

**VR LC Meeting
May 4-5, 2011
N 27th VR Office
Lincoln**

5/4/2011

Actualizing Values:

Broke into 4 groups of staff's car color to discuss actualizing values. Following are very brief notes on the discussion of the handouts re: Actualizing Respect w/ Comments, Actualizing Integrity w/ Comments, Actualizing Leadership w/ Comments. Attached Indicators were developed from the discussion.

RESPECT

Establish rules of respect

Rules of how we function.

Should be team by team but need to define what this is.

Rules of respect for all teams but team decides how they carry it out.

Rules should be displayed in the meeting rooms at all times. Rules become part of landscape however. There should be a minimum expectation of how we treat each other.

Need better definition of respect.

Establishing rules of respect for meetings should be expanded to office behaviors.

Rest of sentence deleted.

Should be consistent rules for meetings across the agency instead of team by team.

Need to establish rules of respect for everything — — how to treat each other.

Address disrespectful behavior/accept constructive criticism

Any conflict resolution training be done in a small group (team) setting with people you know.

Change constructive criticism to constructive feedback of just feedback to eliminate any negative connotation of the word criticism.

Be available

Meeting Maker should be accurate. Really difficult to try and contact someone or see if they are available at a certain time when they refuse to give proxy on their calendars or iChat.

Helpful to caller when staff ensure that their daily message is updated.

Return calls/e-mails

Be mindful in changing voicemail outgoing message and email automatic responses to alert callers/emailers that response may be delayed.

Team feels standard of 24-48 hours for returning calls/emails is best.

Thank yous

It is important to call employers and follow-up. Phone or face-to-face contact will have more impact than a note.

Meet w/ clients

If tardiness becomes a pattern (what is a pattern?), not sure we should be required to meet with them for the remainder of the blocked off time. Specialists in SB comes out and talks to the client, not up to the associate.

INTEGRITY

Consistency across the state with spending (Fiscal Committee)

Team seeks its community partners for services that can be provided for free such as career clothing closets.

Need to be careful when exploring consistency across the state with spending and consider geographical areas and availability of resources. Feedback too late on spending; need constant feedback and transparency

Remove barriers to effective/efficient services by blurring county lines

Consumer choice is key. Establish office boundaries by where people want to work, not counties. Inform consumer choice. Common sense.

Reduce our use (paper/postage/supplies — technology initiative)

Monthly resource review at team meetings

Move to #1 spending

Hotline is under utilized. Great resource. Good idea for monthly v/c topic. Tie resources from Hotline to QE2.

Consumers/Businesses/Partners

Identify boundaries in Orientation (re: confidential communication)

Individual orientation is better than group orientation. Checklist? Some think do we really need orientation because clients want to get onto what can VR do for me (the consumer)? Video success stories are good. Come back and visit later.

Add resources to Next Steps form

Already done this

At minimum, have contact with adults I planning once every 30 days

Probably adults and college students but not high school students. Already do it.
Revisit placement standards re: contact with businesses
These are already indicator

LEADERSHIP

Quarterly training for teams at team meeting (external or internal as determined by team)

On-line training. Combined 2 and 4.
Training for OD's to manage staff. Succession planning/training — — Lots of retirements. How do you provide for mentoring. How to make training available to others other than OD's.
Consistency on quarterly training on perf eval.

Theme of the Month — VRIS process and case review

Monthly v/c — — program chapters.
Link QE2 to specific area of policy.
Drop this one.

Ethics training for all staff (every 2 years)

Web-based
Meet Social Security requirements
Keep but put under quarterly training

Develop a staff recognition program (within a year)

More team vs. individual
Wearing jeans was a big thing
Need ideas about this.
Closures for stories
Radio announcements recognizing a team
Need follow-up from marketing team when a story isn't published
Recognition by the supervisor at a "luncheon" on something each staff member has done
Thanking staff for what they have done.
List of discounts for state employees

Let supervisor know what you have done

Each team will provide one success story per year to incorporate into each office's marketing efforts (including orientation).

Each team will develop a plan to be more visible in the community and report on progress at team tour meetings.

