



## **Santa Barbara AEBG Consortium Quarterly Reporting of Program Deliverables**

The Santa Barbara AEBG Consortium is committed to providing excellence in adult education programming in order to accelerate transitions to transfer or career success. To this end, it is the Consortium's overarching goals to 1) to provide excellent programming for adults in a variety of program areas based on proven community needs; 2) to develop student support services specifically focused on the needs of adult learners, to assist in transfer acceleration and career success; 3) to support innovative professional development for staff and faculty; 4) to set meaningful outcomes captured by various measurements and tools and shared with our stakeholders.

In order to meet these goals, the Santa Barbara Consortium communicates benchmarks to allow transparency and Program Leads and Partners provide the Consortium with the data needed to report to the State on the status and implementation of Adult Education programming in our region.

The Consortium has requested members to report the progress of their respective programs in writing and in a public meeting. The data submitted for review and presentation should align with the Consortium approved Request for Proposal and Activity Chart.

### SAMPLE REPORTING TEMPLATE

#### Instructions:

- (I.) Complete the Progress and Deliverables Report below.
- (II.) Once this report is submitted, it will be reviewed by the Santa Barbara AEBG Consortium. Members may be asked for clarification on their report prior to their respective public meeting presentation.
- (III.) Members are expected to make their best efforts to expend funding no later than December 2018. The timeline of activities should reflect expenditures by the deadline.

Program Name

County of Santa Barbara Passport to Public Service in Paradise (P2P)

Primary Contact Name

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Applicable Program Area (select all that apply):

Basic Skills: Adult High School/GED

English as a Second Language/Literacy: Noncredit ESL

Adults in the Workforce: Intergenerational Prep Project to Support K-12 Success

Adults with Disabilities Research Study

CTE: Career Skills Institute

Pre-Apprenticeship Construction Technology Training

CTE: Short Term Vocational Bridge Program

Student Support Services

- I. Summary of Activities based on the objectives submitted from the Request for Proposal and Activity Chart. These should reflect the goals of AEBG including but not limited to integrative programming for noncredit pathway bridge courses and certificates, internship/placement programs, integrative learning strategies, progress of program working groups and task forces. List and describe their progress.
  1. Target Population Identified: 115 current county employees were affected by recent changes in our Social Services and Probation departments. In response, we developed and launched New Roads Workshops (NRW) program through which we have identified potential P2P participants. These participants meet the criteria of two of our targeted populations - current county employees and the unemployed/underemployed. We have aggregated up to date profile data of each participant.
  2. Assessment Tool Identified: A highly respected organizational development assessment tool (please see attached) that will assist us in reaching the following grant objectives of measuring, benching, hiring and developing the talent of the target population to impact long term success. Our focused training programs aligned with candidate needs and county employment opportunities facilitated through our Employees' University and SBCC CSI. In addition, we will identify program assessment tools to monitor successful progress.
  3. Integrated Partnership Established: We have established a relationship with Phillips Graduate University (PGU), an integrated partner. PGU's doctoral organizational development interns will assist in the long-term development and execution of the grant objectives.
  4. Budget Reallocation Request: We met with Dr. Melissa Moran (SBCC CSI Dean) and Corlei Prieto (AEBG Grant Coordinator) and discussed our request for reallocation of grant funds between the approved categories. Please note, this request will not impact the overall

grant awarded amount totaling \$114,750. The request was accepted by the AEBG Consortium at the monthly July meeting (please see attached for budget changes requested).

5. Continued to track and keep accurate records of Grant Coordinator hours.
6. Gathered accurate data regarding participants in the New Roads Workshop (under the umbrella of Passport to Public Service Program/P2P, data provided below and attached).
7. Held numerous meetings and created a training list/curriculum for adult learners with the collaboration of Gary Morais from 10Rule Assessments (please see attached); will continue to edit the list as future program developments occur.
8. Received list of Career Fairs attended by Recruiters for use to develop our marketing plan.
9. Began recruiting for a marketing intern/consultant to create a marketing plan.
10. Continued to establish a faculty pool to facilitate P2P related trainings.
11. Began and continued the use of project management tool (Trello) to track progress of grant activities.
12. Delivered the New Roads Workshop to 74 out of 115 misplaced County workers; workshop focused on career development, supportive series, and financial planning.

