

**Notes from Implementation Action Planning  
Session with Providers  
April 26, 2006**

**Ground Rules**

- Participate in the process
- Speak for yourself
- Tell the truth but with respect
- Truth above harmony
- Discussion not debate
- There is no right or wrong, it just is
- One voice at a time
- Stay on track
- Ask stupid questions
- Have fun!
- Cell phone calls outside of room

**Facilitator Role**

- Like to be involved but avoid having a stake in it
- Conceptual teaching
- Coaching you to look at things a different way
- Process observations
- Make implicit explicit
- Ask stupid questions
- Have fun!

## **Mission Dialogue**

### **ACYR Group**

- Like words like “user friendly”.... “easier access”... “more collaborative system”
- “Simplify access to a collaborative youth development system to prepare viable, productive, emerging workforce.”
- “Community” user friendly network... does this mean computer systems because paperwork and VOS are problems?

### **Aspire Group**

- User friendly, good system
- Community—vague
- Viable productive merging workforce—wordy
- Network is people...system adds process

### **Mixed Group 1**

- 1<sup>st</sup> bullet and last bullet are much the same.
- Competition and collaboration
- Emerging workforce...what does it mean?
  - Future workers
  - Demand occupations of the future
- Case manager perspective
- “Potential” leaves room for doubt...prefer “effective, future”
- Bullets under 1<sup>st</sup> mission are unnecessary
- Take away “whole” community

### **Mixed Group 2**

- Redundancy
  - We refer services
  - We assess
  - We train
  - Change lives
  - Support
  - Remove barriers
  - How we do what we do
- See ACYR business card: “Transforming lives, building futures, strengthening communities, developing our greatest national resource... Youth.”

### **City Staff Group**

- System as whole
- Developing economy
- Community: business, jobs, work experiences
- Parents
- Schools
- “Youth Development system that will develop a viable productive emerging workforce that will sustain economic growth”

## Expectations Dialogue

- We don't read overwhelming information packets we receive from the city...translate these to 1 page list of bullets...make them more systematic...Tim's eligibility summary is a good example.
- Please add this one: help youth. Measure client help in addition to communications and process.
- Need information from DES—should we do to them directly? Yes, and Bev will provide the name and number of the client advocate at DES to all providers. City needs to advocate for providers at higher levels of government...we have HIPAA barriers.
- Delete: they want to know what we are doing.
- No jumping through hoops should be expected.
- Add: providers expect from city: get input from staff in policies and procedures...get feedback on the effects of change.
- Timeliness of changes, training, e.g. common measures (see notice from BJ)...training in June, implementation in July...note: city does not get timely training from state and federal government...this cascades down to providers.
- Question: known talent pool (inventory) in specific industries/occupations...also: inventory of jobs...information is supposed to be in VOS.
- Question: get more VOS training...see Plan.
- Expectations are not user friendly...not relevant to case managers and clients.

## Plan Review Questions

- What other actions to achieve goals should we add?
- What obstacles might block achieving goal?
- How can you help achieve the goal?

## Process Check

<i>What went well</i>	<i>What needs improvement</i>
<ul style="list-style-type: none"><li>• Discussion did not move to debate</li><li>• Positive contributions</li></ul>	<ul style="list-style-type: none"><li>• Better on communication on time to start and location of meeting</li><li>• Open with history of how this started and why (most people were not a part of the Strategic Planning Process)</li><li>• When do we get a report back from the Implementation Team...we need a feedback loop for this process.</li></ul>

## Next Steps:

- Find out where disconnect was for YIC meeting.
- Arrange with Tim for Blackerby and Associates to schedule all sessions and send out invites to avoid confusion in the future.
- Set up another YIC meeting to discuss implementation plan and expectations...by May 15.
- Create a schedule for “check ins” with the Implementation Team on a bi-weekly basis and a feedback loop for the providers and YIC by May 15.
- Create a scorecard for team to determine how team is doing against the expectations that were established between the YIC/CITY/TEAM after YIC session.
- Have the mission/vision team finalize the mission/vision statements by May 15.

## Parking Lot

- Is how to deal with youth felons part of implementation action plan?
- Get more VOS training?
- What advocacy do WIA providers have at the federal level to reduce the “busy work” from paperwork?