

## Workforce Innovation and Opportunity Act Meeting

Date and Time: Teleconference. October 29, 2014, 9:05am.

Meeting of: Staff Development Task Force

Matters discussed during the course of the meeting:

**Peggy Feenan** started the meeting. The first call was for starting a dialogue, looking at the Task Force and where we were moving on to by the next meeting. What is the vision of the Task Force?

**Patricia Wallace:** We need to discuss issues and challenges that are seen from the perspective of both the local and regional levels.

**Stan Flowers:** We need to look at the core programs and not just our individual programs. We need to look at skill sets that staff will need to operate in/under within this new system. There will be specific expectations of job readiness more people involvement. We need to have a discussion on our staff's foundational skills and how we will utilize them.

**Rosemary CoraCruz:** We need to have a meeting with all partners throughout the state. Everyone can present how they operate at the customer level, it will provide us the opportunity to engage in information sharing from all partners and a way to collect information.

**Susan Tegmeyer:** Agreed that it would be a great thing if all the partners could meet because so many people in the group were not aware of what all the partners do.

**Patricia Wallace/ Beverly Wilson:** Asked if there were areas that anyone would specifically like to see addressed? For example; What/how each area customized their function for their specific area. What are the common core areas that we all need to look at other specifics that need to be addressed?

**Peggy Feenan:** We have not received any specific directions from DOL for this task force. First, perhaps we should look at the core competencies for all program staff.

**Mercedes Mendivil:** We have little or no knowledge of the different partners programs. Evaluate the skills and competencies to find out what is need by all staff to be

**Kim Rodriguez:** Everyone should conduct training with all the staff in the center, assess their training needs to get a clear picture of what training is needed to move forward.

**Beverly Wilson:** Next month they are having a study group on the Law and requirements this will help Adult Ed around the State. There are currently two customers two support that will be trained on this process.

**Debra Stevenson:** I will bring information back to the group of our findings at the next meeting at the Department of Education..

**Eddie Saavedra:** Pima County had a meeting with Adult Education yesterday 10/28, I think it would be a good idea to use your study group sessions as a model for us, any information you can provide Beverly would be helpful.

**Patricia Wallace:** We need to establish a unified message with all partners and make new connections with all partners; by being engaged it will only strengthen the partnership.

We should focus on customer service; enhance competencies and professional development for all staff.

Staff needs to know we are invested in them and in their ability to do their job. It is all about customer involvement. Implementation of strategies and utilizing customer feedback will let us know how we are doing.

Staff needs to know and be aware of the budgetary effect that this will have on the program and everyone must be aware of the bottom line and how it affects their job.

It is something everyone needs to be made aware of, keep staff informed. In Maricopa we have a couple of things in place; customer feedback, collecting data, and constantly analyzing the metrics we gage how we are progressing.

**Eddie Saavedra:** Requested the matrix be shared with the group.

**Stan Flowers:** We all need to be aware of the professional organizations that could be beneficial to all. That could be a common goal for all staff to have a professional certification. Sometimes the soft or interpersonal skills can help pull others into one's line of work. You will find there are several layers to this process and it must be based on a long-term strategy. It is very important while working through this we must measure everything we do.

Stan will research other National Certificate Programs for the next meeting.

**Patricia Wallace:** Purpose of the work group and questions we need to ask are:

A. We need to know specific objectives what we want to do.

B. What is the core purpose?

C. What do we want to achieve?

We must all understand the purpose and why we want to do this, explain and educate others on the "Why"; getting them involved is a sure buy-into this process. It makes good business sense to go this route.

**Jon Ellerton:** We need to develop a list and identify all partners and list in central location.

**Peggy Feenan:** Will check about developing or using the Share Point for the Task Force. I will also send out a survey to see where each of our areas as it relates to:

Core Competencies

Available training

Suggestions for training going forward

**Patricia Wallace:** Peggy will send out the survey to the group, to include share point of storage data information.

Is there anything that should be included on the agenda for the November 12<sup>th</sup> meeting?

Survey should include information referencing professional organizations.

Stan Flowers – We need to look at training and professional organizations.

Jon Ellerton - Will look into the Vocational Rehabilitation area of professional organization that exist.

Beverly Wilson – Will look into professional organizations that are related to their program.

End of Meeting: Meeting ended at 9:44am.

Next meeting is scheduled for November 12, 2014, and recurring every 2 weeks after the 29<sup>th</sup> of October 2014 until 03/04/2015 from 9:00 AM to 10:00 AM.