## II. Data Reporting: January 2017 - Present (work with AEBG Coordinator on data tracking)

Current number of students served:

1. Provided 74 displaced employees in transition the tools, resources, and materials needed to navigate a successful job search. Passport to Public Service in Paradise Grant aimed at creating a vital pathway to public service employment.
2. Completed Online training for 277 employees across 23 departments to reach 100% completion on their AB1825 training. 277 or 100% employees in Leadership Classifications (*Admin Leader, Team Project, Program Business and Enterprise Leader*) and Executives (*Assistant Department Heads and Department Heads*) completed the AB1825 Leadership Compliance Training online. This high-level participation resulted in 23 departments reaching 100% completion on their AB1825 Training.
3. Launched our new *Civil Treatment in the Workplace* Training. The first course took place with the Central HR non-management staff team. Sixteen (16) employees attended the training session and surveyed participants viewed the course as insightful, relevant and useful. The ELLI company reports, a civil treatment workplace is one in which all members of the organization, from the highest level of leaders to the newly-hired employees, know and act in line with organizational values and expectations. It is a workplace where values are translated into day-to-day behaviors of professionalism, respect, collaboration, and inclusion. As such, a Civil Treatment Workplace fosters an environment in which all employees can thrive and do their best work.
4. Trained 72 employees under our new "LEADERSHIP DEVELOPMENT" Learning philosophy. The EU team knows learning to lead is an intensely personal experience and one that shifts over time. Our real-world approach to organization development helps our employees address the reality of their situation, the people and programs they lead, as well the organization. Seventy-

two (72) employees, supervisors, and managers completed training in the following seven (7) Leadership Development courses designed to help participants deepen their skills, acquire practical tools for success, apply what they learn to their current situations and to their future organizational goals. Results from our leadership training are as follows:

5. Current number of students who have completed Career Skill Institute courses to receive a Digital Badge  
N/A
6. Number of students who have met with Academic Advisor/Faculty member to discuss bridge/transfer plan  
N/A

Learning Category	Leadership Development Course Title	Job Classification	# Trained	Hrs of Instruction
Leading Self	1.Civil Treatment in the Workplace	Human Resources & Union Staff Supervisors & Managers	31	8
	2.Present with Excellence			
Leading Others	3.Leadng Effective Meetings	Supervisors & Managers	27	8
	4.Supervisor’s Guide to Labor Relations			
	5.Employee Performance Review Training (Supervisors)			
Leading County	6.Intermediate SBC Accounting Principles and Practices	All staff & Legal Office Professional (LOP)	14	14
	7.Intro to the California Legal Systems			
<b>GRAND TOTAL</b>			<b>72</b>	<b>30</b>

III. Budget Narrative. Members are expected to make their best efforts to expend funding no later than December 2018. The timeline of activities should reflect expenditures by this deadline. Please describe your efforts to expend these funds. Examples include hiring faculty and/or faculty, narratives, programmatic committee meetings, purchasing of supplies

During the June 7<sup>th</sup> AEBG Consortium Meeting, Consortium members approved the request to reallocate funding as appropriate. This reallocation allowed us to move forward with selecting an online assessment tool necessary for the success of the P2P program. We are in the process of reviewing the statement of work/contract of the vendor and plan to use funding for this tool by the end of August.

Currently, funding has only been used for AEBG Administrator salary (as of Mid-July 2017, \$5,938.91 of the \$114,750 budget). We will also be using funding (\$400-\$800) in August to pay for a marketing consultant/intern to create a diverse marketing plan.

