

STAC MEETING
Office of Administration / Division of Personnel
Room 430 – Truman Bldg.

Members in attendance:

Terry Black..... Missouri Lottery Commission
Allan Forbis..... Office of Administration
Nick Goeke Dept. of Health and Senior Services
Lori Hogue Dept. of Natural Resources
Bryan Howard..... Dept. of Elementary and Secondary Education
Sarah Irwin Office of the Secretary of State
Forrest Neal..... Dept. of Revenue
Maribeth Neidert Treasurer's Office
Deanna Treu..... Dept. of Social Services

Also attending: Denise Osborne – Office of Administration [minute recorder]

Welcome / Introduction of New Members:

Allan Forbis opened the meeting by welcoming all present STAC members which was followed by a brief self-introduction of current and new members.

Training Initiatives/Challenges

Allan opened the floor for discussion on ongoing and/or current challenges facing state agencies.

- Lori Hogue reported that DNR's new director is working with the agency to define and identify the direction for the Department and that HR will work to align their mission with the Department's goals.
- Sarah Irwin reported that the Missouri State Library [within the Secretary of State's office] continues to offer and deliver resources to state agencies. Sara is currently looking at developing an on-line curriculum and also new online programs.
- Terry Black, with Missouri Lottery Commission, advised the membership that with a change of leadership for the Commission, they are working to develop project management training, and a program on Customer Service that could be utilized by staff who deal with customers on the phone, in person, and online. Additionally Terry is looking to create an "On Demand" course catalog which could be housed online internally for Commission employees to be used as a follow up tool for training programs.
- Forrest Neal with the Dept. of Revenue reported that they are gearing up to provide programs to meet the MTR. With recent changes, reduction of staff and budgetary issues, the DOR is focusing on motivation; providing support and information on how to do more with fewer staff; and bringing new/reassigned staff up to speed on programs and responsibilities. HR is also reviewing a revised approach to how to provide/offer targeted division training.
- Deanna Treu advised the membership that DSS is continuing to focus and offer relevant training programs. Additionally, a recent survey conducted internally by DSS indicated that overall staff was satisfied with the direction of the Department, but that a key area of concern was internal

communication—with some employees feeling that they were not “kept in the loop” on issues impacting the department. DSS executive staff will work to identify ways to address this issue and will work with the Training Unit to deliver identified training to Department employees.

- Bryan Howard with DESE reported that ongoing issues include working with new management, budget shortfall, reduced staff, providing recorded webinars and communication.
- Nick Goeke with the DHSS advised the Committee that the Department is on-track with technology to deliver training programs; and that a main challenge is meeting the needs of the employees with different areas of expertise. DHSS will continue to offer webinars and is continuing to develop and offer additional online courses.

During the discussion, several STAC members expressed interest in the Diversity program that will be offered through OA’s Division of Personnel’s Center for Management and Professional Development. Allan will keep the Committee advised of the progress for this program.

Strategic Plan

Part of STAC’s mission is providing best practices in the areas of training and development which serve the training community and state agencies as well as communicating the importance of training and professional development.

To begin mapping out a strategic plan for 2011 STAC members reviewed the goals for Policy; Oversight, Training Trends and Initiatives, and Communication and Membership. Discussion of ways for STAC to address and/or improve in these areas is as follows:

Training Trends and Initiatives:

Data Collection of Training Resources

Develop a state-wide data collection system

Can a statewide (self-service) training portal be created?

What can be developed that would allow all agencies to access data/records?

Social Media

How is it used in state government now?

What options are available?

What can be done to take advantage of technology for training and on-going learning through the use of chat rooms, blogs, etc?

How can trainers and others access and share literature, training needs, trends, resources and related items through the use of social networks?

During the discussion on this subject, Sara Irwin advised the membership that the State Library can provide information on how to access literature online at no cost to the user. Some articles can be posted to Facebook. Terry Black has developed and publishes a “Tip of the Week” which is shared internally with all Lottery employees. STAC members with questions on these items may contact Sara and Terry.

Communication and Membership

STAC Video

STAC needs to finalize the video and determine how best to “market” it to state agencies.

In reference to the latest DSS survey, it was noted that internal communication could be a topic to explore/include in the video.

It was suggested that the video (i.e., link) could be housed on STAC's webpage; and on the OA Division of Personnel's webpage. State agencies could also place the video – or link to the video – on their internal intranet.

Highlight STAC accomplishment – ways to share information; different mediums; “big picture”

Survey

Review and revise most recent survey sent by STAC [see April 12, 2010 minutes – survey results are available at <http://www.stac.mo.gov/resources.htm>

Send to broader group – include HR personnel, department directors, agency trainers

Sharing Resources

Types of available training

Template/list of training programs by state agencies

STAC website – add resource link

Policy

As the Management Training Rule was recently revised there was no discussion for this area.

However, Allan advised STAC members that any questions/comments/concerns can be addressed by contacting either Geri Wiseman or himself.

Oversight

The STAC Chair and Co-Chair who facilitate decisions concerning leveraging of state funding and use of resources, create reports, and coordinate and facilitate meetings manage this area.

At the conclusion of the discussion Allan thanked the members for their thoughts and ideas and will review all information with Geri Wiseman, STAC co-chair. Allan and Geri will work with each Sub-Committee Chair on these issues and the Chair will report back to STAC at a later date.

Adjourn

Allan thanked members for their continued support of STAC.

2011 STAC Meeting Dates/Location

- April 11, OA/Div. of Personnel – Room 430, Training Room, Truman Bldg. / 1:30 – 3:00
- July 11, Dept. of Conservation Credit Union / 1:30 – 3:00
- October 11, Dept. of Conservation Credit Union / 1:30 – 3:00
- December 12, Dept. of Conservation Credit Union / 1:30 – 3:00