissemination process, and provides uniform, consistent credentialing standards. The process for issuing the KECs was designed to accommodate each individual partner’s unique circumstances. Individual instructions for the general public, Adult Education and KCTCS are included in Attachments 4, 5 and 6.

There are several options for paying for the KEC:

1. Career Seekers
  - a. Individuals can go to a KCTCS college or a One Stop Career Center to take the WorkKeys assessments, apply for the KEC and assume the cost of the assessments and KEC.
2. Adult Education
  - a. Individuals who qualify for services through Kentucky Adult Education receive the WorkKeys assessments and the KEC at no cost. Kentucky

Adult Education has a pre-paid account with ACT for the WorkKeys assessments and KCTCS for issuing the KEC.

3. KCTCS Students in Occupational & Technical Programs
  - a. KCTCS students enrolled in occupational and technical programs receive the WorkKeys assessments and the KEC at no cost. Each KCTCS college has written the KEC into their Perkins Plan and the cost of the assessment is budgeted on an annual basis.
4. One Stop Career Centers
  - a. Several One Stop Career Centers throughout the Commonwealth offer the WorkKeys assessments and KEC to qualifying individuals at no cost.
5. Workforce Initiatives
  - a. Through partnerships with other public agencies and the KCTCS Career Pathways initiative, qualifying individuals receive the WorkKeys assessments and KEC at no cost.

**b. KEC communications strategies**

Due to funding constraints, Kentucky has not developed a formal marketing plan for the KEC. Through collaboration with public and private partners, such as local chambers of commerce and economic development agencies, the founding state level partners have encouraged local partnerships to promote the KEC.

Relying on collaboration among state-level partners, field staff located throughout the state have recruited other partners to develop local plans. The first and most successful partnership is in Owensboro, Kentucky. Owensboro created this model because of a 37% literacy rate, the need for a trained workforce and the commitment to education by local leaders. This has become the model program and other communities throughout the Commonwealth are emulating the Owensboro program. The Owensboro partners and their roles include:

- Owensboro Community and Technical College District
  - Provides Business & Industry training
  - Develops Occupational Profiles for participating companies
  - Offers Adult Educational services through SkillTrain
  - Offers Industry & individual assessment services through SkillTest
- SkillTest (a partnership with OCTC & Skills, Inc.)
  - Administers *WorkKeys* assessments (Reading, Math, & Locating Information) to job-seekers
  - Administers additional assessments for companies seeking to identify and enhance skill levels of current employees
  - Offers retest capabilities
- Skill Train (a partnership with OCTC & KY Adult Education)
  - Delivers targeted *WorkKeys* instruction to job-seekers or employees seeking to upgrade skills
  - Enables qualified participants to retest through KY AE's *WorkKeys* agreement

- Allows participants to certify skills by achieving the Kentucky Employability Certificate
- Owensboro Chamber of Commerce/Industry, Inc.
  - Establishes the economic development strategy for the region
  - Creates and conceptualize a system achieving the strategy
  - Links Business and Industry to these Services
- Skills, Inc. (a partnership with city & county government)
  - Maintains an up-to-date database of job-seekers
  - Makes employee referrals to business and industry
  - Works with the local workforce and education partners to achieve goals.
- Green River Workforce Investment Board & Career Center One Stop Partners
  - Provides testing and assessment services to job seekers
  - Makes referrals to business and industry

**c. Kentucky Adult Education Pilot Projects**

Eleven pilot projects were implemented by Kentucky Adult Education (KYAE) Educational and Career Advancement Projects (ECAP) with the intent of developing replicable models for engaging adult learners in using the WorkKeys system (occupational database, assessment, targeted instruction -- including PLATO and WIN) to earn a KEC. The common goal for each of the projects includes enabling learners to pursue employment and, if appropriate, additional postsecondary education; and build consensus among employers of KEC's ability to affirm the acquisition of skills and competencies. Sites for the KEC pilot projects include:

1. Clay County (Clay County Board of Education)
2. Christian County (Christian County Board of Education)
3. Daviess County (Owensboro Community and Technical College)
4. Harlan County (Harlan County Board of Education)
5. Hopkins County (Madisonville Community and Technical College)
6. Jefferson County (Greater Louisville Region – Workforce Investment Board)
7. McCracken County (West Kentucky Community and Technical College)
8. Pike County (Big Sandy Community and Technical College)
9. Pulaski County (Pulaski County Board of Education)
10. Russell County (Russell County Board of Education)
11. Warren County (Bowling Green Community and Technical College)

