

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

January 6th

Members Attending: Co-Chair-Amy Tippey, 21st Century Schools, **Co-Chair-**Curtis Peace, ISACCN, Kris Sallee, Teen Reach Program, Carol Stewart, Community Child Care Connection, Carol Franke I-KAN ROE, Debbie Nelson, INCRRA, Jane Biddle, ICCS, Inetta Burns, Jones Community Center, Paul Kren, ISBE

Partnership Staff: Jennifer Becker Mouhcine

Work Plan Goals

The group reviewed the goals set in the work group meeting last July and progress was discussed for each area. For each area, the group also determined needed next steps and timeframes.

1. Evaluation

a. Product Goals/Progress

- **Inventory of Current Types of Evaluations Required by Private Funders (original target date 1/04)**
 - The evaluation subcommittee has found that it is hard to create such an inventory due to the difficulty of finding explicit evaluation requirements of private funders. While private funders often expect to see program results, they often leave the decisions about goals, outcomes, and measurement up to individual programs and just require written reports about the results. The subcommittee has a list of private funders pulled by the Donor's forum, and can do more work with the Donor's forum to identify grantees of each funder.
- **List of Supports Agencies Need to Meet Outcome and Evaluation Goals (original target date 1/04)**
- **Recommendations to State Funders on Communicating Requirements and Goals(original target date 1/04)**
- **Determine Areas of Technical Assistance Needed by Providers (original target date 1/04)**
- **Technical Assistance Available to Providers on Evaluation (June 2004)**
- **Evaluation System Institutionalized Across Programs and Agencies (2005)**

The above goals depend upon finding out more information about what is required of providers for evaluation and their capacity to meet those expectations. This requires more research on how private funding affects providers, as well as asking providers about public funding evaluation. In addition, the group determined that it is a priority to gather evaluation requirements from the state agencies and pull that information together to be able to compare what state funders expect to what providers understand about expectations and how they are able to respond.

Paul Kren informed the group that ISBE now has clear direction from the federal government concerning the evaluation requirements for 21st Century programs. They will be able to share those in February. On a related topic, it was mentioned that since ISBE recently starting working with CBO's for the first time, they are dealing with different expectations around evaluation, program management and other funding requirements than they have been used to when working with primarily public agencies (school districts, universities, etc.). This may be an area where clarifying expectations between parties would be quite helpful. Their next RFP will be out in February, but funding remains level, and this does not reflect new money.

b. Goals/Next Steps

- **Provider Interviews:** The group decided that the best way to learn about what private funders actually require in terms of evaluation, reporting, data collection, etc. is to interview

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

- providers. We can also learn about their experience in responding to public funders evaluation and other requirements. The subcommittee will meet to develop the key interview questions to ask, and to start identifying providers to interview. They will target a full range of providers in the spectrum of out-of-school-time. Carole Franke and Curtis Peace offered to assist in the interviews. **Goal Date: April 1, 2004**
- State Agency Information Collection: While the subcommittee is researching the providers about their end of evaluation requirements, we will work with ISBE and IDHS to collect the evaluation and reporting requirements of Teen Reach, 21st Century, and other public sources of funding supporting out-of-school-time to learn about their requirements and their experience of providers supplying information and meeting expectations. **Goal Date: April 1, 2004**
 - Compiling Information: Once both sets of information have been collected, the group can compile the results and do a comparison to assess where the system needs improvement and capacity-building strategies can be set. Assessing the state agency requirements will hopefully also lead to building a cohesive evaluation system within public funding sources, which can create consistency in areas of overlapping evaluation requirements, data collection needs, etc. This in turn can be communicated to private funders.

2. Work Force Development/Networking/Resource Products

a. Goals and Progress Notes

The following list reflects the product goals we set for Jan. 2004 along with brief notes regarding progress toward each product. The Survey Subcommittee and the Resource Subcommittee worked toward several of these goals. Details about subcommittees' progress and goals follow below.

- **Current Workforce Surveyed on Training (original target date 1/04)**
 - Survey subcommittee has developed a draft survey that encompasses this goal.
- **Gather Existing Training Plans and Calendars (original target date 1/04)**
- **Identify/Inventory/Map Existing Training Resources (original target date 1/04)**
 - Survey subcommittee has questions on draft survey to help identify resources.
 - Information was collected at regional meetings over the summer
- **Develop Questions/Survey for Providers to Gather Information/Feedback (original target date 1/04)**
 - Questions were developed for summer regional meeting question and answer sessions and information was compiled
 - Questions were developed for December 3rd Partnership meeting
 - Questions specific to workforce are being developed by survey subcommittee
- **Research Mentorship Activities (original target date 1/04)**
- **Identify Existing Resources/Examples for Website and Tool Box (original target date 1/04)**
 - Summer regional meetings served to identify needed areas for resources as well as some existing sources
 - Resource subcommittee has begun to compile lists of resources

b. Survey Subcommittee

1. Progress

The Survey committee is very close to having a complete survey draft. Their process has included researching other similar survey efforts and reviewing survey instruments. The committee would like to pass this draft by someone who has evaluation/surveying expertise to fine-tune the questions to make sure they are answered in the way that is most helpful to us.

