
Date of Meeting: 2/20/08

Minutes Prepared By: Kim Baker

1. Purpose of Meeting

- Mission & Vision Statement
 - Review Customer Market Focus Training Subcommittee plan
-

2. Attendance at Meeting

Name

Name

Lizz Brady, HSD

Audrey Snyder, D&A

Caroline Red, CYS

Maurina Dittenhafer, EI

Karen Euculano, MR

Guests

Karen Heath, HR

Barbara Eubanks, CYS

Brandon Hess, YDC

Tiffany Keliser, MH

Jessica Mockabee, HSD

Jane Whitsel, HSD

Mark Shea, AAA

Kim Baker, HSD

3. Meeting Notes, Decisions, Issues

- The meeting began by everyone introducing themselves.
- The Work Plan was reviewed. The Work Plan will be continually revised as this committee progresses according to Caroline.
- Dr. Bassett has asked that a Needs Assessment be done to find out what the staff of the Human Services Division need in training to better complete their jobs. Caroline has suggested that the computer service Survey Monkey be used for this function.

Discussion followed as to how to combine the various departments when they all have separate mandates from the State regarding staff trainings every year. Is there any possibility that the various State trainings could be held in the County for convenience of the staff? Mark felt that the State Aging Department would be very resistant to this process.

Tiffany said that her department would like to see more clinical trainings held such as Drexel's (free) and T&K (expensive). Does the cost of the training impact what is

3. Meeting Notes, Decisions, Issues

taken away from it. Caroline said that her department has stated an interest in having a Medications training. Mark stated that his department has also expressed an interest in a Medications training.

The next obstacle that was discussed was how to track the trainings. Karen Heath has worked with a tracking system that is capable of tracking the State mandated trainings as well as the internal trainings that people take through the course of a year. Karen Euculano was concerned that there would be duplication of work since the State tracks mandated trainings through HCSIS (Home & Community Services Information System) for MR. Maurina verified that EI also uses this system. Caroline stated that CYS uses HCSIS to track trainings and Brandon said the system was employed at YDC.

Caroline said it has been suggested that there should be standardized testing for employees to take after training to show what they have learned.

November and December are incredibly difficult to schedule workers so it would best if Trainings were avoided in these two months. There are 40 hours of mandated trainings a year that some departments must accomplish for their employees.

- The mission statement was discussed and finally agreed to by all parties as the following: Provide Coordinated Training Across the Human Services Division
- Administrative/Clerical Trainings were developed by the Customer Market Focus subcommittee on Training. Barbara had met with the Administrative/Clerical Team several times to find out what trainings the people on the front lines felt they needed to better do their jobs. Two members of the Administrative Team then joined the subcommittee to help present the perspective of the Administrative Staff. TJ Titcomb was brought into a meeting to help everyone brainstorm and a list of trainings was formulated. TJ then put together a training package incorporating those ideas. It was hoped that Dr. Bassett would make the trainings mandatory so that the entire Administrative staff would benefit from the information presented. If there were openings left after the Administrative/Clerical staff than the trainings could be opened to the entire Division on a first come first serve system.

Lizz and Caroline will find out from Dr. Bassett how much the trainings cost that TJ Titcomb had prepared for the Customer Market Focus subcommittee on Training.

Jane pointed out that it should not be forgotten to make sure that a Letter of Agreement and a Contract are prepared to go before the Commissioner's so that you do not lose any time in scheduling the training sessions.

3. Meeting Notes, Decisions, Issues

- Caroline wanted to know who if anyone would be willing to work with her on the Needs Assessment Survey for the Human Services Division. It will probably be a commitment of several months to this project. Karen Heath, Audrey, Maurina will join with Caroline to formulate the Needs Assessment Survey. Tiffany said that she would nominate Joel Ritchie to join this committee.
- The question arose of how many Administrative/Clerical staff there are in the Human Services Division. Kim will find out the count. The decision will need to be made as to how to split the staff for training. Any leftover seats can be opened to other staff in the Human Services Division.

4. Action Items

<i>Action</i>	<i>Assigned to</i>	<i>Due Date</i>	<i>Status</i>
---------------	--------------------	-----------------	---------------

5. Next Meeting

Target Date:	March 19, 2008	Time:	1:00 PM	Location:	1st floor Conference Room in the Government Center
Objectives:	•				