Collaboration among Adult Education programs, KCTCS, One-Stop Career Centers, Kentucky Industrial Development Councils, local employers, local Departments for Employment Services, local Chambers of Commerce and Workforce Investment Boards enhanced the attainment of project objectives to:

- Increase the number of adult learners earning a KEC
- Increase the number of adult learners seeking additional skills by moving on to postsecondary education (i.e., apprenticeships, associates degrees, etc.) Increase the number of adult learners securing employment

- Increase the number of employers giving preference to job seekers with a KEC/KMSSC
- Align goals with One-Stop goals and outcomes
- Align goals with Workforce Investment Boards
- Align goals with economic development initiatives (county, region, etc.)
- Determine policy implications
- Align goals with Department of Employment Services goals in pre-hire projects

#### IV. **RESULTS**

##### **a. Challenges**

Approached from a “public policy” perspective, the KEC initiative has been approached and integrated into existing initiatives and programs, and has faced challenges in terms of getting business and industry community on board. Businesses such as Owensboro Mercy Health Hospital which have met with success with WorkKeys have acted as “champions” for the initiative. See Attachment 8 for a detailed case study. This business-to-business approach in promoting WorkKeys and the KEC has been instrumental in overcoming the challenge of getting information out to the business community.

A second challenge faced by this initiative is making the whole system of training and workplace evaluation simple and comprehensible. To overcome this challenge, the KEC has been posted on a special website, which has been addressed in all promotional materials. See [www.kctcs.edu/kec/](http://www.kctcs.edu/kec/) for additional information including a video on the KEC and a list of business and industry participation.

##### **b. Number of certificates issued**

To date, KCTCS has issued 2,726 Gold and Silver Kentucky Employability Certificates and 409 Occupational Specific Kentucky Employability Certificates, for a total of 3,135 certificates issued .

##### **c. Next steps**

KCTCS is a primary partner in a statewide database initiative, Kentucky Excellence in Certification and Licensure (KY ExCel), to capture workforce credentials of the commonwealth and provide an opportunity to connect businesses with those individuals who have validated skill sets across the state. This initiative will bridge the gap between the current and emerging needs of employers with the number of individuals holding certificates, licenses and degrees in Kentucky. Commonwealth-specific achievements, such as the KEC,

will be automatically verified and updated by KCTCS. Plans are underway to launch a statewide marketing campaign for Ky ExCel and the KEC.

## **Attachment 1-Gold Level Certificate**

The **Gold Level Certificate** qualifies an individual for 80% of the current workforce jobs contained in the ACT profile database. To obtain this certificate an applicant must score at a level 5 on the skill assessments for Applied Mathematics, Reading for Information and Locating Information.

What do these levels mean?

### **Applied Mathematics Level 5**

Skill Range: Levels 3-7

Skills for level 5 are:

- Perform one or two mathematical operations, such as addition, subtraction, multiplication, or division using several positive or negative numbers.
- Add commonly known fractions, decimals, or percentages, and three fractions that share a common denominator
- Calculate averages, simple ratios, proportions, and rates, using whole numbers and decimals
- Perform single-step conversions within English or non-English systems of measurement
- Calculate perimeters and areas of basic shapes
- Calculate percentage discounts and markups
- Compute the “best deal” using one- and two-step calculations and then comparing costs

### **Locating Information Level 5**

Skill Range: Levels 3-6

Skills for level 5 are:

- Summarize and/or compare information and trends in a single graphic
- Summarize and/or compare information and trends among more than one workplace graphic, such as a charge slip and an invoice showing related information; in order to accomplish this, the examinee must determine the relationship among the graphics
- Summarize and/or compare information and trends in a single graphic
- Summarize and/or compare information and trends among more than one workplace graphic, such as a bar chart and a data table showing related information; in order to accomplish this, the examinee must sort through distracting information

### **Reading for Information Level 5**

Scale range: Levels 3-7

Skills for Level 5 are:

- Identify uncomplicated key concepts and simple details.
- Recognize the application of more complex instructions, some of which involve several steps, to described situations

- Recognize cause-effect relationships
- Identify the paraphrased definition of a technical term or jargon that is defined in the passage
- Recognize the application of technical terms or jargon to stated situations
- Recognize the definition of an acronym that is defined in the passage
- Identify the appropriate definition of a word with multiple meanings
- Recognize the application of instructions from the document to new situations that are similar to those described in the reading materials
- Recognize the application of more complex instructions to described situations, including conditionals and procedures with multiple steps

## **Attachment 2-Silver Level Certificate**

The **Silver Level Certificate** qualifies an individual for 50% of the current workforce jobs contained in the ACT profile database. To obtain the Silver Certificate the applicant must score at a Level 4 on all three skill areas.