2. Goals/Next Steps

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

- Finalize Survey Instrument—**Goal Date: Early February, 2004**
- Determine Survey Distribution Plan-- **Goal Date: February, 2004**
- Implement Survey-- **Goal Date: Feb-March 2004**
- Assess Survey Process to Ensure Completion and Provider Representation: **March 2004**
- Collect/Compile Results: **April 2004**

c. Website/Resource Subcommittee

1. Progress

The Committee has completed a draft of the website components, which was presented to the Full Partnership in December

2. Goals/Next Steps

Staff will research what it will take in terms of resources and time to implement website, working with ICVP web consultant

The committee will meet to discuss roll-out plans, and identify resources to link to for each area and the process to do so.

d. Mentorship

1. Goals/Next Steps

The group thought this could be a goal for the end of 2004. ISBE is pulling together 21CCLC pairings, and is willing to look at expanding that to a regionalized buddy system regardless of funding. There may be opportunities to pilot this system

e. Tool Box

1. Progress

The work group is aware of several resources to inform a toolbox, (Beyond the Bell, the Teen Reach benchmarks etc.

2. Goals/Next Steps

Group needs to determine scope and purpose for the toolbox, and plan for its development

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

March 31, 2004

Members Attending: Co-Chair- Curtis Peace, Illinois School-Age Child Care Network (ISSACN); Joellyn, Whitehead, Illinois Network of Child Care Resources and Referral Agencies (INCCRRA); Debbie Nelson, INCCRRA; Kris Sallee, Teen REACH; Lanay McDonnough, YWCA Child Care Solutions

Partnership Staff: Jennifer Becker-Mouhcine, Sarah Rothschild (AmeriCorps Promise Fellow, Workgroup Assistant), and Genevieve Lopez (AmeriCorps Promise Fellow, Outreach Assistant)

1. Evaluation Subcommittee Update:

The group is creating an interview tool in a questionnaire format to ask providers (one-on-one or in small groups) what private and public funders require of them, including what kind of evaluation and how often, what challenges do organizations face in meeting the funders' requirements, etc.

- ◆ Carole Franke has piloted this provider interview in the South suburbs/ Kankakee area, and has already talked to 10 providers; she will compile this first set of results, and evaluate the process – is it too long, are the questions good, etc.
- ◆ The evaluation subcommittee will refine the tool based on Carol's pilot, and determine other providers types and geographic areas to target for the rest of the interview process.

2. Provider Survey Subcommittee Update:

- ◆ We have a draft of the workforce survey, with has been thoroughly reviewed with the help of the Evaluation Research Institute (ERI), and questions being addressed are:
 - ◆ Are the questions we are asking going to allow us to collect *meaningful* information?
 - ◆ How do we implement this? (Staff level)
 - ◆ Can we do this in a computerized method?
- ◆ Jennifer needs to finish the revised draft and give it to the survey subcommittee and the Leadership Team for a final review. She is working with others to determine what extra resources we can leverage to complete this project. If this survey is done thoroughly, a wealth of information will be available for the state and OST, and it is the consensus that it is worth the time to implement it in a well planned way.

3. Website/Resource Subcommittee:

- ◆ Jennifer has talked to the ICVP web master and he has been reviewing the information in outline format
- ◆ Jennifer and the web master will meet with a designer to create a logo (which will need IDHS and ISBE approval)
- ◆ When the design is completed, the web master can put the website together in about 3 weeks: the website might be up in May or June.
 - ◆ Website contents for priority rollout include:

Partnership information, how to join, meeting times, etc.	Resources, facts and data
Events and training information	Advocacy (link to Alliance other groups)
Press releases	Space for input and feedback by website visitors
Funding announcements and links	List-serve?

- ◆ We've begun to identify who to link to in the first areas of rollout. This was gathered by group members, as well as from information that providers told us regarding the resources they use last fall.

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

New suggestions for links from today's meeting were added, and the lists stand as follows (these will continue to grow as we further develop our website):

Facts and data:

- ◆ Academy for Educational Development (AED, Promising Practices in After-school List Serv)
- ◆ National Institute for Out of School Time (NIOST)
- ◆ Forum for Youth Investment
- ◆ Harvard Family Research Project
- ◆ Illinois Network of Child Care Resource and Referral Agencies (INCRRA)
- ◆ National Association of CCR & R's
- ◆ National Governor's Association
- ◆ The Finance Project
- ◆ National Youth Development Information Center
- ◆ National After-School Association (NAA, formerly NSACA)

Training:

- ◆ CCR&R
- ◆ MOST
- ◆ Illinois School Age Child Care Network
- ◆ Prevention 1st
- ◆ NIOST
- ◆ Chicago Area Project (AYD)
- ◆ Department of Education (21st Century tech assistance)
- ◆ U of I Extension
- ◆ Big Brother Big Sisters
- ◆ Health Departments
- ◆ YMCA?, *Contact Jackie Thurnall from the YMCA Chicago to see if they provide training for outside Boys & Girls Club? – maybe internally*

Funding:

- ◆ Afterschool.org
- ◆ Afterschool.gov
- ◆ ISBE
- ◆ IDHS
- ◆ Foundation Center
- ◆ Federal Register
- ◆ Non-profit Expert
- ◆ Other State Agencies
- ◆ National Afterschool Association
- ◆ The Finance Project

Advocacy

- ◆ Illinois After-school Alliance
- ◆ Action for Children
- ◆ Voices for Illinois Children
- ◆ National Afterschool Alliance
- ◆ National Afterschool Association
- ◆ Illinois School Age Child Care Network

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

- ◆ Coalition for Community Schools
- ◆ National Council of State Legislatures
- ◆ National Youth Development

4. Training Inventory:

We hope to inventory all training providers throughout the state to be able to match resources to needs, and to see if there are gaps in training provision and receipt

We're working with ISBE and IDHS to inventory what they provide

- 21st CCLC is looking to create trainings for Illinois Providers
- DHS uses 6 training vendors we will inventory

- ◆ In doing an inventory of training providers, a list of questions to be answered for training entities needs to be developed. The group brainstormed the following suggestions:
 1. Who is eligible? Is it open? Is it funding-source specific?
 2. What are the components?
 3. Location: is it onsite at the agency, or does the agency have to travel? Do they provide online training?
 4. Time frame
 5. Cost, and are scholarships available?
 6. What are the trainers' credentials?
 7. Can staff receive credit for the training? CEU's, CTU's, CPDU's, Certificates?
 8. CDA – content areas (8) – child development?
 9. What is the portfolio of the trainer?
 10. Are evaluations from previous trainings available?