Christine Webb

## **Workforce Innovation and Opportunity Act / Staff Development Task Force Meeting**

Date and Time: Teleconference. December 10, 2014, 9:00am.

### **Peggy Feenan:**

- Housekeeping - Asked that everyone identify themselves prior to speaking
- Asked if someone could provide a recap of the discussion at the last meeting.

**Stan Flowers:** Is putting together a matrix on professional organizations. We had very few surveys submitted hope everyone has submitted one. Briefly discussed statewide training strategies staff statewide should have and has recognized the need for a benchmark for statewide competencies. Seminar for Excellence can be a baseline for courses offered, can be used as a starting point.

**Patricia Wallace:** Jon, Joel and I are trying to figure out how to revitalize and formulate the ideas within the Seminar for Excellence.

**Stan Flowers:** First and foremost we need to focus on the four (4) core programs – may need programmatic assistance.

**Patricia Wallace:** Was a team effort in getting our processes started as it must be for everyone.

**Eddie Saavedra:** Suggested Gabe may be a good resource.

**Peggy Feenan:** Recap on the comments made at various venues she has attended:

- a. Everyone would like to know more about the other programs involved in the WIOA process.
- b. Possibility of reconstructing the Info Shares that used to be provided on a regular basis, or a PowerPoint Presentation that could be used for new staff. District II we had a quarterly session where all partner programs would share information to new employees on their respective programs.
- c. There was a discussion of the top three priorities for our group

**Patricia Wallace:** I think the categories and themes are an excellent place to start.

**Stan Flowers:** Part of the 3<sup>rd</sup> strategy to include or look at is training. That would be statewide training for everyone. That would be a good place to start.

**Jon Ellerston:** If we have computer based training, we need some way to update the information on a regular basis.

**Peggy Feenan:** Where do we go from here?

**Stan Flowers:** Everyone has been asked to identify the top three priorities. My question is what is the bigger picture/plan?

- a. Will there be time lines?
- b. Who will review?
- c. Who will be conducting the training?

Our staff has engaged in discussion on active listening skills. Training should be based around the core competencies and how we plan to get there.

**Patricia Wallace:** In this business we must have a matrix to measure. You can push people through training and they don't or won't stick through it.

**Patricia Wallace:** We should look at the areas that partners are doing really well in and it may assist you in formulating your own plan. Typically, see what is working for them and you make get ideas for your own processes.

**Peggy Feenan:** Surveyed the group to see if they would like to have an in person group / work session at a central location? Possibly a three (3) hour meeting, from 10:00 am to 2:00 pm. The times suggested will eliminate an overnight stay.

**(Group discussion incurred)**

**Vickie Simmons:** Suggested the group in person be held after the Regulations come out on January 14<sup>th</sup>. See group meeting date below.

**Stan Flowers:** Suggested there be a meeting on the 7<sup>th</sup> of January it would be an opportunity for everyone to touch base after reviewing the surveys and before our in-person meeting.

**Next meeting (teleconference):** Is scheduled for **January 7, 2015** and recurring every 2 weeks until 03/04/2015 from 9:00 AM to 10:00 AM.

**Group Meeting in Casa Grande:** location will be sent out as soon as the facility is confirmed for January 21, 2015 meeting.

**Action Items:**

Stan: Provide a matrix of professional organizations / trainings

Merci: Will look for the previous Seminars for Excellence (Stan will look for this also)

Peggy: Secure a meeting room for the in-person meeting on January 21, 2015 in Casa Grande  
Develop a side-by-side of the survey results on top five core competencies that have been submitted from the team members to date

End of Meeting: Meeting ended at 9:38 am.

Christine Webb

## **Workforce Innovation and Opportunity Act Meeting**

**Date and Time:** 10:00a.m.

**Meeting of:** Staff Development Task Force

**Update:** DOL Rules were due out a week ago. The due date has changed to spring 2015.

Handouts were distributed summarizing information provided and distributed to the team members:

- Professional Growth: a Guide to Professional Development
- Dynamic Works Certification Institute (Certification Training)
- WDD Competency Matrix Results
- University of Minnesota – Workforce Development Specialist Certificate

### **Group Discussion:**

Michelle Barker - Employment Administration Training Manager has joined the staff development team to help guide and develop the group as we move forward.