MARKETING TEAM

Presentation on Branding by Marketing Team. We want someone to look at an imagine and think of that image as that is VR. MT visited w/ each team. Got ideas from across the state. Are we VR, Voc Rehab, what do we do. LC was formed. Mission statement, guiding principles, values were developed, where we want to go which helped MT. Now we know consumers and businesses are the target audience and how do we convey to them what we are. Outreach was asking staff who we are, saw some recurring themes. Many thought we were VR. Simplification is good approach. Make things more accessible, easier to understand, less involved to maneuver through. MT looked at other VR agencies in the nation. Defined them down to what we wanted to achieve as an agency. LC had down a lot after Mark and Margy talked to a marketing specialist. What is your agency and what has changed is what you need to warrant in a logo change. Checklist being worked on, QE2, simplifying. October 1 is target date for this to all come out. We have to be truthful when developing a tag line and be able to back up what we say. Trust, honesty, integrity. Logo possibilities were handed out. Color is important, how will it look on a business card, website. Want info to look packaged. Intent is recognition. Put website on business card? Website — — are there changes, additions? Do you have an opinion on a tag line? There's a Job in your Future — — is this what employers want to see? Unfortunately not everyone is employable. Can't keep the promise. How will the logo look in a huge area or a small business card? How will colors show? MT wants input from teams on anything. If there is another symbol or anything that you would like considered, let MT know. Do teams have strong feelings one way or the other on branding, logo? Website address on things is a good thing. YouTube videos is good for marketing. Stories are good. Info on \$3.69-\$1 is good. VR is the marketing brand. Font don't know yet. Values/Principles are the real essence of being successful w/ people. Not sure on tagline yet. Can't really capture everything we do. Mark asked Kelli to develop 1 minute videos on each of our services.

Send out tag line exercise to VR LC team.

FED EX DAYS

Set aside time to work on anything you want and come up with a product, i.e., PostIts were developed. (deliver overnight)

Staff were given time to brainstorm on any VR barrier and come back in the morning with a solution.

Wed, 5/4/11

FedEx Reports & Eval

Tibor, Jan,, Sheri, Angela

Interruptions at office

Staff recognition

Noise in office

Redefining territories: Not divided by county but miles. Wherever you live closest is where you go. Informed choice: client may call an office and office tells them they have an option. Many years ago we were divided by regions. Who do other agencies serve and how they are divided? HHS has no lines as they have call centers. Staffing was not discussed but "Mark can figure that out." Transition may have to be different boundaries. No relocation of offices, just different boundaries.

Persons per FTE:

SB 10,055

Omaha 15,967

NP 9,389

Norfolk 7,497

Lincoln, 10,281

Kearney 8,435

GI 7,761

Columbus 6,643

No correlation between population and referrals. There is correlation with marketing. Where does the client want to be ready to work? Some may want to hang on to the closure. Smudge and blurr county lines. Incentives that have been created may be hindering the blurring of the county lines. Place value on things staff are doing but may not be an outcome.

Stacy, Margy, Lupe, Nicole, Kim

Referrals: Struggling with increasing referrals and how to increase them. It's all about relationships. Develop success story, i.e., arthritis. And then meet with that group. What are other VR agencies in the nation doing? Invite people we are interested in tapping into and invite them to team meetings. Regular follow-up with these groups. Monthly contact? Done presentation with these groups. Whole team meet with these groups; maybe subteams of team go out and meet with group. Something similar to job fair and invite referrals sources. Lincoln office had open house where groups attended. Packets to referral sources. Hospitals — put VR

material in discharge packets. Marketing to social workers on the floor. Food events but there is a cost. Chili feed in NP. Staff talking to personal contacts. VR added to unemployment website and HHS website. At MD office when you are answering questions about yourself, have a question, “Are you having problems keeping your job?” on the form. Workforce Development, HHS online apps — Don is working on the possibility of getting some type of question on their referral/app form that would automatically send a referral to VR. Questions are asked but nothing there about VR. We aren’t only ones having problems with getting this added. Julie co-located with Workforce in Hastings and has gotten referrals. VR go to MD, hospital; not MD, hospital coming to VR. Go to contacts.

Cheryl, Lisa, Frankie, Becky

BYOB. Build Your Own Booklet. Barrier is current way booklet is structured and used. Presented at one time but maybe barrier to some consumers. BYOB - - all sections of booklet online. After employment discussion, you may know what you need and pull those sections from on-line. Keep in mind the compliance issues. Pull sections based on strengths. Some part may be used how it is currently. Fill out (in office) on line and populate QE2. IPE online, select services, populate electronic plan. Consumers not at office could fill out online. Cost effective doing online. Copy for consumers and staff member — printing may be cheaper if do at office.

