

Thursday, November 12th, 2020

Location:

Webex Online

Virtual Meeting

Attending: Nick Lane, Tara Hudson, Julia Janik, Chelsea Fray, Marisol Chiclana-Ayala, Cyndi Cunningham, Matt Evans, Deloris Friske, Jansel Hernandez, Maxine Peterson, Teresa Ripple, Deborah Schierbeck, Sherry Tiegs

Minutes

Welcome, Introductions, and Previous Minutes

- Welcome
- Introductions
 - New Staff at Achieve
 - Nick Lane – Director of Operations
 - Chelsea Fray – Outreach and Communications Coordinator
 - Individual introductions and updates from **all** present
 - Cyndi
 - Public Policy Chair
 - Trainings continue virtually
 - Emphasis on licensing and provider self-care
 - Deborah
 - Hennepin Technical College Early Childhood
 - Works with students getting their CDA
 - Has done many observations of students since March
 - The transition to work-from-home has been challenging
 - Jansel
 - Trainer with focus on Hispanic community
 - COVID has made training difficult
 - Deloris
 - Family Childcare Provider, MCCN board
 - Providing in-home care has been difficult with COVID
 - Julia
 - Data Verification Specialist at Achieve
 - Lives in Chicago
 - Marisol
 - Former Director of ICCI
 - Owner and Founder of Global Consultants, LCC

- Training leadership, ECE, and childcare
- Advocate for culturally appropriate care in ECE
- Matt
 - Trainer Coordinator at TARSS
 - The Trainer Summit was a success
 - Helping trainers return to in-person services
- Maxine
 - Teaches at the Department of Education
 - Leads the ECE pathway
 - Focus on middle and secondary learners
 - Guiding high-school-aged learners to achieve their certifications
 - Integrating CDA-specific into ECE education courses
 - Trainers and employers having trouble with Develop platform and need support
 - Wages in ECE are a discouraging factor for qualified individuals
 - Sherry
 - Approved trainer
 - Virtual learning has been difficult
 - Tara
 - Operations Coordinator at Achieve
 - Is active in all parts of workflow and especially professional development.
 - Will connect with Maxine to discuss trainer and employer questions.
 - Teresa
 - At St. Catherine University overseeing a new ECE and CDA pathway for college-aged learners
 - Now the program is online – lots of videos to replace in-person.
- Review of the previous meeting minutes
 - Minutes from October 14, 2019 were reviewed
- Scope and Purpose of the Advisory Committee
 - **Nick Lane** shared the following guidance with the group.
 - Guidance provided to us by **Nick Henderson at DHS:**
 - **Expectations** – Two meetings per calendar year. Meetings can be in-person or via video. First meeting to occur in or before first quarter 2021.

- **Purpose** – To enable a safe exchange of ideas and discussion about Achieve’s work with the goal of improving service.
- **Membership** – A mix of agency partners and system users from the field.
- **Intended outcomes** – Discover new ways to enhance outreach to the workforce community and establish community relationships to help understand the workforce. This will lead to improved service.
- After each Advisory Group Meeting Achieve sends a report to DHS detailing the meeting and any lessons learned.
- Advisory Committee decisions are informative but non-binding.
- We will determine a current roster for committees today.

COVID Update

- **Tara Hudson**

- Achieve went to an all work-from-home virtual model in March with the rise of the COVID pandemic
- This was not unprecedented: Staff members previously had the ability to work from home one day per week and staff and leadership took advantage of that policy.
 - Achieve team members have historically often worked from home due to winter weather conditions.
 - As a result of these experiences, Achieve was able to make an extremely smooth transition into the work-from-home virtual model.

- **Julia Janik**

- No setbacks in processing time or customer service
 - Transition to WFH was smooth
 - Workflow continues positively
 - Customer satisfaction, as measured by the Zendesk automatic survey continues to be very high.
 - Processing times for all types of applications remain very low.
- Team was prepared for online work as a result of going paperless in 2018
- If anyone has questions, please feel free to reach out.

Nick Lane

- When the state began to open up, Achieve team members were allowed to come back and work in the office on a volunteer basis.
- Several WI contract team members and administration staff often worked at the office.

- As a result of the recent spike in COVID cases in Wisconsin, and in Dane County in particular, The Registry, including Achieve, has again moved to an all-online work-from-home format.
 - As Julia stated, workflow and customer service have been virtually unaffected by this change.

Discussion – New Career Lattice Step notification process

- A change is on the horizon as we move toward an all-electronic Career Lattice Step
- Achieve and key partners are not currently able to provide electronic CLS certificates.
 - Certificates cannot be accessed by the user in Develop
 - Paper certificates will not be available to users once we stop mailing them.
 - An email will be sent in lieu of a paper certificate. This email will provide a verification that the application process has been completed and a Career Lattice Step has been assigned. Along with the email will be links or attachments providing helpful information, especially how to find the Learning Record on Develop.
 - Achieve had planned to begin a workaround this Friday (November 13th, 2020) but we need a specific report and won't have it until next week at the earliest so roll-out is pushed to the following Friday (November 20th, 2020).
- What is the plan for people who cannot print anything?
 - Once Achieve begins sending email notifications instead of paper certificates, no one will be able to print their own certificate. The email will help users to find their Learning Record instead.
 - Achieve can help with this as a courtesy.
 - In the future Develop does plan to offer the Career Lattice Step certificate as a virtual download, the function is just not available yet.

Further Discussion

- Some Develop users would like better descriptions on trainings. They specifically asked for the age level addressed to be displayed with the training information.
 - We can suggest to Develop that they make that available within the training module.
 - People with questions about this can contact Achieve.
 - There is a new feedback tool coming as well.
- University of Pennsylvania verifications are coming in slow.
- Do we have language lines? Particularly Somali and Hmong?

- Achieve does have a full-time team member who offers support in Spanish.
- Develop does have a language line for Hmong, Somali, and Spanish.
- and key partners are not currently able to provide electronic CLS certificates.

Committee Engagement

- All Committee members
 - Which members plan to continue their affiliation with the Advisory Committee?
 - All answered yes
- Sub-Committees
 - Current Roster
 - Equity – Nick Lane
 - Theresa
 - Marisol
 - Professional Development – Nicky Severson
 - Matt
 - Sherry
 - Deloris
 - Public Engagement – Chelsea Fray
 - Maxine
 - Cyndi
 - Deborah
 - Sub-Committees will meet prior to the full committee meeting in early 2021
- Questions from Committee members
 - Contact Nick Lane with further thoughts and questions

Agenda Items for Next Meeting

- Late February, early March planned for next meeting
 - Longer and more in-depth agenda featuring committee reports
- Committee members will send agenda items via email
- A survey will go out to all committee members to find a date for next full meeting