5. Peer Networking/Mentoring:

The group discussed what they would think a Peer mentoring system could look like in Illinois, what questions to consider, and what the structure could look like. The following reflects comments made during the discussion, and a more formal recommendation will be developed.

- Getting started with a new OST program is the hardest part, especially when the agencies/staff are inexperienced in the field, therefore it's good to have some one to bounce ideas off of and to get ideas from
- How does pairing happen? Is pairing is organized by funders/agencies or a system wide process or is it self-selective on the part of providers needing mentorship?
- The following are examples of things to be considered during the matching process (often a benefit to match programs that are alike, but sometimes beneficial to talk to programs outside of their "type"
 - Maybe identify demographics, ages served, etc.
 - Agencies with similar budgets
 - Funding Sources
 - Licensed? Accredited?
 - Rural or urban
 - Components covered
 - Agency missions
 - Settings: School-based, CBO, faith-based
 - Number of sites
- Informal and formal networks are both important
- Include a variety of systems at the informal networking level, to collaborate across programs, services, etc.

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

- How, when and where should we pilot this?
- An example of peer networking was Project SUCCESS:
 - Each county had a coordinator and they loosely organized themselves, meeting monthly and mentoring each other
 - They organized regional meetings and trainings (NCREL)
 - There was one State meeting each year, a few regional meetings, but it was mostly local meetings (4 or 5 counties)

Suggestions for a state-wide mentoring system:

- Start-up programs, new directors, new coordinators should be a priority
- Bring mentors together quarterly for larger informal networking opportunities, combine with in-service trainings, etc.
- Make a check-list for mentors to work with mentees
 - New programs might not even know what to ask of their mentors
 - Important to ensure that potential mentors are ready to be mentors
- Mentor should be really familiar with the Partnership website and its resources
- One-on-ones should include onsite so the staff can shadow/observe/participate in actual activities
- Programs being mentored should be able to select their mentors for a formal one-one-one mentoring system, taking into account all the program descriptors. This should be self-selected for the one-on-ones, then everyone can meet each other during quarterly meetings

6. Promoting the 8 Core Elements/Best Practices from the Task Force Report

The group brainstormed ways to promote these as ways to build capacity of programs around the core elements

- Through identifying trainings in those core areas and ensuring that Best Practices are in trainings
- Through the website and mailings: we can highlight organizations that have successfully carried out Best Practices
- We can make bookmarks and cards for each element with explanations of *how* to carry out each of the Best Practices
- Beyond the Bell made a video about 4 locations around the US that are doing homework help really well. Using that example:
 - We can make tapes to distribute
 - Do a webcast of core elements/best practices highlighting programs
 - Satellite conferences, trainings?

Next Meeting: TBD

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

June 2, 2004

Members in Attendance: Co-Chair Curtis Peace, *Illinois School-Age Network (ISSACN)*; Co-Chair Amy Tippey, *21st Century Community Schools*; Carole Franke, *I-KAN Teen REACH*; Loomis Mayfield, *Illinois After-School Alliance*; Lanay McDonnough, *YWCA Child Care Solutions*; Debbie Nelson, *Illinois Network of Child Care Resources and Referral Agencies (INCCRRA)*; Tabatha Robinson, *New Hope*; Cindy Roope, *Adams County Health Department*; Kris Sallee, *Cass County Health Department/Teen REACH*; Carol Stewart, *Community Child Care Connection*; Lucious Smith, *BAGS Foundation*
Staff in Attendance: Jennifer Becker-Mouhcine, *Illinois Center for Violence Prevention*; Sarah Rothschild, *Americorps Promise Fellow, Workgroup Assistant*

Overview of Progress to Date: Jennifer reviewed the chart that was developed last year to formulate how we will achieve our goals. The updated version that the group looked at has been marked to identify what has been finished and what the group continues to work on.

1. **Workforce Development:** The survey committee worked very hard on a draft of the Workforce Survey. The survey tool was refined based on input from the Evaluation Resource Institute and others, and a semi-final draft has been passed along to the Leadership Team as well, who provided some initial feedback. The Leadership Team feedback included concerns about the length of the surveys, the need to pilot the tool with a small group, and the issue of incentives for staff to complete the survey. The survey subcommittee will set a meeting for a final review of the revised tool and form plans to pilot the tool. This survey will assess the training needs of program staff, their compensation, background and professional development needs and interests. We will also be collecting information on staffing structures and costs at the site level as well.
2. **Evaluation Products:** The subcommittee developed an interview tool to capture information from providers to determine their capacity for collecting, reporting and analyzing data for outcome based evaluation. This tool was piloted and a report follows later in the meeting. The Inter-Agency workgroups are working with Jennifer and Sarah simultaneously which will help gather the public funding requirements and resources around evaluation.
3. **Provider Networking:** Genevieve, the Outreach Assistant, is contacting programs and determining any other networks around the state for mapping and information exchange with each other and the Partnership. Partnership presentations and outreach has been done over the past several months to gather input that helped shape many of the products we have developed. A more detailed discussion about the workgroups discussion of a possible mentorship system will follow.
4. **Provider Resource:** The website is almost ready—it is now being discussed by staff/ consultants at ICVP to get it up and running. We will need to determine our steps toward developing the provider toolbox.