What do these scores mean?

### **Applied Mathematics Level 4**

Scale range: Levels 3-7

Level 4 skills are:

- Perform single-step basic operations, such as addition, subtraction, multiplication and division, using whole numbers
- Change a number from one form to another, using whole numbers, fractions, decimals and percentages
- Add and subtract negative numbers as well as positive numbers
- Perform one or two mathematical operations, such as addition, subtractions, multiplication or division on several positive or negative numbers
- Add commonly known fractions, decimals or percentages (e.g.  $\frac{1}{3}$ , .75, 25%), and three fractions that share a common denominator
- Calculate averages, simple ratios, proportions and rates using whole numbers and decimals

### **Locating Information Level 4**

Scale range: Levels 3-6

Skills for Level 4 are:

- Find one or two pieces of information in elementary graphics such as simple order forms, bar graphs, tables, flowcharts and floorplans
- Fill in one or two pieces of information that are missing from these types of elementary graphics
- Find several pieces of information in such graphics as detailed forms, tables, graphs, maps, instrument gauges and diagrams
- Summarize and/or compare information and trends in a single graphic
- Summarize and/or compare information and trends among more than one workplace graphic, such as a charge slip and an invoice showing related information; in order to accomplish this, the examinee must determine the relationships among the graphics

### **Reading For Information Level 4**

Scale range: Levels 3-7

Skills for Level 4 are:

- Identify uncomplicated key concepts and simple details

- Recognize the proper placement of a step in a sequence of events, or the proper time to perform a task
- Identify the meaning of a word that is defined within the passage
- Identify the meaning of a simple word that is not defined within the passage
- Recognize the application of instructions given in the document to situations that are also described in the passage
- Identify important details that are less obvious than those in Level 3
- Recognize the application of more complex instructions, some of which involve several steps, to described situations

Recognize cause-effect relationships

Program Area	Applied Math	Applied Technology	Listening	Locating Information	Observation	Reading for Information	Teamwork	Writing
Accounting Technology	5			5	5			
Agriculture Technology	5			5	5			
Applied Process Technology		4			5		3	
Automotive Technology		5		5		4		
Air Conditioning Technology	6	5				5		
Aviation Maintenance Technology		4			4	5		
Biomedical Equipment Technology		5				5	4	
Business Technology/ Banking								
Business Technology/ Hospitality			4	3				3
Business Technology/ Office Systems			3	5		4		
Business Technology / Real Estate			4	4				4
Business Technology / Management			4		4			4
Business Technology / Marketing & Retailing				4	4		4	
Business Technology/ CIS / MIS			4		6	5		
Carpentry		4			4	4		
Child Development Associate Certificate					4	4	6	
Clinical Lab Technician	6				6	5		
Computer Aided Drafting	6			5			4	
Cosmetology	4				5		4	
Criminal Justice			4		4			3

