

STAC MEETING
Dept. of Conservation – Runge Nature Center
January 11, 2010

Members in attendance:

Sheila BarnettDept. of Transportation
Barbara BeermannMissouri State Employees' Retirement System
Linda DunbarDept. of Corrections
Allan Forbis.....Office of Administration
Nick GoekeDept. of Health and Senior Services
Jon HalwesOffice of the State Auditor
Jennifer Hentges.....Dept. of Revenue
Bryan Howard.....Dept. of Elementary and Secondary Education
Sarah IrwinOffice of the Secretary of State
Kari MengwasserMissouri Consolidated Health Care Plan
Suzi MiddaughDept. of Natural Resources
Stacey RackersDept. of Insurance, Financial Institutions and Professional Registration
Jane Roesti.....Dept. of Conservation
Stephen SowderDept. of Economic Development/Workforce Development
Mary StixrudOffice of State Courts Administrator
Bev Struempf.....Dept. of Social Services
Geri WisemanMissouri Lottery Commission

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

Welcome:

Allan Forbis opened the meeting by welcoming all new and returning STAC members.

Minutes:

Mr. Forbis asked STAC members if they had reviewed the December minutes and also asked if any revisions were required. The Committee agreed the minutes were correct and no changes were needed.

Meeting Dates/Locations for 2010

After brief discussion regarding the meeting scheduled for October 2010, STAC members agreed that because the regular meeting date was to have been Monday the 11th – a state holiday – the new meeting date would instead be Tuesday, October 12. Jane Roesti, with the Dept. of Conservation, offered Conservation facilities for all 2010 meetings. The exact location will be sent to STAC members via email prior to each meeting and posted on the STAC website. The remaining STAC meeting dates for 2010 are as follows:

- April 12
- July 12
- October 12
- December 13

Agency Updates

STAC members provided brief updates on what training projects/initiatives are being worked on in their agencies; and training challenges, if any, they may be facing. Following is a brief narrative by member of ongoing programs/initiatives:

Missouri Lottery – Geri Wiseman:

- 7 Habits refresher course for all employees
- Sales Representative Training
- Struggling to do more with less resources – as the focus is on continuing to not only continue regular work, but in some cases taking on a larger workload, the result is that employees may not always find time to attend training. Lottery continues to find ways to shorten programs and encourage staff training

Insurance, Financial Institutions and Professional Registration – Stacey Rackers:

- Providing Diversity Training
- Use of webinars – especially for employees located outside of the Jefferson City area

Missouri State Employees' Retirement System – Barbara Beermann:

- Staff training
- Provide education for members on retirement options/programs
- Beginning to offer evening pre-retirement programs for members
- Will host a Human Resources Conference in September 2010

Office of the State Auditor – Jon Halwes:

- Offering CPA training for staff
- Will host a conference on White Collar Crime – currently looking for a qualified speaker

Dept. of Social Services – Beverly Struempf:

- Continuing to provide training to be in compliance with Management Training Rule (MTR) [currently on track]
- DSS currently requires civil rights and diversity training every 3 years. Bev also expressed interest in what other agencies had implemented or were considering.

Dept. of Elementary and Secondary Education – Bryan Howard:

- Recording training to offer via a webinar posted on DESE website. Video would be non-interactive
- Still investigating the advantages/disadvantages of this type of learning opportunity
- Working to get all employees trained in Diversity to be in compliance with MTR. Will partner with OA Training and Development on this initiative

Office of State Courts Administrator – Mary Stixrud:

- In the process of developing webinar programs for staff on Diversity and Unlawful Discrimination
- Will develop a needs assessment for the MTR
- Looking at creating Lunch and Learn programs
- Has received approval and funding to hire an Education Assistant [this position will provide support for Mary]

Dept. of Natural Resources – Suzi Middaugh:

- Recently completed an intensive training effort which resulted in training over 1000 employees over a 5 month period on Diversity and Discrimination Prevention. The training was supported at the highest level. Non compliance was addressed as/when needed.
- Completed PERforM training and is considering making this mandatory training for staff
- Working with the Division of Personnel to create a way for employees to utilize the MyQuickCoach system in the most cost effective manner possible

Dept. of Revenue – Jennifer Hentges:

- Working to get soft and hard skill courses ready for webinars using Adobe Connect.
- Courses would be instructor led
- Working with ITSD to develop a new Training Tracking Program

Office of the Secretary of State – Sarah Irwin:

- Thanked STAC for sending monthly announcements regarding research training offered by the State Library through STAC's ListServe
- Has redesigned and updated Census training
- Requested any information on Diversity and Discrimination training that could be shared using a DVD format

Dept. of Economic Development / Workforce Development– Stephen Sowder:

- Developing Next Generation Career Center Training that is instructor led for webinars
- Also working on Customer Service in the Workforce

Missouri Consolidated Health Care Plan – Kari Mengwasser:

- Working to get all employees trained in Diversity and Discrimination Prevention with the goal of completing this training in the first quarter of 2010

Dept. of Corrections – Linda Dunbar:

- Working to update training policy for FMLA
- Looking at purchasing an LMS – pitfall is that the cost of purchase and maintenance is high. Looking at other alternatives for recording video for posting to web. During the meeting Linda and Suzi Middaugh had brief discussion regarding Adobe Connect and the advantages of this program.