Dennis, Julie, Anne, Nancy

Placement specialist (PS) spends lots of time helping consumers w/ job apps that have no computer skills, no keyboarding skills, cut/paste would help, need template. Placement Specialist completing apps, etc for consumers. Pre-employment assessments are barrier. Need guideline or tool to help with all of this. Barrier of time and resources in its original form and job facts booklet. Integrated system where certain fields in a form would integrate into job facts booklet. Process of creating required fields at time of booklet completion before QE2 entry. Advanced technology in form of pocket mods, pic on sheet and turn into booklet. The advantage of our product is only entering prior employment history once so that designated fields of the booklet would automatically integrate into a printable job facts booklet. Didn’t help Julie with pre-employment. With in-depth applications, many, many questions, are companies wanting to know how computer savvy you (applicants) are? Takes hours/days/weeks to do apps. Can be intimidated by whole process. Coaching through experience of filling out apps.

FedEx

If we did this FedEx Days statewide (set aside time to work on anything you want and come up with a product, take on any VR barrier and come back in the morning with solution), would it be worthwhile? ODs will have to be marketed to and then OD market it. Would some ODs say, “What would management want?” Would be good for teams but if all would work on this, many issues/problems determined,

then how do we work on all of them? What are the expectations from it? Here's the problem — — expectation is that someone would address it. What barriers go on the backburner? Some staff think they have so much to do and would it be valuable? Everyone would need to buy-in. Set up would have to be done. The creative piece would need to happen and don't critique; let the creative juices flow. Don't critique — let ideas blossom.

Expectations up front and then responding back. Experiment in autonomy. Looking for "post-it note" idea to leap VR forward. Have to get ideas on table and plan for it. Some solutions may be a few years away. Good idea to brainstorm anything you want. Some may think it's a waste of time. Maybe outside of comfort zone. What about size of team? 4-5 worked well but are existing teams going to work well? Would it be a beneficial to have FedEx Days once and see if it has value? 1) come up with fedex ideas. 2) team work. Not whole lot of structure but LC can help how to structure this — here's the problem, here's the solution. Goes back to motivational factor of autonomy, you control the team, how you want to approach, technique, process, come up with product/solution. Autonomy in roles is important. Some processes we have to use but technique, etc you have discretion. Mark asked how much autonomy do you have? Staff comments: Ton of autonomy. Have responsibilities but have autonomy. Have autonomy in that I don't have to tell everything I am doing. Quite a bit of autonomy but problem is I am dependant on other front line person. Daily job duties — — have autonomy. Office is laid back but not a lot of restrictions. There are policies, processes but there is autonomy. Some companies have no autonomy: Vacation time may or may not be given, coverage when not there, some things have to be done (SS benefits) so have to be at work.

Drive by Daniel H Pink is good book on motivation. Tying bonuses to productivity can be inhibiting and may not be the answer like years gone by. Autonomy (people need autonomy over task (what they do), time (when they do it), team (who they do it with), and technique (how they do it)), Mastery (Mastery is a mindset: It requires the capacity to see your abilities not as finite, but as infinitely improvable), Purpose (Purpose motive is expressed in 3 ways: In goals that use profit to reach purpose; in words that emphasize more than self-interest; and in policies that allow people to pursue purpose on their own terms).

Work group - - what is fair? Look at different levels of organization? Look at pay in external/internal of organization. Budget issues are on hold. Rehab Specialist/Service Specialist - - difference in pay. Things need to be changed.

Numbers may or may not motivate staff. In this business we didn't get into it for \$\$, we want to help others succeed, putting # out there changes focus. Production number may inhibit goal but at the federal level — — we have a goal of #s. Feds are looking at #s. Outcomes must be 1 more than previous years — — feds are looking at this.

If we have FedEx Days for brainstorming barriers/solutions with teams, how much time set aside for planning? Reporting? ½ day PM? No parameters. 5 minutes per team for reporting next morning. Post online and then staff post comments. Must sign the comments. Staff must be told it is mandatory. Must allow for creativity. If we do have something that “sticks” then huge motivation for more creativity. Then let staff know what management will do and follow through on. Could have 6 groups and then another 6 groups when we do this again. Adjust schedule for the day. It is a priority. Change schedule for benefit of team.

Team can pick the time on a certain day for 4 hours that they “FedEx” (brainstorm idea, solutions for idea)and then report the next morning (5-7 mins/ team). “Fedex” on Wed and report on Thurs. Shortly after 1st week of July. Mandatory but if a staff member requests leave, OD must take a look at the reason for leave. VR LC can market it to team. Hopefully we have something VR can use and have value in.