IV. Marketing Efforts. Please list and describe marketing and outreach efforts to advertise your program.

We will market the Passport to Public Service in Paradise program in partnership with the County of Santa Barbara Human Resources Recruiting team by attending local job/career fairs and community events identified by the Recruitment team. We will also market and advertise the program by attending local universities/colleges and presenting the program during lecture hours and at the career development offices. We will reach out to the community by pairing radio, tv, and internet marketing strategies. We are currently openly recruiting for a marketing consultant/intern. This person will solidify a diverse marketing plan, a P2P website, P2P logo, digital campaigns, and printed newsletters. Target date of hire is beginning August 2017.

V. AEBG Practices with Promise: due December 2017 (date TBD). Please visit the AEBG Practices with Promise webpage for successful submissions at <http://aebgpracticeswithpromise.com/>.

The Practices with Promise Showcase is one of the tools provided for the AEBG Adult Education Regional Consortium Program to support stakeholders in developing and sharing best practices. Partners must submit a written or video success story or emerging practice that highlights your program. Success stories, testimonials and innovations which will be shared on the AEBG website. Stories should include how your program positively changed adult education to better serve the educational needs of adult via regional collaboration in the following ways: integration and student transitions, accelerating students to reach educational or career goals, collaborative and coordinated professional development, leveraging of resources.

Please submit short 1 paragraph answers to the following 3 questions: (1) The Challenge: Briefly describe the challenge the student(s) faced. (2) The Solution: What was done to help them overcome the challenge(s). (3) The Data: What is the proof of the outcome.

1. 115 County of Santa Barbara employees were faced with reentering the workforce as displaced workers due to layoffs.
2. The Employees' University Team, in collaboration with a wide range of speakers and partners (County of Santa Barbara departments, State agencies, Retirement, The Employee Assistant Program, and higher education institutions) held a four-hour workshop. Workshop participants received timely information and relevant tools in the following areas: 1) Career Development to conduct a successful job search with enhanced technology; 2) Supportive Services to determine transferrable skills, assess skill gaps, and determine opportunities for improvement and 3) Financial Planning overview of employee benefits and eligibility requirements as well as County of Santa Barbara career transition resources.
3. Invitations went out to 115 employees, eighty (80) employees registered to attend the workshop and seventy-four (74) participated across our three (3) centers in Santa Barbara County.

As part of our post workshop follow-up process, participants /employees were invited to take an online survey to help us gather feedback and useful information for the improvement of any future New Roads programming (please see attached for full report). Thirty (30) employees shared their feedback with respect to the workshop. Below are a few highlights from the survey:

- Regarding the workshop objectives, 96 % of the surveyed employees either strongly agreeing or agreeing that the objective of training was clearly defined, 3% evaluated it as neutral.
- Participants expressed their appreciation and one commented "It was great. I came in with the expectation that I would leave frustrated but in all honesty I felt a little more relieved thanks to the information that was provided to us yesterday. I appreciate everything that was showed to us yesterday. Thank you all."
- Taking into account the relevance of the information presented, 93% either strongly agreeing or agreeing that the information provided was relevant in helping with their career transition.
- Participants commented that the varying information and tools shared by the presenters were timely and helped to reduce their stress levels.



# Santa Barbara Passport to Public Service In Paradise Program (P2P)

## Timeline of Grant Activities

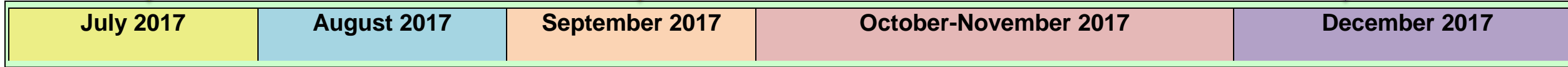
### Long Term- 2018 Year 2

- Update program based on feedback from participants, surveys, and supervisors/managers
- Participants Accept entry level job/promotion
- Participants Pass 1 year of probation (per department guidelines)
- Participants remain employed for 2 years