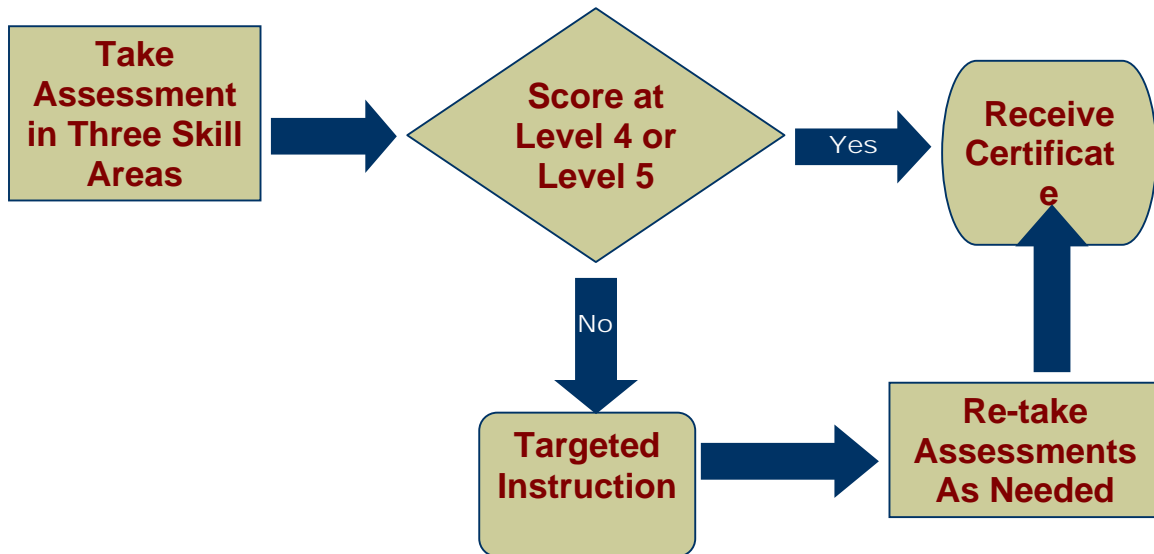
Program Area	Applied Math	Applied Technology	Listening	Locating Information	Observation	Reading for Information	Teamwork	Writing
Culinary Arts	4		3			4		
Dental Assisting				4	5	4		
Dental Hygiene			3		5	6		
Diagnostic Medical Sonography			5	5	5			
Diesel Technology		5			5	5		
Early Childhood Education					4	5	4	
Electrical Technology / Construction	6			5		5		
Electronics Technology	7	5				5		
Environmental Science Technology	5		3		5			
Fire and Rescue Technology					5	5	4	
Forest & Wood Technology	6		4	6				
Graphic Arts	5				4	4		
Heavy Equipment Operation				3	4		3	
Horticulture			3		5	4		
Human Services			3		4			4
Instructional Assistant			4		4		4	
Industrial & Engineering Technology	6	4			5			
Industrial Maintenance Technology		4			5	5		
Information Technology/ E-commerce			5	5		5		
Information Technology/ Information Systems Support					6	6	6	
Information Technology/ Network Administration				4	4	5		

Program Area	Applied Math	Applied Technology	Listening	Locating Information	Observation	Reading for Information	Teamwork	Writing
Instrumentation Technician		5			4	5		
Legal Office Technology			5			6		5
Journeyman/Lineman: Apprentice		4			5		5	
Journeyman/Lineman: Journeyman		4			6		6	
Machine Tool Technology	5				5	4		
Manufacturing Systems Technology		5		5		5		
Masonry	3		2		3			
Medical Office Technology			4			5		4
Nuclear Medicine Technology			4		5	5		
Nursing -- AND			4		5		4	
Nursing LPN			4		6		3	
Occupational Therapy Assistant					5	4	3	
Paramedic			4		5		3	
Pharmacy Tech	5				4	5		
Physical Therapist Assistant			5		6		6	
Plumbing	3					3		3
Professional Craft-Pottery	5			4				4
Quality Assurance Technology	6			5		5		
Radiography			3		4		4	
Respiratory Care			4		5		4	
Small Engine Repair	5	4				5		

Program Area	Applied Math	Applied Technology	Listening	Locating Information	Observation	Reading for Information	Teamwork	Writing
Surgical Technician			4		5		3	
Surveying and Mapping Technology	4			4		4		
Upholstery			3		3	3		
Welding				5	5		4	

## Attachment 4-Process for individual application

# How does an individual earn the KEC?



### General Public

To access the Kentucky Employability Certificate (KEC) Request form, please open the file titled “Applications” located at <http://unity.kctcs.edu/dscgi/ds.py/View/Collection-3133>.

The KEC is \$10 per certificate requested.

In order to process your request, we must have the supporting WorkKeys documentation to validate scores. We would prefer receiving the WorkKeys Examinee Roster Report but will accept the WorkKeys reports for individuals. Certificates are issued at the highest level achieved and documented. The KEC Coordinator at KCTCS will determine certificate levels. This will eliminate the need for you to identify the Silver and/or Gold levels. KEC Certificates will be processed and mailed within 7 – 10 working days from the date of the request is received.