Actualizing Respect

Rules of respect for meetings and across the team.

1. Have a printed agenda/rotating facilitator/minutes (or at least one that people know about). Person in charge should be mindful of the agenda.
2. Start & end times. Make sure meeting starts on time and ends on time.
3. Don't monopolize.
4. **Be respectful of others' time by not scheduling something else. (general)**
5. **Open to views/perspective of all team members. (general)**
6. No cells/laptops; (NDE looking at disciplinary proceedings if not using it the way we are suppose to use it) Cells with different ring tones than landline; personal calls and interruptions.
7. One person talking at a time.
8. **No talking about someone who is not present. (general)**
9. Phones go to voicemail for meetings so all can attend (including associates)
10. **Be respectful when discussing consumers. (general)**
11. **When presenting problems, be open to solutions. (general)**
12. **No personal attacks. (general)**
13. When making team decisions, vote or try and get feedback from all
14. No sidebar conversations
15. **When presenting feedback — — be prepared to offer suggestions. (general)**
16. **No negative attitude/comments/nonverbal actions. (general)**
17. Facilitator make sure everyone is following the rules.
18. What happens at the meeting stays at the meeting.
19. **Personal calls/texting on work time should be the exception or on breaks/lunch. Need to talk to ODs about. (general)**

GENERAL RULES OF RESPECT

1. Be respectful of others' time by not scheduling something else. (general)
2. Open to views/perspective of all team members. (general)
3. No talking about someone who is not present. (general)
4. Be respectful when discussing consumers. (general)
5. When presenting problems, be open to solutions. (general)
6. No personal attacks. (general)
7. When presenting feedback — — be prepared to offer suggestions. (general)
8. No negative attitude/comments/nonverbal actions. (general)
9. Personal calls/texting on work time should be the exception or on breaks/lunch. (general)

VR MEETING EXPECTATIONS

1. Have a stated purpose and an agenda when appropriate. (Staff should take it upon themselves to find out what happened at the meeting.)
2. Someone in charge enforcing the meeting and moving it along. Rotate facilitator.
3. Start & end times - adhere to them.
4. Everyone has an opportunity to participate.
5. Stay engaged (cells/laptops doing personal things/not work related/not agenda -related things). What happens at the meeting stays at the meeting. Say what you have to say in the meeting or don't say it at all.
6. Personal calls/texting on work time should be the exception or on breaks/lunch. (General & Rules)

Do you want a certain number? Some are general, some are for meetings. Categories?

If we have rules, who is going to enforce? Eval tool - - are you doing these with your teams? Eval from staff says something different, management will ask why. How can supervisor manage "bad behavior?" We should be role models. You can call M & M if you think no one is doing something. Ask the Director website is another avenue. Personnel issues are confidential and staff not privy to. If anonymous or signed, Mark does follow-up with supervisor. Will take time for culture to change.

Lets stay away from **General Rules** and put in place the **Values**, then let's look again at the **General Rules. Meeting Expectations** are a bit easier to enforce.

Demonstration of Dragon by Steve Miller and Peg Hansen.

VR LC MEMBERS

Rotate every 2 years and ½ new members for last meeting of 2011 (1/2 will bring their replacements); will send out notification for replacements in summer, 2011 asking for replacement nominations for the 2nd meeting of 2011.

Need 2 nominations from each team that is rotating off so that Margy and Mark can choose new members. Need representation from all groups on VR LC. Team could nominate the existing member back on.

Dennis offered to rotate off due to retirement, time commitments. Others who will rotate off are: Cheryl, Stacey Martens, Anne, Nancy, Tibor, Sheri, Nicole. Staff who are rotating off will bring replacement for the November 1-2, 2011.

ASSIGNMENT

For the future: How do we recognize individuals and teams. Would like to recognize positively.

Motivation and roll-outs will have happened so there will be lots of discussion. Assignment (send out slogans, suggestions on VR logos, put on Wiki, comments due by end of month). Meeting Expectations — put online for comment; take those to teams and give background to teams. M & M will talk to ODs and supervisors. Schedule FedEx Days (4 hours on a certain day in July and then next day for v/c presentations by all teams)

ADDED INFORMATION:

FedEx Days will be July 27-28, 2011. Teams will brainstorm barriers/solutions for 4 hours on Wed., July 27, 2011. 5-7 min. presentation by teams will be July 28, 2011 from 10-12 CT (9-11 MT).