- December 6th Deliver Program Leader presentation to AEBG consortium
- Hold graduation ceremony for participants- possibly recognition at BOS meeting and reception to follow
- Meet with managers that participated in the program and solicit feedback/pulse of the program, make adjustments as needed
- Participants complete post 10Rule online assessment and attend results review session to compare results and provide feedback of P2P

- Benchmark/determine minimum qualifications for specific job (Business Specialist, Office Professional Series)
- Deliver EU/SBCC training/orientation to Departments/supervisors
- Begin accepting P2P applications into the program
- Hold first cohort meeting/orientation meeting
- Candidates will take a civil service exam for an open position

- Meet with SBCC to design dual training offer to P2P program participants
- Hire Marketing Consultant and begin creating marketing plan
- Design training tracking tool per AEBG guidelines
- July 21st Quarter 2 report due to Corlei
- Purchase and Beta Test 10Rule Online Assessment
- Meet with SBCC and Identify Trainings that will be offered to participants
- Recruit P2P trainers/faculty
- Meet with HR stakeholders-Identify benchmark positions/"real" positions open to matching potential candidates
- Create P2P program application/job coding for participant use



- Develop with Philips University Interns the P2P program participants' onboarding process
- Finalize marketing plan and begin to market program (both internal and external)
- EU Staff receive training on how to interpret 10rule assessments
- August 2nd Deliver 2nd Quarter report to AEBG Consortium
- Finalize Faculty list to deliver training
- Identify and meet department heads that will participate in P2P

- October 4th Deliver 3rd quarter report to AEBG Consortium
- If candidates pass civil service exam, they will be placed on a certified eligibility list, instructions to complete the online 10Rule assessment are sent to participants, and enrolled in EU/SBCC continuous training
  - If candidate fails the exam, they will receive notification and will be referred to SBCC Extended Learning and will need to reapply at a later date
  - After participants complete 10Rule Assessments, results are sent to EU staff certified in interpreting 10Rule Assessments. Participants are grouped according to similarities in results
  - The participants complete a 10Rule Results Review session offered by certified EU staff. This review session will give participants their assessment results, review insight to the results, have a goal-setting conversation/development plan including their strengths and leadership competencies, and create/review their personalized learning blue print
  - Participants continue to attend training selected in their individual blue print
  - Participants complete online training pulse survey monkey for P2P program/training feedback
  - Participants interview with selected department for placement for 6 week internship program
  - Participants receive continues skill building trainings sessions once a week with their selected coach/mentor. The coach/mentor may provide readings and reflective exercises in advance to the weekly sessions.