1. Go to the official KEC request page at <http://unity.kctcs.edu/dscgi/ds.py/View/Collection-3133>.
2. Complete the application as directed

3. Mail your completed application, payment, and supporting documentation of scores to the following address:

KCTCS  
Attn: KEC Coordinator  
300 North Main Street  
Versailles, KY 40383

Any requests received without payment or supporting documentation of scores will not be processed.

If you experience problems or have any questions, please e-mail [kctcs.kec@kctcs.edu](mailto:kctcs.kec@kctcs.edu).

## **Attachment 5-Process for Adult Education Application**

### **ADULT EDUCATION**

To access the Kentucky Adult Education (ADULT EDUCATION) KEC Request form, please login, using the User ID and Password given to you by the ADULT EDUCATION Frankfort office, to the KEC DocuShare site at <http://unity.kctcs.edu/dscgi/ds.py/View/Collection-3133>. You will NOT be able to access the application unless you login.

In order to process your request, we must have the supporting WorkKeys documentation to validate scores. We would prefer receiving the WorkKeys Examinee Roster Report but will accept the WorkKeys reports for individuals. Certificates are issued at the highest level achieved and documented. The KEC Coordinator at KCTCS will determine certificate levels. This will eliminate the need for you to identify the Silver and/or Gold levels. KEC Certificates will be processed and mailed within 7 – 10 working days from the date of the request is received.

**Only applications containing the official logo of ADULT EDUCATION will be accepted without pre-payment.**

1. Login to the KEC folder on the Docushare website. If you do not have a username and password, please contact Peggy Muller at 502-573-5114.
2. Complete the application as directed.
3. Fax your completed application and supporting documentation to 502-696-5200.

To safeguard this confidential and sensitive material, KCTCS has procured a **secure** fax line. This is the only secure fax number and is the only one that should be used.

If you prefer to mail your application and supporting documentation, please mail to the following address:

KCTCS  
Attn: KEC Coordinator  
300 North Main Street  
Versailles, KY 40383

If you experience problems or have any questions, please e-mail [kctcs.kec@kctcs.edu](mailto:kctcs.kec@kctcs.edu).

## **Attachment 6-Process for KCTCS Application**

### **KCTCS**

To access the Kentucky Community and Technical College KEC Request form, please login, using the User ID and Password given to you by the KCTCS System Office, to the KEC DocuShare site at: <http://unity.kctcs.edu/dscgi/ds.py/View/Collection-3133>. You will NOT be able to access the application unless you login.

In order to process your request, we must have the supporting WorkKeys documentation to validate scores. We would prefer receiving the WorkKeys Examinee Roster Report but will also accept the WorkKeys reports for individuals. Certificates are issued at the highest level achieved and documented. The KEC Coordinator at KCTCS will determine certificate levels. This will eliminate the need for you to identify the Silver and/or Gold levels. KEC Certificates will be processed and mailed within 7 – 10 working days from the date of the request is received.

**Only applications containing the official logo of KCTCS will be accepted from KCTCS institutions.**

1. Login to DocuShare and go to the KEC folder. If you do not have a username and password, please contact [kctcs.kec@kctcs.edu](mailto:kctcs.kec@kctcs.edu).
2. Complete the application as directed
3. Fax your completed application, completed journal entry, and supporting documentation to 502-696-5200.

To safeguard this confidential and sensitive material, KCTCS has procured a **secure** fax line. This is the only secure fax number and is the only one that should be used.

Any requests received without an accompanying journal entry will not be processed.

If you prefer to mail your application, journal entry and supporting documentation, please mail to the following address:

KCTCS  
Attn: KEC Coordinator  
300 North Main Street  
Versailles, KY 40383

## Attachment 7-Companies Participating in KCTCS Program Profiles

Abner Construction Company	Cooley Medical Equipment
Adams Street Development	Creative Image
Ad-Vantage Multi	Dana Corporation
AEC Electric	Daniel Boone Corridor Group
Agri-Chem, Inc.	Deaconess Hospital
Airgas of Paducah	DESA International
American Home Patient	Double A Farm, Inc.
American Stainless Steel	Due West Barbecue
American Woodmark	Duro
American Woodwork	ECCOA
Ashland Police Department	EKCC Road to Justice
Ashland Specialty Chemicals	Electrical Design Group
Atana Wells	Elizabethtown Dependable Builders
ATC	Emerson Power Train
Audubon Dental Services	Emerson Power Transmission
Audubon Hospital	ETA Engineering Consultants
Autoliv	Faith Tool & Dye
Aylison Utlely Regional Medical Center	Farmers Bank and Trust Co.
B & L Construction	Faulkner's Gargage
B&M Printing Ent.Inc.	Flemingsburg County Board of Education
Ball Homes	Floyd County Health Department
Baptist Hospital	Ford Motor Company
Basic Home Improvements	Frankfort Electric and Water Plant Board
Belcan Corporation	Fulton Fire & EMS
Blanchfield Army Community Hospital	Gault, Marshall, Miller & Jackson, PLLC
BLT Truck Repair and Equipment	GE Medical
Bluegrass Regional MH/MR Board, Inc.	General Electric
Bluegrass Trucking	Georgia Pacific
BOP/USP	Gibbs Die Casting
Bowling Green Medical Center	Dr. John F. Gilbert's Office
Boxer Consulting Group	Go Figure Salon and Day Spa
Brame Farms, Inc.	Graves Gilbert Clinic
Branch Banking and Trust	Green River Area Development District
Brandeis Machinery	Greenline Implement
Brandy Morehead Reporting	Greenview Hospital
Breckinridge-Grayson County Child Development	H & U Horizontal Boring
Brenda Harrington Cakes	Halley Performance Products
Broadcast Services	Hardin County Sheriff's Office
Brown Construction	Hardin Memorial Hospital
Budd Tallent	Harvey and Martin Family Dentistry
Byerly Ford	Hazard Appalachian Regional Healthcare
Cardinal Chevrolet Cadillac Inc.	Hazard Area Regional Hospital (ARH)
Carlton Cards	Hazard Perry County Community Ministries
Caterpillar	Head Start
Caverna Memorial Hospital	Health Alliance
Center for Accessible Living	Health South Rehab Hospital
Central Adult Day Center	Hennegan
Child Development Service	Highlands Regional Medical Center
Christian County Board of Education	Hoffman
Christian Health Center	Holiday Inn
Comair	Hopkins County Economic Development
Commonwealth Aluminum	Hopkins County Fiscal Court
Community Coordinated Child Care	Hopkinsville Electric System
Computer Services, Inc.	Housing Development Alliance
Continental Conveyors & Equipment	Human Services Consultation
	IBEW

Imagery Consulting & Design  
Ingram Barge  
Internal Revenue Service  
Internal Medicine Assoc. of Northern KY  
Jackie Koch  
J C Penney  
J K Multimedia Productions  
Jennie Stuart Medical Center  
Jenny Wiley State Resort Park  
Jim Crouse  
Johnson Controls, Inc.  
Johnson County Fiscal Court  
Johnstone Supply  
Joseph Edward Company  
Dr. Ahmed Khatib  
KY Dept. for Community Based Services  
KY Dept. of Employment Services  
KY Dept. of Highways  
KY Dept. of Transportation  
KY Division of Forestry  
KY Division of Plumbing  
KY Law Enforcement Council  
Kentucky River Area Development District  
Kentucky River Medical Center  
KY State District Council of Carpenters  
KY State Police  
Kimberly Clark  
Kindred Hospital  
King's Daughters Medical Center  
Knight's Mechanical  
Knott County Central  
Lake Cumberland Medical Association  
Leslie County Board of Education  
Lexington Dental Center  
Lexington Fire Department  
Licking Valley CAP  
Lindon Realty  
Little House of Mooreland Day Care  
Logan Aluminum  
Logan Memorial Hospital  
Louisville Initiative  
Louisville Metro Parks  
Louisville Water Company  
Lourdes Hospital  
Madisonville Fire Department  
Madisonville Regional Medical Center  
Madisonville/Hopkins Co. Economic  
Development Corp.  
Mahr Hidden Hills Farms  
Marathon Ashland Petroleum  
Mary Mont Medical Center  
Masonry Concepts  
Mattingly Center for Continuing Education  
Maysville Fire Department  
Maysville Utility Commission  
Medical Center Ambulance Service  
Meisel Homes Inc.  
Methodist Hospital  
Metro Web Corp.

