

STAC Meeting Minutes
 April 14, 2014
 Department of Corrections Training Academy

Attendees:

Allan Forbis	OA
Sarah Irwin	SOS/MOSL
Laura Mertens	OA
Barbara Beermann	MOSERS
Ashtyn Beek	DOR
Kenneth Haigler	DSS
Steven Medrow	DOC
Terry Black	DHSS

Old Business:

Minutes from the January meeting were approved with some minor changes (see below).

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Laura Mertens	OA
Lisa Martin, Co-Chair	DMH
Sarah Irwin	SOS- MOSC MOSL
Andrea Armstrong	DHSS
Ashtyn Beek	DOR
Bobby DeMunnere	MCHCP

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Barbara B. - Continuing to work on Strategic Planning. Education Department has shifted again. Pre-Retirement education as well as Benefits ~~You~~ education continues.

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Steven M. - DOC continues with blended courses. They will be reaching 1200 employees. A new online course has been created for ADA and Psych Coordinators. Safety Manual Training. DOC is updating existing curriculum. They are doing a lot of hiring. There will potentially be two Basic Trainings happening simultaneously based on need. Site

Membership List

Terry Black asked that Andrea Armstrong's name be added to the member list and that she be included on STAC e-mails. Terry will continue to be the voting member of the committee from DHSS.

New Business:

The question of the day for this meeting was to recount information related to the most frustrating and most positive compliance training issues that have happened.

Ken H. – New Employee Orientation is to take place within 30 days of hire, but to date it can only be scheduled every 60 days. DSS will try to schedule it every 30 days. They have had many staff members who have been working for 45 days say, "I wish I had known that!" when they come to orientation.

Barbara B. – Barbara said that there is a webinar on the MCHCP website with information for state employees. Part of that longer webinar is a section from MOSERS, which is housed on the MOSERS site. The group discussed the possibility of putting a link to the MCHCP webinar on their own agency website. The consensus of the group was that it would be advisable to ask MCHCP if it would be all right to add that link to an agency site. Among other issues, the MCHCP link might only be available after logging into the site.

Terry – DHSS continues training in Jefferson City, even for those having to come in from out of town. Once they have been to training here, it is hard to get them back to training when they have to travel. DHSS is exploring the use of Adobe Connect (web meeting and training tool) to provide distance learning. Ken H. suggested the need to watch for unanticipated costs for projects like this one, like charges to the agency for using the state's conference call system. Ashtyn B. told the group that DOR uses Adobe Connect frequently, working with auditors all over the country. They use Adobe Connect for just about everything. Allan F. stated that OA uses Adobe Connect for webinars, too. Steven M. will send Terry information on conducting Virtual Instructor Led Training (VILT). Laura M. told the group that they often have one of the trainers also log in as a student, to keep track of what the students are actually seeing on the screen. This action leads to the use of three computer screens, but has been helpful.

Allan F. reminded the group that there is a small but powerful group of staff members who are not computer savvy. There is still a gap in education about computers. This reminder is a good one when thinking about developing instructions, etc.

Future Themes/Questions of the Day

The group decided to use e-mail to gather additional ideas for questions of the day, but did a short brainstorming session for some initial ideas:

- Methods to gauge transfer of learning, taking into account differences in medium/venue. Impact of evaluations.
- How do you determine training content?
- What new training do you develop?
- How do you get support for training you think is important?
- How do you get the word out about training and what potential participants are supposed to do?
- How do you get managers/supervisors to understand the importance of developing themselves?
- How do you prepare participants to come to training, and make sure they are taking the correct courses (i.e., non-supervisory staff members general should not be in supervisory classes)?

Around the Room

Allan F. – Allan handed out the most recent copy of “Leadership Foundations”. He stated that OA is bringing in Haydn Shaw in June (so far the enrollment is low). State Employee Recognition Day is coming up. OA is working hard to make sure this event is successful. They are gathering money and material for the event. “In the Spotlight” continues, and OA would love to have more agency involvement. There is a form for nominations on the OA website. All nominations are subject to agency approval.

Sarah I. – The State References Services director retired. She was also an acting reference librarian. The State Library had their first fully-formed web class; 35 attended. The State Library can provide training to any agency via GoTo Meeting (web meeting and training tool). It’s National Library Week! The State Library continues outreach efforts to other departments, and works to get into various executive meetings to give information. They have a possible new initiative with Agriculture.

Laura M. – Now offering several SAM II HR classes that include: SAM II HR introduction, SAM II HR Position Control, and SAM II HR Data Warehouse Using Access. The Center is in the process of revising the Employee Maintenance; Deductions and Benefits; Time and Leave; and Pay for Agency courses. Anyone with SAM II access would be welcome to come to these classes. They are live, and are \$95 per session, except for the Introduction class, which is \$50. The computer lab recently got new computers, which opens the door for OA to teach more high-end classes, like .NET.

Barbara B. – Pre-retirement classes are going along. Money Matters is being conducted upon request (Housing Development, and DOR, for example). MOSERS

has recently had some strategic planning reorganization. Education has been moved to another department. Staff members have moved, too. A new hire was trained, and then moved. Another new hire is being trained now. Benefits U (Sept. 3, Lake Ozark Country Club). General Session focuses on the value of benefits. MOSERS is concentrating on how to promote that. Another general session focuses on 2015 MCHCP changes. The main audience for this conference is HR professionals from around the state.

Ashtyn B. – DOR has had some recent turnover, and is currently training trainers. Some projects are on hold. They are updating confidentiality training, trying to make it more fun and updating the video.

Ken H. – DSS is working on getting training done to meet the Management Training Rule. They are working at getting into online training. They are looking at how to use webinars for online development. Some issues – how to know if the right person is logged on. How do you know they are paying attention? Add knowledge checks to make sure.

Terry B. – Some turnover due to retirement. Andrea Armstrong is new, and is getting trained. The Public Health accreditation application has been accepted. Performance management training is occurring. Live, with an eLearning follow-up. Other topics – employee engagement; institute for management; how to engage (based on book by Phil Harkin – Powerful Conversations). OA does Crucial Conversations, based on another one of his books. Effective Questions from Enlightened Leadership.

Steven M. – DOC is getting ready to launch Discrimination, Harassment and Retaliation online training for 2014. Blended training continues for Probation and Parole. ADA classes are also getting ready to be launched online (one for supervisors and one for site coordinators).