**Program Key:**

- Program Participants Activities
- Grant Personnel Activities



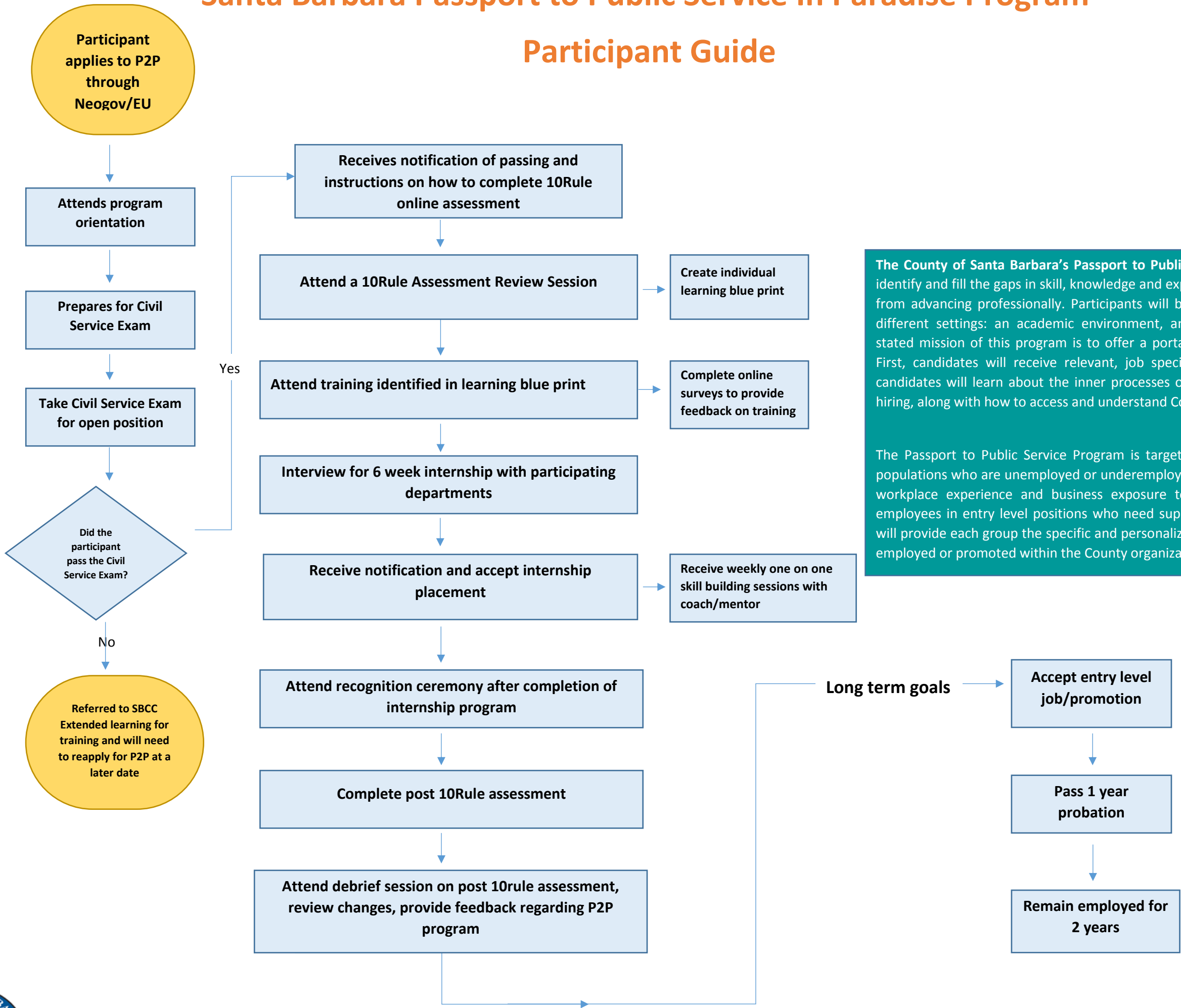
# Santa Barbara Passport to Public Service In Paradise Program

## Participant Guide



The County of Santa Barbara's Passport to Public Service in Paradise Program is designed to identify and fill the gaps in skill, knowledge and experiences that prevent employees and citizens from advancing professionally. Participants will be exposed to pertinent content in two, very different settings: an academic environment, and a business/workplace environment. The stated mission of this program is to offer a portal to public service supported by two means. First, candidates will receive relevant, job specific training for targeted positions. Second, candidates will learn about the inner processes of County recruiting, testing, interviewing and hiring, along with how to access and understand County job postings.

The Passport to Public Service Program is targeted to serve three critical groups; vulnerable populations who are unemployed or underemployed, college/university students who may need workplace experience and business exposure to become employable, and current County employees in entry level positions who need support to advance in their career. The program will provide each group the specific and personalized training it requires to become employable, employed or promoted within the County organization.





## Passport to Public Service in Paradise Program

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Each participant will participate in an in-depth and comprehensive assessment that will assist in creating a personalized "Learning Blueprint" crafted to meet their specific needs. Each blueprint (or course and learning plan) will map to the level of the seven program outcomes listed below that is most appropriate to the individual's needs.