Middlesboro Area Regional Hospital  
Middough Associates, Inc.  
Mitsubishi Automotive Electric  
Monroe County Medical Center  
Morehead State University  
Motoman, Inc.  
Mountain Comprehensive Healthcare  
Mountain Surveying, Inc.  
Mountain Top Bakery  
MPD, Inc.  
Muhlenberg Community Hospital  
MultiCare Specialists  
Multi-Craft Hitco  
Multi-Skills Training Services  
Murray Electric  
Myrna Byerly  
National Weather Service  
Norton Hospital  
Oakwood Christian Health Center  
Ohio County EMS  
Otter Creek Correctional Center  
Our Lady of Bellefonte Hospital  
James W. Owens Law Firm  
Owensboro Mercy Health System  
Owensboro Police Dept.  
Paducah Fire Department  
Paducah McCracken Co. Convention and  
Visitor's Bureau  
Paducah Sun/Sunsix  
Paintsville Tourism Commission  
Patterson Place Day Spa  
Paul B. Hall Regional Medical Center  
Pennyrile Rural Electric  
Perry County Board of Education  
Perry County Central  
Perry Manufacturing  
Phillips Mann Realty  
Photo Fringe  
Pikeville Methodist Hospital  
Pittsburg Tube  
Planters Bank  
Playmates Child  
Power Transmission  
Praxair Respiratory Services  
Presbyterian Child Welfare Agency  
Princeton Electric Plant Board  
Princeton Fire Department  
Printing Industries Association  
R A Jones and Company  
Red Banks Nursing Home  
Redd, Browns & Williams  
Ripley Corporation  
River Valley Vending  
Rock Castle Hospital  
SACHS  
Saint Claire Medical Center  
SANCTUARY  
SCA Incontinence Care  
Schwab

Service Solutions  
Short & Weiss, PSC  
Siemer Milling Co.  
Sites, Inc.  
Slone Refrigeration Company  
Somerset Personal Care  
South Williamson Area Regional Hospital  
St. Claire Medical Center  
St. Elizabeth Hospital  
St. Mathews Imports  
Star Ford  
Stark & Crooks  
Starland Too Day Care  
Sun Publishing  
Sunitomo Electrical Wiring Systems  
Surgical Group, P.S.C.  
Swartz Truck and Transportation Service  
SYSCO Food Service  
The Marble Man  
The Ripley Corp  
Three Rivers Med Center  
T J Samson Hospital  
Toby Corporation  
Toyo Seating USA  
Trevantis  
TrimMasters, Inc.

Trover Clinic  
Trus Joist  
TyCo Adhesives  
Tyson  
United Refrigeration  
Universal Welding Services, Inc.  
UK Medical Center  
University of Louisville Hospital  
USDJ/Federal Bureau of Prisons  
Walle Corporation  
Wal-Mart  
Wayne County Hospital  
Wendell Foster Center  
West KY Diagnostic Center  
West KY Reporting Service  
Western Baptist Hospital  
Western State Hospital  
Westvaco  
Whayne Supply  
Whitesburg, Area Regional Hospital  
Williams Gas & Electric  
Williams/Texas Gas Corporation  
Worldwide Equipment, Inc.  
Yates Drafting Service  
Youth Build  
Zebra Graphics



## KCTCS Case Study WorkKeys in a Healthcare Setting Owensboro Community and Technical College

**Who:** Owensboro Mercy Health System (OMHS)  
Owensboro, Kentucky

**What:** A self-study skills program that teaches new job skills and increases hospital employees' chances of receiving a promotion

**How:** Using a WorkKeys assessment to identify current skill levels, coupled with a targeted instruction program to raise those levels

**Challenge:** The State of Kentucky has taken an active role in trying to increase the competency of its workforce. According to estimates, about 38 percent of adults in Kentucky function below the high school level in reading and math. To increase those levels, the state decided to go directly into the workplace through an alliance between the Kentucky Community & Technical College System (KCTCS) and the Department of Adult Education & Literacy.

Owensboro Mercy Health System (OMHS) had looked at some other workplace skills tests but found that many of them were designed to test people specifically in the manufacturing industry. Then their local KCTCS postsecondary provider, Owensboro Community College, introduced the hospital to the WorkKeys System. The hospital found WorkKeys more suitable to their needs because it tested a broader field of work skills, and because the scoring system was easier for managers and directors to understand. The hospital also liked that WorkKeys provided remedial courseware to help workers raise their scores.

**Solution:** The OMHS Human Resources staff discovered that WorkKeys was compatible with their assessment and training needs. Working through Owensboro Community College and the Department for Adult Education, OMHS developed a WorkKeys-based program

**that would support their goal of giving employees opportunities for self-improvement and advancement within the hospital system.**

OMHS was awarded an Alliance Grant through the partnership between the Kentucky Department for Adult Education and Literacy (DAEL) and KCTCS to fund one year of the new program. The hospital supplied 12 computers and a lab area that allows employees 24-hour access.