---

- The team then discussed the training and development needs related to the current workforce.
  - The previous Seminars for Excellence documents have not been able to be resurrected and the team felt that maybe this was a good thing ....that we could use the concept in delivering the core competencies!
  - Many Task Force members had concerns related to the training:
    - The amount of time it would take to get their staff trained and being out of the office
    - Space to and delivery systems to facilitate training
    - Changing attitudes on “change”
- Conversation among the group was directed towards the core values. Michelle Barker interjected and stated that everyone was on the right path however we need to focus on what are the resources we have in common.
- The team prioritized and chose six of the 27 Core Competencies from the surveys submitted. The team then listed how they defined or subjects to be included in the training for each of the six competencies.
- The team agreed that the in-person meeting was productive and felt that more in-person meetings to prioritize and develop the trainings.

Next steps:

Matrix will be sent out to each of the team members to review and add any additional comments and we will discuss at our next meeting.

Identify what training may be available that may be able to be modified to meet any of the identified competencies.

The meeting ended 2:05pm

Next meeting will be teleconference February 4, 2015 at 9:00am.

## Staff Development Task Force / Workgroup

**Date:** 02/04/15

**Time:** 9:00a.m.

Michelle Barker asked if everyone had received the minutes, and matrix from the last meeting. After a quick review she asked:

- a. *How does everyone feel about the competencies identified?*
- b. *Do you think the objectives were captured?*

As we move forward we need to pull our resources together? Questions that need to be addressed are:

- a. *What curriculum/s exists within the partner programs?*
- b. *Define them.*

Customer Service was used as an example. This *specific* module as others has similar competencies defined. It may be decided we need to break the modules down even more due to duplicate competencies.

- a. *Decisions must be made, will there be Computer Based Training (CBT's) or Instructor training.*
- b. *Goals and Objectives must be identified. Once identified do we want to flush out in groups?*

Michelle: Will take on the task of and explore any possibilities there may be for the group in accessing SharePoint. She will research and get back to the group.

### **Group Discussion:**

---

#### **Face to Face meetings are more productive:**

- The majority of Task Force Members agreed that in person meetings were more productive. In person meetings everyone is focused and input becomes more effective with productive interaction versus a teleconference.
- Face to Face meetings we can better flush out what the modules look like based on the exercises and activities they should be.
- Suggestion: Carve up the competencies and develop work groups, one large group and sub-groups.
- Michelle we would have to have a face to face meeting to create sub-groups.

#### **Discussion on courses that exist and questions asked (Michele) were:**

- What does everyone's onboarding look like?
  - Some have CBT's, training modules.
  - Need to confer with administrative/policy staff.
  - Training conducted quarterly, employees are given a training schedule and must complete within a specified time frame.
  - Conducts career exploration classes but not for staff.
  - City of Phoenix trainers has their own curriculum for new staff mostly policy training.
  - Patricia stated they have formal onboarding for staff a structured 3 weeks of scheduled training and goal setting that must be accomplished in that specified time period.
  - What are the rules for these individuals receiving training?
  - Should certain individuals be targeted for training?
  - Who should we target?
  - Peggy stated there will be a variety of levels of staff in the one-stop program that will be trained, to include partners of partner programs.



- ❖ Many Task Force members expressed their lack of knowledge of many of the partner programs.

Peggy suggested a PowerPoint briefing similar to the Info share briefing years ago conducted District wide for new employees. Each partner gave a 15 minute briefing of their program. The information briefed structured the same for all program presenters, program specifics and a brief, concise overview. At the end of the briefing everyone received a paper guide with contact numbers for the programs if they require additional information.

The briefings should be conducted on continuous bases because the dynamics within each program changes, especially when there is a transition of new staff coming on board.

**Michele asked:** If there would be an issue for programs to conduct training with their staff? Would there be issues with space to accommodate training and availability of computers? If training is conducted as a CBT everyone should have the resources for staff to be trained.

- Response: No one could identify any training issues within their individual program.

- ❖ It was decided the competency matrix will be worked on at the next face to face meeting.
- ❖ Team members will send Michelle their program curriculum information for review.
- ❖ As we move forward the goal is to: Define the overlapping existing within the different modules.

The meeting ended 9:43am

Next meeting will be in Casa Grande March 4, 2015:

Palm Center  
CAC Corporate Center  
540 N. Camino Mercado  
Casa Grande, AZ

The road to turn on is between the AM/PM and Burger King. It's right across the road from the Dairy Queen in the Palm Center.