Program outcomes are tied to the merit system recruitment process and will be tiered to the assessed skills of the candidate upon entry to the program, with an overall goal of preparing candidates to competitively test for entry level positions (external candidates) or promotional opportunities (internal candidates) with the County, in the priority order of achievement that follows:

1. Meet minimum qualifications/employment standards for specific jobs (successfully establish eligibility)
2. Take and pass a Civil Service Exam for an open position
3. Achieve placement on a certified eligibility list
4. Be called to interview
5. Accept an entry level job offer with the County or for those in entry level jobs, a higher level position
6. Successfully pass a one year probation period
7. Remain employed for two years

### Program Participants take away:

- Complete Assessment of the individual engagement and wellbeing - In-depth career development report and comprehensive assessment that will assist in creating a personalized "Learning Blueprint" crafted to meet each participants specific personal development needs
- Individuals blueprint (points the participant to custom course's specific to each individuals learning plan)
- Provide Custom Training Courses tiered to the individual's current skills as a candidate
- Provide individual meaningful outcomes of "How to Better Understand Themselves and Others" based on proven tools for success as an employee / leader for any position in their career
- Guide each participant providing mentorship to reach a 2nd Blueprint "Position Learning Blueprint" – This position blueprint outlines the minimum qualifications of SBC employment standards
- Accountability is tracked along the training continuum - tracks the development progress of each individual success based on applying the tools for success
- Post Assessment tracks individual success progress while providing a tangible metric for ROI and assisting in a smooth transition through the Civil Service process





## The overarching goals of the Consortium are:

- (1) To provide excellent programming for adults in a variety of program areas based on proven community needs;
- (2) To develop student support services specifically focused on the needs of adult learners, to assist in transfer acceleration and career success;
- (3) To support innovative professional development for staff and faculty; and
- (4) To set meaningful outcomes captured by various measurements and tools and shared with her stakeholders.

The educational component 10Rule will focus on building aptitude and proficiency in three specific competency areas;

- **Communication Skills** (e.g. Built around the premise - (How to better understand yourself and others), speaking to influence others, differences in communication, active listening, understanding business communication)
- **Job Skills** (e.g. building good work habits (Motivation and Engagement), getting along with co-workers conflict resolution, being a productive team member, outstanding customer service, becoming a public servant (Being a Servant Leader),(Common Engagement/Performance language) for human interaction.) (Personal engagement and wellbeing)
- **Career Skills** (e.g. exploring opportunities and creating my career path (recommended course on "What are my job passions"), Setting and achieving personal goals)

## Adult Education Block Grant Outline

### 1. Individual assessment - up to 50 people

This (**Learning Blueprint**) help to meet specific needs of each individual - to stimulate learning and growth as well as address challenges- as a preparation for employment or promotion. There would be either a class to review the profiles with participants or One-on-one sessions of 40 minutes to provide them with the classes they should attend.

Assessment administration and profiles 50 People – pre and post assessment to track progress

### 2. Benchmark - select 1 key position - What interns can work toward to achieve (SB County outline "*engagement heat map*" of positions individuals are applying for - specific job groups) based on current top talent in SB County. - This can focus on minimum qualifications ranges for employment or promotion - **This is tied to the specific training to fill the engagement gaps.** – This position blueprint outlines the minimum qualifications of SBC employment standards

Benchmarks (1 total) – Administration, development and research - Benchmark is for applicants to help meet minimum qualifications/employment standards for specific jobs (successfully establish eligibility) (This can link the personal development courses to onboarding training to meet the performance standards while helping a broader group of applicants.

### 3. Training\*

Program Participants will have the opportunity to grow and develop their personal and work skills with programs that can be custom to each individual's needs. This is based on each individual's assessment to discover new opportunities to grow with the appropriate courses meeting their individual needs, skills and personal development.