Dept. of Health and Senior Services – Nick Goeke:

- Looking at best way to provide Nursing Home Provider training to staff located outside of Jefferson City
- Offers many DHSS training programs online available through the DHSS webpage
- Sends periodic MyQuickCoach videos to staff

Dept. of Transportation – Sheila Barnett

- In process of training field staff in maintenance
- Developing training for signal/lighting – this training may be developed by using PowerPoint
- Working to be in compliance with MTR – Diversity/Discrimination so all staff receives refresher course every 3 years

Dept. of Conservation – Jane Roesti

- The Dept. of Conservation is currently experiencing a large turnover of tenured staff. This has resulted in an opportunity for new energy using established procedures while incorporating new ideas
- MDC is looking at Succession Planning and the Leadership Committee is interested in offering more training by outside vendors. Successful ventures recently offered included Speed of Trust, and Myers Briggs for Teambuilding

Office of Administration – Allan Forbis

- Division of Personnel's Training and Development unit is conducting Agency Visits. Visits will provide information on products and services offered by Training and Development. Visits will occur throughout January and February and will be attended by

Allan Forbis, Lori Gilmore or Kelly Levy and Director of Personnel, Bill Miller – as his scheduled permits.

- T&D continues to offer web based training programs – LiveClicks and Advantage webinars and is in the process of developing additional programs
- Diversity and Harassment training programs will be offered and T&D is available to assist with training needs by other state agencies
- MQC offers 5 to 7 minutes videos by world class speakers; many of these are regular presenters for the Institute for Management Studies
- Certified Public Manager (CPM) Program has recently been retooled by Missouri State University using online techniques, resulting in significant cost savings per user
- On March 30 T&D will offer the next Special Invitation Leadership Series Seminar: Driving Results with Leadership and Trust, presented by Hayden Shaw

At the end of the Agency Updates, Allan asked if continuing to ask for updates was of interest to the group and received an affirmative response. Discussion on better ways to present this information resulted in agreement that each STAC member would be requested to email their updates to Allan approximately 10 days before each regular STAC meeting. Allan will compile the information and send it to STAC members a few days before the meeting. Then, during the meeting, members would have the opportunity to briefly discuss and/or ask questions about the information.

Allan also thanked Mary Stixrud for volunteering to be part of the Selection Committee for the State Employee of the Month Program.

STAC Sub-Committee Updates/Reports

There was no new update/report information available at the date of the meeting.

STAC has four working committees with the following goals:

•**Policy** – *Chairperson: Beverly Struempf [DSS]*

To develop recommendations on Missouri's statewide training policy including the Management Training Rule and issues concerning professional development for all state workforce employees.

•**Training Trends and Initiatives** – *Chairperson: Nick Goeke [DHSS]*

To explore, examine and initiate when appropriate new training trends in the public and private sector that relate to the development of state of Missouri employees.

•**Communication and Membership** – *Chairperson: Sarah Irwin [SoS]*

To maintain current membership, encourage participation of employees in the training environment to maximize the potential benefits of STAC, coordinate the networking of trends, techniques, strategies, and resources, and provide easily accessible information to employees regarding STAC's mission and goals.

•**Oversight** – *Chairpersons: Geri Wiseman [Lottery]; Allan Forbis [OA]*

Comprised of the chair and co-chair to facilitate decision concerning leveraging of state funding and use of resources, to create reports, and to coordinate and facilitate meetings.

Geri Wiseman distributed sign-up sheets for STAC members to indicate which sub-committee they were presently serving on – or would like to serve on. If a member is not sure of which committee they are involved with or needs to sign up to be part of a committee, they should contact Geri Wiseman. Geri will also send email notices about this.

Website Maintenance

Darlene Robinette with the Dept. of Revenue maintains STAC website. Allan thanked Darlene for her continued work in keeping the site updated.

A handout was distributed to members showing both the voting members and non voting members per agency – and attached to these minutes. If the information listed for you or your agency is not correct, please contact Geri or Allan.

Year-End Report

A recent review of the STAC webpage shows a posting for the year-end report for FY06. Discussion of this report and information needed for subsequent years showed that reports for FY's 07 and 08 had not been created and information was not readily available. Geri and Allan will work with chairpersons to update and compile the report for FY09. When it is ready STAC will review and once approved will be posted to the webpage and replace the FY06 report.

Management Training Rule Follow-Up

The revised MTR has gone through all phases of review and approval and is now in place. The update MTR can be found at <http://www.training.oa.mo.gov/comprule.htm>.

Part of the MTR is STAC's responsibility for formulating guidelines for Diversity and Unlawful Discrimination Training when/as needed and also to establish a correlation between PERforM Components and the 24 MTR Competencies.

After brief discussion, Beverly Struempf suggested the Policy Committee work to define and identify guidelines/timeframe for both diversity and unlawful discrimination training; and the correlation for PERforM. The Committee will then report back to STAC. If any member is interested in working with this Committee please contact Beverly Struempf.

Other Items

Mary Stixrud asked for more information about MyQuickCoach (MQC). Allan explained that among the benefits of this innovative program is the ability for agencies to develop and post their own brief customized videos.

A question was asked about the ability to have a shared license for an agency workgroup (hub). While this feature could be developed it would result in the loss of many of the current features, such as tracking. The Division of Personnel's Training and Development Unit will work with any agency to find alternate ways to bring the system to them. One solution would include an agreement which guarantees a fixed amount of users resulting in a significantly lower cost per licensed user. Using this approach, all features of MQC would remain functional.

A suggestion was made and accepted that Allan provide a brief demonstration of the MQC program at the next regular STAC meeting.

Adjourn

Allan thanked members for their continued support of STAC.