***The Program:* The WorkKeys program was administered through the OMHS Educational Development Center (EDC), in partnership with Owensboro Community College, a Kentucky Community & Technical College System institution. Hospital employees began the program by taking WorkKeys' Applied Mathematics and Reading for Information tests. Following the assessment, they started a self-study program utilizing tools available in the EDC to improve their skills. The EDC had a wide variety of computer- and paper-based study materials to assist employees, including WorkKeys-based curricula from education software providers like Worldwide Interactive Network, Destination and Plato. After completing an average of four to six weeks of self-study, employees took a post-test to determine their new skill levels. These skill level scores could be used by employees to identify other positions for which they may be qualified or to increase their chances of being promoted.**

***Motivating Employee Involvement:* To encourage employees to take advantage of the program, OHMS offered a \$250 stipend to any employee who completed the program and raised his or her skill level in Reading for Information and Applied Mathematics to at least a level four on the WorkKeys scale. However, to receive the stipend, the employee had to take the post-test. They also received a certificate of achievement from the college that they could include with their resumes.**

While the stipend may have been a motivating factor in the involvement of many employees, the EDC staff found that employees found a variety of other reasons to participate. Some employees just wanted to know what their skill level was, while others wanted to compare their skill levels with others. Some, who had been out of the classroom for some time, just wanted to reassure themselves that they remembered some of what they learned. Many were surprised that they did so well. Even the Human Resources staff took the test so they would be able to tell other employees about the experience. In fact, they were able to explain the program to all new employees at their new employee orientation.

***Employee Acceptance:*** When the program first started, EDC staff members were worried that hospital employees may not be overly receptive to the testing and training. They took a lot of time to assure people that this was a non-threatening place where they could come to advance. The EDC even developed special classes for particular groups to help them feel comfortable with the learning process. The housekeeping staff, for example, attended a math class once a week, complete with homework – and they loved it.

According to Annette Schaefer, EDC Coordinator, their efforts for acceptance paid off. “We have had such positive feedback from our employees. So many of them have become excited about learning and the possibilities for advancement.”

As part of the Alliance grant, the EDC set a goal of testing 300 employees during the first year. In all, 318 employees took at least the first WorkKeys assessment test and over 230 actually completed the post-test and were awarded the \$250 stipend.

***Benefits:*** Besides the stipend, many other benefits were realized by OHMS employees. Some were able to transfer to higher paying jobs within the hospital, such as the two food and nutrition services employees who used their new skills to become business office assistants. Others were able to climb higher on the career ladder in their current positions. Still others found a new sense of self-esteem that allowed them to more confidently deal with challenges both in the workplace and at home.

The hospital was able to realize many benefits, as well. It retained more valuable employees by giving them opportunities to advance within their own system. As part of the education process (and because of the new computer lab), the EDC was also able to offer computer classes to improve work-place essential computer skills. Many participating employees had never worked with computers before the program began. Some hospital departments used the scores (with their employees’ knowledge) to develop new positions or to find employees to fit certain positions.

***Outlook:*** Because the first year of the WorkKeys program was such a success, OHMS was awarded a second Alliance grant for 2002-2003. Their goals are to test and provide targeted instruction to even more employees as well as help those individuals better understand how to use their scores to advance their hospital careers. An additional area of assessment and instruction – Locating Information – will be added to the hospital’s WorkKeys program so that participants can work to achieve a Kentucky Employability Certificate.

### ***Quotes***

“Good people get good results. Great people get great results. In any organization, you’ve got tremendous people at all levels of the organization. What we’re very proud of is that we’ve been able to take individuals that have started at entry level positions and through the (WorkKeys) partnership with the Owensboro Community College, they’ve been able to enhance their education, enhance their skills, and move up within the organization.” - **Greg Carlsen, CEO, Owensboro Mercy Health System**

*“We feel really good about WorkKeys. Our employees are becoming invested in the program and are taking pride in the results.”* **Annette Schaefer, Educational Development Center Coordinator, OMHS**

*“I definitely think this is a program companies with a lot of entry-level employees should look at.”* **Pam Cox, Human Resources Manager, OMHS**