Specific Product Updates

Website Progress

The website committee has a nearly complete draft with the information we want on it and determined a proposed order for its roll out.. Two people are helping ICVP with the website; the tech person is ready and is waiting for the design (logo, etc.); the other person is helping us plan thoroughly for an effective design and marketing plan, and now we need to determine what are the key messages we want to send with our website about the Partnership. This will help with the logo and other design work.

- a. Issues that need to be considered:
 - i. The website needs to be really user friendly
 - ii. There needs to be clear links (user knows where they are going)
 - iii. It's easier to comment on the design drafts once they are available rather than discuss website design without a visual.

Illinois After-school Partnership Capacity Building Work Group Compiled 2003 Meeting Minutes

Evaluation Pilot Interviews

Carol Franke volunteered to conduct pilot interviews using the evaluation interview tool to gather information as well as to assess the tool being used. She interviewed 12 administrators from Teen REACH and 21st CCLC funded agencies using the survey we developed. The type of information primarily being asked includes:

1. Whether or not the agency conducts internal and/or external evaluations
2. What kind of reporting/evaluation is required from various funding sources
3. What is the program's capacity to conduct evaluations, report out, and use the data
4. Information about challenges faced in doing evaluation

Carol gave an overall summary of her findings, but will work to type up a more complete report for the group.

Since these were all TR and 21st CCLC sites, they were each required to collect a fairly significant amount of data on the programs and participants, as opposed to the rather limited annual report that private funders are requesting. None of these agencies had county funding, only 3 had in-kind support from local businesses, and one had funding from the Campaign for Human Development – the rest of the money came from fees, fundraising and in-kind donations. The administrators reported that staff's lack of time is an issue in complying with reporting mandates, but that working with the partnering schools helps provide a lot of necessary information. New TR sites are mandated to conduct parent and teacher surveys developed by the Center for Prevention Research and Design (CPRD) for their statewide evaluation work, and the administrators reported that it is really difficult to get the parents involved. Also, staff are worried that the new mandate of monthly reporting on the DHS eCornerstone system will take up too much limited staff time. Despite these minor hindrances, the agencies Carol interviewed felt very positively about conducting regular evaluations to help them improve their programs and show funders and politicians that they are doing good work.

With this feedback about the surveys, the survey subcommittee will reconvene to see what revisions need to be made in the tool to reduce redundancy and to be planful about the remaining programs that need to be included in this data set. Some members feel that providers would be suspicious if they received this survey via e-mail. Jennifer stressed the fact that not only is this survey intended to be conducted in person, but there the committee will also work on a rough script for anyone conducting the interview to make sure there is consistency in how this is explained and conducted.

Workforce Survey:

There are now two separate surveys: site/program-level and staff-level. The purpose of the site/program-level survey is to assess the variations in size, structure, location, certification, and age group served by OST providers statewide and across programs. The purpose of the staff-level survey is to assess the variations in experience and background, and the manner in which staff needs fluctuate throughout the year. The members of the CBWG discussed important issues to keep in mind when conducting this survey at either level. One way for us to get accurate responses from service providers that are filling out the survey is to ensure that the agencies have provided adequate staff support, i.e., time has been specifically allocated when either staff are not running their program or a substitute has replaced them. The staff should clearly understand that the purpose of the workforce survey is to ultimately improve the working conditions in OST programs, benefiting both staff and youth. When this survey is sent out to the public, we should offer the agencies ideas on how to structure the survey process, e.g., during staff meetings, or as a group over lunch, for example. The CBWG members also discussed the benefits of possible incentives for service providers to take the time and fill out the survey, such as little free-bies.

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

The survey subcommittee will convene to plan for a pilot of the tool, and develop the marketing and incentive plans in preparation for full implementation.

Mentoring/Networking:

During the last meeting, we began looking at the idea of a statewide mentoring program, possibly organized at the state level. Jennifer presented the group with a document she pulled together based on that conversation, which contains a general description of the purpose of the mentoring/networking program, priority mentors and mentees, the matching process, possible activities that could take place, networking opportunities, and finally challenges and questions we need to consider.

There are two kinds of mentoring models: formal peer-to-peer, and informal networking opportunities. The challenges include time and resource constraints on the part of the providers, the need for a coordinating entity, funding for the coordination of the program, and the need for a method to determine who the mentors will be. This set of recommendations, along with the important questions to be considered, will be passed on to the interagency teams and the Leadership Team for their consideration.

Training Inventory

During the last meeting, the CBWG created a training list that was provided for review at today's meeting. This list contains areas that need to be researched, including: training organizations, locations, eligibility, target audience, training components, frequency, duration, costs, possibility for participants to receive credit, and the availability of evaluations of previous trainings. The group agreed that the workforce surveys should provide us with a good idea of what the training needs of the field are. Now, we need to assess what currently exists in the system and determine if there are any gaps in access to and provision of training.

