

Notes From Program Director's Meeting

Present: Marcia Mulvey, consultant; Jerralynn Ness, Cheryl Hilbert, Pam Breasseau, Cathy Wise, Val Donley, Elaine Wells, & Judy Schilling

Program Issues & Concerns

1. With the loss of YEP picking up the fiscal, program and space cost. (approx. \$45 K)
2. Rising cost of benefits, insurance, SAIF-etc. eats away at funds needed to have adequate staff.
3. Staff Morale:
 - staff cuts
 - compensation
 - involvement in decision making
 - isolation
4. How to maintain useful/successful advocacy.
5. Absence of established priorities to decide what programs stay or go.
6. Funding influencing in program continuity.
7. Multiple sites creates isolation and impedes coordination.
8. Need for accessible support.
9. How to utilize staff talent
10. Separation of Board and Staff/lack of contact creates a lack of confidence in what they know.
11. Staff workload - How can we do it all?
12. Horrible work space.
13. Community visibility.
14. Organization needs vs. program needs.

1. No Youth Employment Program

- Ness & Holly
 - identify financial impact
 - reduce Admin. costs accordingly
 - determine balance of costs that need to be absorbed and possible options
- MAT
 - review information
 - provide input and generate new ideas
 - develop consensus, if possible
- Ness
 - makes final recommendation to Board Committee
- Board Committee- reviews and develops Board recommendation
- Board
 - final approval

2. Multiple sites impedes coordination of client services and creates isolation.

We need:

- a. centralized intake
- b. common format
- c. centralized client service
- d. centralized I & R

This needs to be looked at during the planning process and can address:

- a. staff workload
- b. service access by clients
- c. agency image
- d. consistency
- e. duplication
- f. service needs
- g. utilize a variety of funding sources

3. Support Needed by Programs -

a. Fiscal

- Thorough and timely information (not enough advance notice/need realistic deadlines)
- Reports done on time to funding sources (need information on when reports are due from program and fiscal)
- Budget reports
- Accuracy
- Consistency in information of what is needed
- Good communication of information (expectations change or often is not stated and is inconsistent throughout Dept.)
- Clarity of information
- More upfront planning for the year of what will be needed and when - by program and fiscal
- A supportive approach to the operation of programs - prevent adversarial relationship: The department serves in support of the program/the organization
- Clarifying expectations of program
- Need to feel trusted and promote (an attitude of) cooperation
- Have knowledge of program function
- An interest in developing systems that support program functions
- Be a team player/Cooperative behavior-attitude
- Maintain confidentiality and professionalism in regard to staff performance
- To not be involved in personnel management
- Technical assistance and advice
- To have a normal workload/take vacations/destress

B. Program Support

- Time from Exec.
- Central hiring support
- Centralized communication
- Adequate mail distribution (inner office) (too much stuff is distributed for some/need to code for priorities)
- Clerical
- Board visibility and involvement
- Identifying funding sources
- Program planning and development
- Personnel management
- Knowledge of program needs
- Program coordination
- Fundraising/grantwriting
- Acknowledgement of all staff
- Training
- Visibility
- Problem solving
- Technical Assistance around policies and requirements
- Clear understanding of processes and decision making
- To know the rules/understand them/and communicate them
- To have a normal workload/takes vacations/destress
- Take care of themselves

4. What would enhance staff morale

- Job security
- Pleasant working environment
- Compensation
- Good interagency communication that keeps staff informed of changes
- A well communicated and clear vision/direction/based on real needs
- Clear performance (and realistic) expectations
- Breaks in the routine - time together learning, away from the normal job
- Reasonable work loads
- Opportunity for professional growth
- Opportunity for input into operations, policies, procedures
- Control over their job
- Giving people more of a sense of being a part of the whole agency/a sense of belonging
- Acknowledgement of the work that is done/strokes

1. Compensation/Benefits - Exec. Director & Board
2. Performance Expectations - All Supervisors
3. Reasonable Work Load - All supervisors/emphasis on Director/standards set by (Exec. Director) Agency

Good to do this exercise with personnel committee and Board