



Tab 14

2021 Department Placemat Update

Coordinating Board for Higher Education
March 3, 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

In January, action item owners from across the department were invited to join the Placemat SteerCo to develop detailed implementation plans and metrics. This group is led by the new director of operational excellence and meets monthly to monitor progress toward initiative implementation, to identify and work through challenges, and to celebrate milestones that have been accomplished.

An example of an initiative with demonstrable progress, is action item (6.1) to increase the diversity of apprentices under initiative (6) Serve more diverse Missourians in postsecondary and workforce programs to advance equity (See Tab 14, Attachment – 2021 Placemat Details of Work). Staff have begun analyzing data to identify gaps of service and areas of opportunity and are using this information to work with partners to increase the accessibility of workforce programs to diverse populations. The goal of this initiative is to transform workforce services and postsecondary education into an action of increasing diversity, equity, and inclusion. Staff will engage in equal opportunity training as well as training about the impact of biases in the workplace.

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.

RECOMMENDATION

This is an information item only.

ATTACHMENT

- 2021 Placemat Details of Work

ASPIRATION

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

THEMES

**RAISE
AWARENESS OF
OPTIONS**

**MORE MISSOURIANS
ON A PATH TO
SUCCESS**

**INCREASE QUALITY
ATTAINMENT**

**MAKE DHEWD THE
BEST PLACE TO
WORK**

**DRIVE
PERFORMANCE
AND OUTCOMES**

INITIATIVES

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

- 1.1 Gather and disseminate information about best practices in increasing college completion rates (Becky D.)
- 1.2 Promote postsecondary education in public remarks (Becky D.)

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

- 2.1 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)

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

(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 our 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 (Kelli R.)
- 5.2 Improve communications of Fast Track program and opportunities (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.)

(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 Develop attractive and user friendly way to share equity information (Jeremy K.)
- 7.4 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)

- 8.1 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 Obtain Standards Recognizing Entity certification (Mark B.)
- 9.2 Map short-term credentialing programs (Leanna E.)
- 9.3 Establish pre-apprenticeship framework (Jeanna C.)

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

- 10.1 Establish an advisory council (Becky D.)
- 10.2 Showcase dept values on the intranet and connect to current policies, practices, and procedures (Becky D.)
- 10.3 Increase our culture of diversity and inclusion within the department (Becky D.)
- 10.4 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.)
- 11.4 Project Management tool (Alyssa M.)

(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. (Tracey B.)
- 12.3 Determine the budgetary processes and internal control options for the new ERP system. (Jeff B.)