Core Elements/Best Practices

The work group is also starting to think about how the Task Force's agreed upon Core Elements for quality programs can be promoted in a variety of ways, as a way to supplement the other capacity building work being done in the field and to market the work of the Task Force and Partnership in this area. We will continue to consider these ideas, as well as how they may become a part of the tool box, in future meetings, and look at how to incorporate them in all of our products as they relate

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

June 14th Full Partnership Meeting

During the last Full Partnership Meeting, the CBWG had ample time to talk about their work, however time will be very limited at this meeting due to a presentation by the National Institute for Out of School Time (NIOST). With that in mind, the CBWG decided to present a quick update on the website and workforce survey, and an overview of other issues that the CBWG is exploring.

Next Steps

The Survey subcommittee will schedule a meeting to discuss next steps in piloting the survey.

The Evaluation subcommittee, once Carole's write up is ready, will meet to discuss the other groups to interview after the tool is refined, and work to have compile a report to pass up to the Leadership Team.

Jennifer will continue to work on the internal staff work to get the website rolled out.

Our next meeting will focus on the products left to be worked on and to discuss the best approaches to completing our remaining tasks, which may include re-organizing or re-focusing our subcommittees.

Next Meeting: Tuesday, July 20th from 10 - 12 was set as the next meeting date, with a tentative follow up meeting scheduled for August 31st.

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

July 20th, 2004

Members in Attendance: Co-Chair Curtis Peace, *Illinois School-Age Network (ISSACN)*; Jane Biddle, *Illinois Coalition for Community Services*; Dorene Wright, *Illinois Department of Human Services*; Bev English, *Illinois Department of Human Services*; Debbie Nelson, *Illinois Network of Child Care Resources and Referral Agencies (INCCRRA)*; Carole Stewart, *Child Care Solutions*, Amy Tippey, *21CCLC-Tazewell County*

Staff in Attendance: Jennifer Becker-Mouhcine, *Illinois Center for Violence Prevention*; Sarah Rothschild, *Americorps Promise Fellow*, *Work Group Assistant*

Subcommittee Updates:

Evaluation Interview Project: Jennifer reminded the group that the purpose of the evaluation subcommittee was to determine what funders (public and private) require for evaluations in order to see how that matches with providers' capacity to do evaluation. The long-term goal is to create an evaluation system institutionalized across programs. Through this evaluation assessment process, we can also help educate funders on provider challenges to conduct outcome evaluations.

Looking at foundations was not unearthing enough specific information on their requirements, so we decided to ask the providers themselves what type of evaluation is required of them by funders. For this, we developed an evaluation interview guide (it has been e-mailed to the members of the CBWG) which one of our members, Carol Franke, used to conduct pilot interviews with between 12 – 15 Teen REACH and 21st CCLC providers in Kankakee County.

- According to Carol's report on the interview process, the providers feel that the interview tool is repetitive and that we need to narrow down the questions. Since Carol only looked at TR and 21st, we need to expand the provider base to interview, both in terms of type of services provided and geographical locations of the sites. Also, 21st Century and TR grant contracts have clearly defined evaluation requirements and therefore we will get different results when surveying these sites.
- The CBWG brainstormed this list of OST providers to potentially conduct the interview with:
 1. Child Care providers—the group talked about the fact that the nature of child care funding does not currently require evaluation based on outcomes, but focuses on standards and licensing. We talked about possibly surveying childcare providers who also work in the context of other youth programs, or doing some surveys with child care providers to get their thoughts about the topic of possible future evaluation systems.
 2. YMCA/YWCA
 3. Park Districts
 4. Project Oz – drug intervention program
 5. United Way: Has held focus groups that may have some feedback on this topic

Questions to consider:

- *How does this relate to the Outcomes Work Group?* → As they formulate outcomes for organizations to work towards, they're waiting for results from the CBWG provider surveys to assess organizational capacity to reach these outcomes.

Website Update:

The Partnership staff is still working to finalize the design and logo for the website, which will also need to be approved by the State co-chairs. We would double the cost if we went ahead and published a design-less raw version first, therefore it is prudent to wait until everything is ready for a full launch. The workgroup will be provided with a rough version before it goes public.

- We have all of our links and topics covered, but we need to make sure the site is user-friendly and that all the links work. We'll also need to write up blurbs for each link to describe what the link will provide.
- We have chat and list-serve capability and we might even be able to sub-divide this into categories, such as regions
- Curtis will give Jennifer some feedback his organization received after their website went up to help us trouble shoot for potential problems prior to publishing our website

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

Workforce Survey Subcommittee Report:

The Training Matrix: (The last part of the survey to change before it's done is the training matrix)

Teams of reviewers (including the Leadership team, the ERI, and others, thought the current draft of the training matrix is a little too ambitious and should be simplified, so the CBWG needs to determine how can we get the information we need without overwhelming providers. To this end, the CBWG decided on the following changes:

- CUT the fields for *hours of training* and *which organization provided the training*, and if it was on or off site because most staff will not know/remember this off-hand, and instead ask for whether it was formal or informal, which will give some indication about the depth of training.
- Listing organizations they are aware of for each training may be too much, and instead we can add a general question about training providers they are aware of.
- It was also suggested that the training list include issues of child/youth safety procedures and policies.
- To speed up the survey process, we could think about adding something to the effect of "If you've worked less than one year, skip questions 3 -7..." on the cover page.

Piloting the Survey:

Amy Tippey, who has TR and 21st Century staff and will be conducting a full orientation training, offered to incorporate the pilot survey into her scheduled activities.

