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2021 Department Placemat Update

Coordinating Board for Higher Education

June 16, 2021

BACKGROUND

Beginning with the 2018 calendar year, department staff have developed an annual “strategic placemat” that articulates a plan for the department’s work for the year. This year’s plan includes initiatives designed to drive progress toward the department’s vision, “Every Missourian empowered with the skills and education needed for success,” and is organized around five themes:

- Raise awareness of options
- Help more Missourians get on a path
- Increase quality attainment
- Make the department the best place to work
- Drive performance and outcomes

The board approved the department’s 2021 placemat in September 2020. The 12 initiatives have been broken down into action items and each one has been assigned an owner.

CURRENT STATUS

Action item owners from across the department are meeting monthly in the Placemat SteerCo to review progress toward implementation, identify and work through challenges, and to celebrate milestones that have been accomplished.

The following updates have been made to the placemat:

- Initiative 1: The scope evolved to include the development of the department strategic plan, which will provide direction for celebrating best practices linked to increased graduation rates and postsecondary education attainment.
- Initiative 3: Two action items with similar scope were combined to disaggregate data, educate staff on available data, and create talking points.
- Initiative 5: A new action item was added for the implementation of a dual credit/dual enrollment scholarship tied to A+ eligibility.
- Initiative 6: Two action items were added: 1.) to increase services to youth through a partnership with Jobs for America’s Graduates (JAG) and 2.) to pilot a dual credit program in underserved populations.
- Initiative 9: One project was consolidated into another action item when the scope changed in the federal grant supporting it.
- Initiative 10: Two action items were combined to consolidate work to establish an advisory council, develop department values, and connect them to current policies and procedures.

An example of an initiative with demonstrable progress is action item (11.3) to develop a fully electronic contract management system which creates document drafts, routes through workflows and approval processes, and allows for eSignature under initiative (11) Make the work easier and more efficient by creating digital processes. The contract and grants management system is in place and staff are training on the new system, identifying any potential issues, and working with the consultant to complete the project. The goal of this project is to streamline contract processes by reducing document processing times, eliminating paper copies, and establishing a central depository for all department-wide contract-related documents.

NEXT STEPS

Department staff will continue to move forward with their 2021 priorities and will provide regular updates to the board and Presidential Advisory Committee at future CBHE meetings.

Work is underway to collect ideas for potential initiatives on the 2022 placemat.

RECOMMENDATION

This is an information item only.

ATTACHMENT

- 2021 Department Placemat

ASPIRATION

EVERY MISSOURIAN EMPOWERED WITH THE SKILLS AND EDUCATION NEEDED FOR SUCCESS.

THEMES

RAISE AWARENESS OF OPTIONS

(1) Promote the value of postsecondary education and the 60% education attainment goal (OC)

- Develop a comprehensive strategic plan that defines the department's mission, big goals, and strategies. Identify and celebrate best practices linked to increased graduation rates and postsecondary education attainment (Becky D.)

(2) Make it easier for citizens and staff to find information on the department's websites (OC&O)

- Convert the <http://jobs.mo.gov> and <http://dhewd.mo.gov> websites to Drupal version 8 and integrate content (Jessica D.)

(3) Use data disaggregated to tell Missouri's postsecondary education and workforce story and inform decision-making (OP&S)

- Internal education on data availability/capabilities and improve process for distributing products and research (provide the "so what" talking points with product releases) (Veronica G.)

MORE MISSOURIANS ON A PATH TO SUCCESS

(4) Reengineer the customer delivery model for Job Centers (OWD)

- 4.1 Launch comprehensive marketing plan to promote services of public workforce system (Jessica D.)
- 4.2 Develop policy proposals to improve the performance of public workforce system (Becky F.)

(5) Increase the affordability and accessibility of postsecondary education options (Ops)

- 5.1 Automate the administration of Fast Track Workforce Initiative Grant, improve communications of program and opportunities (Kelli R.)
- 5.2 Implement dual credit/dual enrollment scholarship tied to A+ eligibility (Kelli R.)

(6) Serve more diverse Missourians in postsecondary and workforce programs to advance equity (OPP, OWD)

- 6.1 Increase diversity of apprentices (Jeanna C.)
- 6.2 Develop network of learning communities focused on best practices in equity (Samantha D.)
- 6.3 Develop a pilot partnership with JAG for youth (Megan S.)
- 6.4 Develop a Dual Credit pilot program for underserved populations (Erik A.)

INCREASE QUALITY ATTAINMENT

(7) Increase quantity and improve quality of postsecondary education data (OPP, OP&S)

- 7.1 Increase data transparency and analytics of certified school sector (Laura V.)
- 7.2 Create an education data portal (Jeremy K.)
- 7.3 Improve the academic program comprehensive review process (Mara W.)

(8) Lead a discussion about the value of higher education, opportunities, & challenges facing Missouri colleges and universities (OC)

- Coordinate panels of higher education leaders to present issues to CBHE (Gerren M.)

(9) Increase alignment of postsecondary education with workforce needs (OWD)

- 9.1 Establish a pre-apprenticeship framework (Jeanna C.)
- 9.2 Map short-term credentialing programs (Tracy O., Heather C.)

MAKE DHEWD THE BEST PLACE TO WORK

(10) Increase staff engagement in department-wide activities and understanding of office roles (OC)

- 10.1 Establish an advisory council and showcase dept. values on the intranet and connect to current policies, practices, and procedures (Becky D.)
- 10.2 Increase our culture of diversity and inclusion within the department (Becky D.)
- 10.3 Create a strategic training plan for priority KSAs (Laura H.)

(11) Make the work easier and more efficient by creating digital processes (Ops)

- 11.1 Document imaging (Jeff B.)
- 11.2 Electronic Payments (Leroy W.)
- 11.3 Contract and Grants Management System (Rachel H.)

DRIVE PERFORMANCE AND OUTCOMES

(12) Improve the management of financial resources through implementation of the enterprise resource planning system (Ops)

- 12.1 Assess all current SAM II interfaces and document those needs (Jamie P.)
- 12.2 Assess the Grant Management systems (MIP & FRS) to determine if current separate systems can be eliminated (Julie C.)
- 12.3 Determine the budgetary processes and internal control options for the new ERP system (Jeff B.)