## Foundational Training

**Course 90** Understanding your Individual profile evaluation – Insights for Engagement and Wellbeing

**Course 100** Who Are You - Building Inner Strength - The foundation for a happier employee

## Gaining Greater Confidence in Yourself and Work Life.

**Course 101** Reducing Anxiety in the workplace – The Impact of Hypersensitivity and Overacting

**Course 102** Gaining Greater Self-Confidence – Conquering Self-Doubt and increasing personal engagement

**Course 103** Building Stronger Leadership and Confidence - Defeating Self-Defeating Fears

## Developing Strong Leadership Skills and Real Independence

**Course 104 (Part 1)** Achieving Realistic Expectations at Work - Understanding False Independence vs. Real Independence for greater engagement and leadership skills.

**Course 105 (Part 2)** Smart Ways of Motivating and Connecting with Others - Having the Right Attitude - Conquering Counter Productive Contrary Thinking

## Becoming More Organized

**Course 106** Self-Discipline is the Difference – Developing New Organizational Skills

## Interpersonal Communications

**Course 107** Increasing Expressive Communication Skills – How People can end Felling Inadequate when communicating

**Course 108** Building Positive Communication Bridges by Increasing Your Compassion Skills

**Within the above training the following can /maybe included:**

### **Communication skills**

- Active listening, Understanding better business communication

### **Job Skills**

- *Building good work habits (motivation and engagement)*
- *How to better understand yourself and others - road blocks to engagement*
- *Business People skills - Common Engagement/performance language for human interaction*
- *Who Are You - Building inner strength - Foundation for a better employee*

### **Career Skills**

- *Creating my career path (recommended course on “**What are my job passions**”), Setting and achieving personal goals)*



## The Process

### Passport to Public Service

#### 1. Candidate applies

- Thru EU/HR jobs to Passport Program

#### 2. Introduction to P2P Program for participants

#### 3. Coaching for Civil service Exam

- Candidate participate in the county testing
- If candidate **fails** – there are directed to SBCC Career Skills Instruction
- If candidate **passes**- they go to **10Rule** (see Step 5)

#### 4. Learning Blueprint is developed

- The learning blueprint is a composite of a key position/s such as “**Business Specialist**” position
- This measures the key desired performance characteristics that have shown proven success at this key position for SB county – it a benchmark measurement providing a tangible method for minimum employable qualities – this can be used for training and hiring top talent.
- This provides a baseline for training of candidates and employees – (See Step 5) custom training courses
- Includes manager ratings and competencies for the position and assessing 3 top talent for the key position

#### 5. 10Rule Assessment and employee development

- Assessment the candidate /employee – online (takes 10 Minutes average)
- Results are provided to each candidate/employee by the trainer
- Trainer and candidate agree to *custom training courses* best to the candidates needs

#### 6. 10Rule Training Course (series) Custom 10Rule

- Candidate/employee goes to their training courses (custom to meet their individual needs) that impact their engagement, performance skills which also has a positive impact on the candidate/employees wellbeing
- Candidate/employee has homework after each course for personal & development – This enhances the active learning process with practical solutions for improvement.

#### 7. Accountability

- One week after the completion of each training – Employee logs in to EU Site to answer accountability questions on homework they have completed and individual development feed back

#### 8. Reassessment of Progress

- Re-assessment the candidate /employee – online 4 to 6 weeks after trainings have been completed
  - Re-assessment to track improvement compared to the starting Assessment (before) and the “Learning Blueprint” Benchmark
  - This provides an ROI measure for each individuals learning and improved skills
- Candidate achieve placement on certified eligibility list - SBCC unemployed or under employed
  - Be called to interview - SBCC unemployed or under employed
  - Accept entry level job - SBCC unemployed or under employed
  - Pass 1 year probation period – Current Employee
  - Remain employed for 2 years – Current Employee