For the pilot, we will include a cover letter to those implementing the pilot with instruction, and the list of questions regarding the pilot. These questions should include:

1. How long did it take you?
2. Did it take too long?
3. Which questions were unclear?
4. Which questions didn't seem necessary?
5. (*for administrators*) Did the provider take the survey diligently, or did they just fill in answers without reading carefully?

The CBWG also discussed the following options and opportunities for disseminating the pilot survey: YWCA in Bloomington, Park District (maybe just one), Home Day Care Provider

Broad Implementation Plan

Curtis and Jennifer started a calendar of conferences and training opportunities and the rest of CBWG can help expand this calendar by sending information to Jennifer.

Ask state agencies what can they do to help us conduct the survey?

Incentives

- The final draft will be in Teleform form so the computer can easily read it. We were thinking of going to conferences and give out goodies for people willing to do this (once the logo's ready, we can create the goodies, like a key chain), and maybe even put it on the website. Jennifer will check the Partnership budget to see if funding is available for small incentives.

Moving Forward/Action Plan

Since the group work on the surveys and website is finishing up, the existing committees will be transitioning into the full workgroup. With that in mind, we should begin to think about the best way to approach the remaining product areas.

The group began discussing the topic of Professional Development and what the related products mean to the Partnership and the workgroup. The questions are what does a professional development plan look like, and what is the product that the Partnership can produce that would be most useful. Part of this is resources to help staff/programs do professional development planning, part is showing career paths in the field, and the other part is looking at how the system supports staff development in terms of training opportunities, salary increases, etc.

Illinois After-school Partnership Capacity Building Work Group Compiled 2003 Meeting Minutes

Existing Examples/Resources

The CBWG members shared information on how other agencies have approached this topic. (note: Sarah included some excerpts from their websites here):

- The National Center for Community Education has online courses on management, training & retaining employees, working with community partners: www.nccenet.org
 1. After-school Programs: From Vision to Reality “Launched by Disney/WNET, this workshop includes model programs and a step-by-step planning guide for anyone seeking to develop or operate a successful afterschool program. Aimed at K-12 pre-service and in-service educators, this workshop is one of the "Concept to Classroom" series and may be used for professional development credit purposes.”
 2. Vision, Management and Evaluation “Designed as a supplement to the NCCE training workshops. Consisting of three multimedia modules to engage community school leaders in an interactive learn-by-doing approach.”
- Caterpillar has designed programs around professional development
“Caterpillar also launched the Manufacturing Professionals Development Program (MPDP), designed to select talented individuals from outside the organization.
- The Walt Disney Circle: planning and training http://www.change-management-toolbook.com/pm_02.htm
- Public Health website might be a good model to follow –there are fully developed tools around the nursing profession
- Central Management Services <http://www.state.il.us/cms/edu/> Upward Mobility Program
http://www.state.il.us/cms/2_services_educ/umprgm.htmThe State of Illinois Upward Mobility Program is a career mobility program designed to give state employees an opportunity to advance to more challenging, higher paying positions.
- Online training modules with videos can be used as a marketing tool to attract people to the field of OST. We should talk to programs currently doing professional development and ask them how they did/do it and learn about the process.
- Amy Tippey explained to us the professional development program at her organization, which was about 20 hours of training last year and it was very stressful for staff because they were still working in their programs. This year, they are offering it in smaller blocks, at multiple times and locations, and all staff must participate. Amy’s agency has 14 sites which makes training time very difficult for staff. The coordinators sometimes work with staff on their future career goals and help them connect training with their future plans.
 - Required training on: Organizational Policy Manual, School Policy Manual, etc.;After-school 101, food safety class; blood-borne pathogens; managing children with behavioral disorders; CPR, which is about 6 hours of mandatory training.
 - In addition, teachers must take classes on how to teach, on ice breaker games, on diversity training, etc.
 - Classes are offered during in-service days

Training System Plans:

Our overall goal is that training will be available and accessible for everyone in the state. To begin this process, we need to start inventorying current training available and we can talk to who already provides training. The group created a list of training inventory questions, and Partnership staff will conduct the actual inventory. To ensure we’re starting with a comprehensive list of trainers, Jennifer reviewed the list of trainers so far, and the group added others to consider as well.

The list includes:

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

1. CCR&R
2. Action for Kids
3. MOST
4. School-Age Childcare Network
5. Prevention First
6. Community Colleges (certification)
7. Chicago Area Project
8. U of I Extension/4H
9. Ounce of Prevention
10. Big Brothers & Big Sisters if they do external training
11. Health Departments
12. Parks and Recreation Association
13. YMCA--if they do external training
14. YWCA--if they do external training
15. Boys & Girls Clubs if they do external training
16. DHS vendors
17. Youth Network Council
18. Starnet (up to age 8 – early childhood) – thru ISBE
19. Nutrition Education & Training – IDHS and ISBE, Sycamore office-Pam Roberston (800) 466-7998)
20. TRIO programs IL Education Opportunities (ILEOPP): new coalition, lots of training for Upward Bound and Talent Search staff
21. ICVP
22. Learning Point

Partnership Tool Box (tabled till next meeting due to lack of time)

- What do we want to do with this? What is the piece that the Partnership adds rather than re-creating?
- Orientation component (Public Health does this for nurses)
- What do we think every worker needs?
- NCREL: Learning Points: find out if there will be a follow-up to “Beyond the Bell”

Next Steps:

1. Review feedback from Curtis’ website experience
2. Continue to collect a calendar of OST conferences and training opportunities to pilot the survey
3. Research and define Professional Development (PD) for the IASP
4. Identify resources that show people the pathways to take to get to their career goals
5. Identify programs currently doing PD to learn about the process
6. Begin to inventory current training availability in the state
7. Determine if NCREL is working on a follow-up to “Beyond the Bell”

NEXT MEETING: TBA

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

October 19, 2004

Members in Attendance: Co-Chair Curtis Peace, *ISACCN*; Co-Chair Amy Tippey, *21st CCLC-Tazewell Co. Health Dept.*; Carole Franke, *I-KAN ROE*; Laura Menard, *Chestnut Healthcare System*; Debbie Nelson, *CCR&R*; Dave Robisch, *DHS*; Kris Sallee, *Cass Co. Teen REACH*;

Staff in Attendance: Jennifer Becker-Mouhcine, *ICVP*; Sarah Rothschild, *Promise Fellow, ICVP*

Workforce Survey: **Jennifer gave the group a brief overview of the Workforce Survey initiative, explaining that there are two surveys, one for staff who work in the field of out-of-school time, and the other is a site-level survey for administrators and supervisors of OST programs. The first survey asks logistical issues about the workers' day-to-day responsibilities and time commitments, types of training mandated, received, and desired, and questions regarding the worker's future educational and career plans. The second survey asks questions on the organization's staffing structure(s), training mandated and provided by the organization, and the costs of running the OST programs.**

Pilot Sites: For the pilot, Amy Tippey gave the survey to her staff during their August training. and Curtis Peace asked the YWCA in Bloomington and a home day care provider to complete the pilot. A park district also participated in the pilot survey.

Preliminary Pilot Results:

- Amy Tippey's group (mainly 21st CCLC, some Teen REACH) felt that the survey was way too long, especially the last page which contains a lengthy training matrix. Also, Amy's staff felt that the questions were difficult to understand, which slowed down the process. Some staff were unable to complete the survey in time, and it took them an average of 20-40 minutes. 32 staff took the survey altogether. Amy said that the site-level survey was very time consuming and tedious, and she thought that some sites will not want to divulge all of the information being asked.
- Bloomington YWCA also felt that the survey was too long and confusing, again, especially the training matrix at the end. The YWCA staff were able to complete the survey in 20-30 minutes, and over 20 surveys were completed altogether.
- The home day care provider felt that the questions were clear and to the point, but they also felt that the training matrix was too long and took the longest part to complete. This survey group finished the survey in approximately 15 minutes; the site-level survey took about 30 minutes to complete.
- Park district surveys: ICVP has received them, but has not evaluated them yet, and no one from the park district was able to participate in today's CBWG meeting to report on the staff feedback. There are about 15-20 completed surveys from the park districts.

Next Steps: The survey committee will meet in December and look at the staff-level survey pilot results, and the site level survey overall. In reviewing the training matrix section, the survey committee could consider using an open-ended question about what type of training staff has received, although this will not provide us with an in-depth understanding of what is currently being provided. The survey committee could also look at Teen REACH benchmarks that look at the various aspects of program quality that could be used by providers to assess and identify their training needs; Dave Robisch will find out how much of this can be shared with the CBWG.

Finally, ICVP staff have learned of a web-based survey program called Survey Monkey. For only \$20 per month, organizations can create on-line surveys and the program will produce evaluated results. Sarah Rothschild, the Promise Fellow, will enter the returned pilot surveys into Survey Monkey and the survey committee can determine if this is a good way to promote the survey.

Illinois After-school Partnership Capacity Building Work Group Compiled 2003 Meeting Minutes

Professional Development System

Review Broad Goals: 1.) Recommendations, 2.) Coordinated Training System, 3.) Support programs providing PD to their staff

Review Examples from Research

Prime Time: This group has put together a PD handbook. The CBWG should decide if we want to do something similar, especially considering that we are already collecting information on pieces of it. In the last meeting, we discussed career lattices, which is something that could be included in the handbook.

Achieve Boston: This group has created an on-line training database catalogue that helps staff to identify what training they need. This could be very helpful for us.

BEST: This is a multi-city work force initiative, with the Chicago Youth Agency Partnership being its Chicago program; Curtis informed the group that they would like to branch outside of Chicago. Rebecca George of the Youth Network Council and the Outcomes WG is a good contact to discuss this idea. The Chicago Area Project and the CDHS are using the Advancing Youth Development (AYD) Curriculum. AYD is the basis for the Youth Development Practitioner Certification, which is being rolled out as an Associates Degree through the City Colleges.

National Youth Development: They have developed worker competencies that we could use as a reference

Illinois Public Health Nursing Toolbox: Beverly English sent Jennifer the manual they use, which is very in-depth and a good model to use. They also have a recruiting video.

Central Management Services- Upward Mobility Program: We're not sure if it still exists and who funds it, although it's a good model. DHS offers career development and college credits in certain areas.

Next Steps: We need to start pulling all of this information together: it will evolve as we go and serve as a framework. The group determined that creating a guide like the one from Prime Time would be something good to work on, as it does provide a central tangible vehicle for us to promote professional development for the field in Illinois.

Training Inventory Project

- Inventory Questions – Sarah is combining the training inventory questions that were written by the CBWG with ones that are listed on the Achieve Boston website. These questions will tell us the types and topics of the training opportunities, whether or not credit and scholarships are awarded, frequency and location of trainings, etc. Sarah will use this as a checklist when calling the list of training providers we have compiled, informing them that the information will be on the Partnership's web page to help promote their trainings and to help OST staff find the training they need.
- Future Steps – Convene training providers to discuss training needs and gaps for statewide system, possibly in January. We decided as a first step that we will invite some training providers to the a future CBWG meeting. In order to prevent confusion as to our intentions, we need to prepare a clear agenda of goals and outcomes for the meeting, and ensure that we are inclusive of all regions in the state. The invited trainers should have an extended invitation for any trainers they know of, but who are not on our list.

Next Steps: Jennifer and Carole Franke will discuss the evaluation piece and present the results at the **NEXT CBWG MEETING, DECEMBER 1ST, 10 AM.**

The **next SURVEY SUBCOMMITTEE meting** (to discuss survey results): **Dec. 1st, 9 am**

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

December 1, 2004

Members in Attendance: Co-Chair Curtis Peace, *ISSACN*; Co-Chair Amy Tippey, *21st Century Community Schools*; Wallace Brandeiss, *NICASA*; Beverly English, *IDHS*; Jackie Thurnau, *Action for Children/MOST*; Carole Franke, *I-KAN ROE*; Laura Menard, Chestnut Mental Health Systems; Dave Robish, *IDHS*; Kris Sellee, *Cass Co. Teen REACH*; Juan Ortiz, *CCR&R*

Staff in Attendance: Jennifer Becker-Mouhcine, *IASP, ICVP*; Sarah Rothschild, *Americorps Promise Fellow, Workgroup Assistant*; Hester Richardson, *ICVP*

Overview of Progress to Date: We have developed, disseminated and collected pilot staff-level and site-level surveys to assess the current state and needs of out-of-school time staff and programs throughout the state. Four diverse programs participated in the pilot, and we are now in the process of analyzing the results and modifying the surveys to better collect the data we need. We have begun inventorying training opportunities throughout the state to better understand what already exists and make recommendations for improvement and expansion. We are also working on a professional development handbook for out-of-school time staff to be used as a tool to draw people into the field and help them remain in it and advance in their careers.

Workforce Survey

Report Back from Survey Sub-Committee Meeting: The pilot survey has been created online through a company called Survey Monkey. This program has pre-designed question formats to choose from and multiple ways of viewing, computing and analyzing the survey result data. The pilot surveys (67 surveys from 4 programs) have been entered in and the group discussed ways to simplify and modify it in order to make the survey easier for staff to take while ensuring that we can get the data we need. Since the pilot staff reported that the training matrix was the most cumbersome part of the survey, yet it is also one of the most important pieces of information we are trying to collect, the sub-committee decided to change it into the following open-ended questions:

1. What training is required for your job? (both by employers as well as by credentialing bodies)
2. What training have you received?
3. List your top priorities in training

The work group discussed other ways that information could be collected, such as through group that provide training knowing other topics of interests, and through the Teen REACH benchmarks and assessment tools that will identify training needs.

The Work Schedule chart was also reported as long and difficult to fill in, so ICVP staff will work on different layouts and send the updated draft to the committee for review.

Once completed, the surveys will be marketed in both their paper and online versions. This can be accomplished through organizational newsletters, Teen REACH quarterly meetings, the 21st Century Community Learning Center programs, the CCR&R newsletters, in the vending areas at conferences (here we can have copies of the paper version as well as a couple laptops for the online version).

Next Steps: Revise the survey on the web and send the link to the committee for comments and approval.

Training Inventory Project

The purpose of the training inventory is to help program staff as well as to help the Partnership figure out how to provide requested training in all areas; this will be included on the Partnership website. We are

**Illinois After-school Partnership
Capacity Building Work Group
Compiled 2003 Meeting Minutes**

also hoping that this inventory process will lead to a statewide conference of all trainers in which we will be able to discuss the creation of a statewide system of support for professional development.

Progress on Training Inventory: Based on the list of training providers that the CBWG created during the October meeting (presented today in an excel spreadsheet), we have begun to inventory statewide training opportunities by contacting each of the training agencies and collecting information on all of the opportunities being provided. We are also asking each training provider if they are aware of other training agencies, but as of now none have been suggested.

Discussion about Level of Detail/Format of Information: In order to avoid having false or outdated information on the Partnership website, the workgroup agreed that it is probably best to leave the training descriptions as simple as possible, with links to each of the respective agencies so staff can contact them for more information. The group discussed possibly including information such as training topics, cost, and location, but even this may be too detailed for some of the agencies that adapt their programs to the changing needs of the service providers in their area.

Next Steps: We will continue collecting detailed information on training opportunities and provide the CBWG with an inventory matrix at the next meeting so the workgroup members can decide how much information the Partnership will provide on the website.

Professional Development Products

Review Outline of Components for Workforce Development Resource Products:

To date, there are three components in our workforce development plan.

The CBWG is putting together a Professional Development Handbook that will help new and continuing out-of-school time staff understand the diverse roles, responsibilities and requirements of the field of out-of-school time in Illinois. Using examples of other such handbooks as a guide, we are currently in the process of deciding exactly what to put in the handbook and determining where to find the necessary information and resources.

We would also like to create and support a statewide coordinated training system. As mentioned in the update on the training inventory, we would like to convene a meeting or conference (possibly in April or May) of all of the training providers across the state as the impetus for a coordinated system.

The last piece of the PD products is securing additional resources to support staff retention and development. Possibilities would include developing something similar to the Great START model that could have a broader reach, and seeing how increased private sector investment could have a role.

Workgroup Next Steps

The staff-level survey will be ready for review before the next meeting, and the site-level if possible. Jennifer will revise the PD handbook framework. The CBWG needs to discuss our goals for 2005.

Next CBWG Meeting: Thursday, January 20th at 10am at ISACCN.