

INNOVATIONS IN THE PUBLIC WORKFORCE

A GOVERNING Editorial Online Forum

Thursday, August 16th, 2012

Sponsored by:





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GOVERNING

During Our **Time** Together

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City of Albuquerque **Public Service University**

A Corporate University

"Promoting Excellence in Public Service through Life Long Learning"

"We are One City, One Team, whose decisions and actions result in enriched services inspiring public confidence."

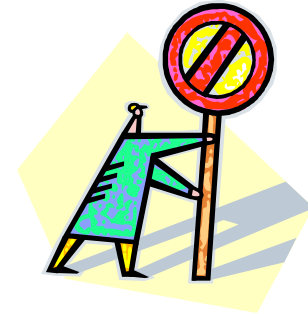
The Backstory



2002 -2003
Concept Development



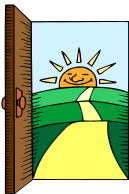
2004-2007
Concept Prototype
Testing



2007
Budget Cuts
Centralized Training Closed



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Opened our doors
January 2011!



Culture Club
Jan –July 2010



What happened
to centralized
training?

December 2010
New Administration
Mayor Richard J. Berry



2008 -2009
Underground
Movement
to keep the concept
breathing



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OUR PROMISE TO THE COMMUNITY

We are One City, One Team, whose decisions and actions result in enriched services inspiring public confidence.

OUR VISION

Public Service is viewed as a positive career choice in the eyes of the public and employees. Learning strategies are a key performance indicator in organizational and community planning and outcomes.

OUR MISSION

To continuously build and drive a learning organization system that instills excellence in employees, organizational and community behaviors, image, and results. This is achieved through the use of strategic blended learning delivery systems that support the attainment of prescribed organizational and community based goals. All learning strategies consider the best interest of promoting effective, efficient, and positive behaviors and processes that favor and promote "Public Service Careers" .



Mayor/CAO



HR
City of Albuquerque
Public Service University
A Corporate University
"Promoting Excellence in Public Service through Life Long Learning"

- CABQ Business Entity
- ABQ Citizens
- External Workforce
- Partners
- Community

Subject Matter Expert Committees

Learning Council

Internal/External Partnerships

**Management
Development
Institute**

NSDP (New Supervisor)
Pre Mgt. Development Program
Facilitative Leadership Programs
Professional Manager Series Programs
(SERT)
Mandatory annual training for managers
Managers Tool Kit (JIT)
CAO Directors Retreat
Human Capital Management Forum
Customize Learning Systems
Leadership Branding
Lean/Six Sigma Black Belt /Green Belt
Certification Program

**Employee- Career
Development
Institute**

Tuition Assistance and
Educational Leave Program
Career Enhancement Programs
(*WorkKeys/Keytrain*)
NEO/NEIP
Personal Enhancement Programs
Trainer Academy/Train the Trainer
Customized Workforce Learning Systems

**Institute of
Safety & Health**

Loss Prevention/Safety Training
City Operators Permit Training
Health Fairs
Preventative Health Care Classes
Health Care Awareness Classes
Health Risk Assessments
Employee Benefit Awareness

**Workforce Research &
Development**

Skills Based Hiring
Research/Beta Model
(New Options Project)
ACT WorkKeys Certified
Supervisor Assessment
(CSA) Prototype Testing

**Organizational
Development/Design**

- Facilitation / Intervention
- Business Process Review/Design
- Survey -Research
Design/Deployment
- Learning System Development &
Design

Blended Learning System Schema

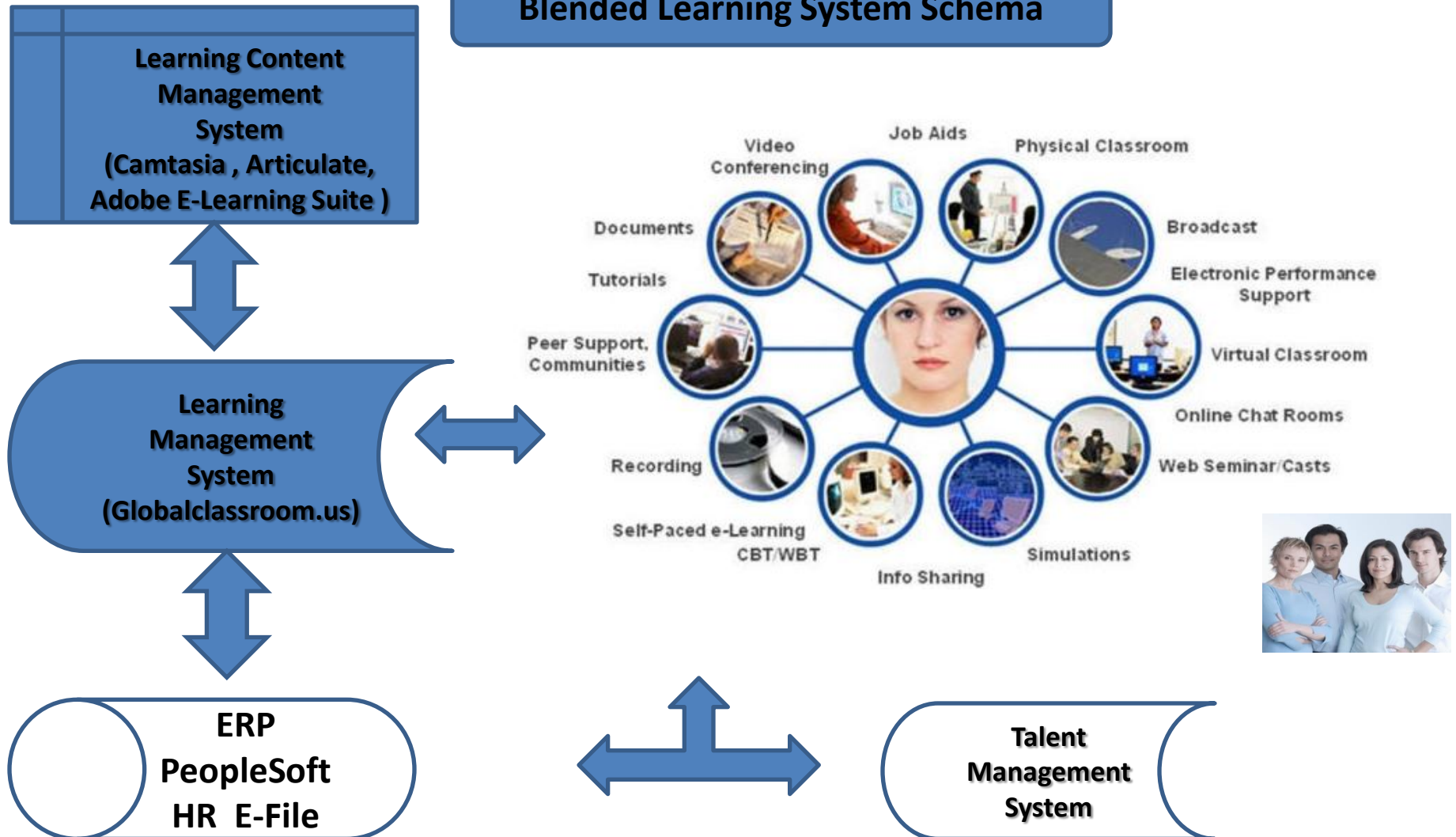


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Blended Learning System Schema



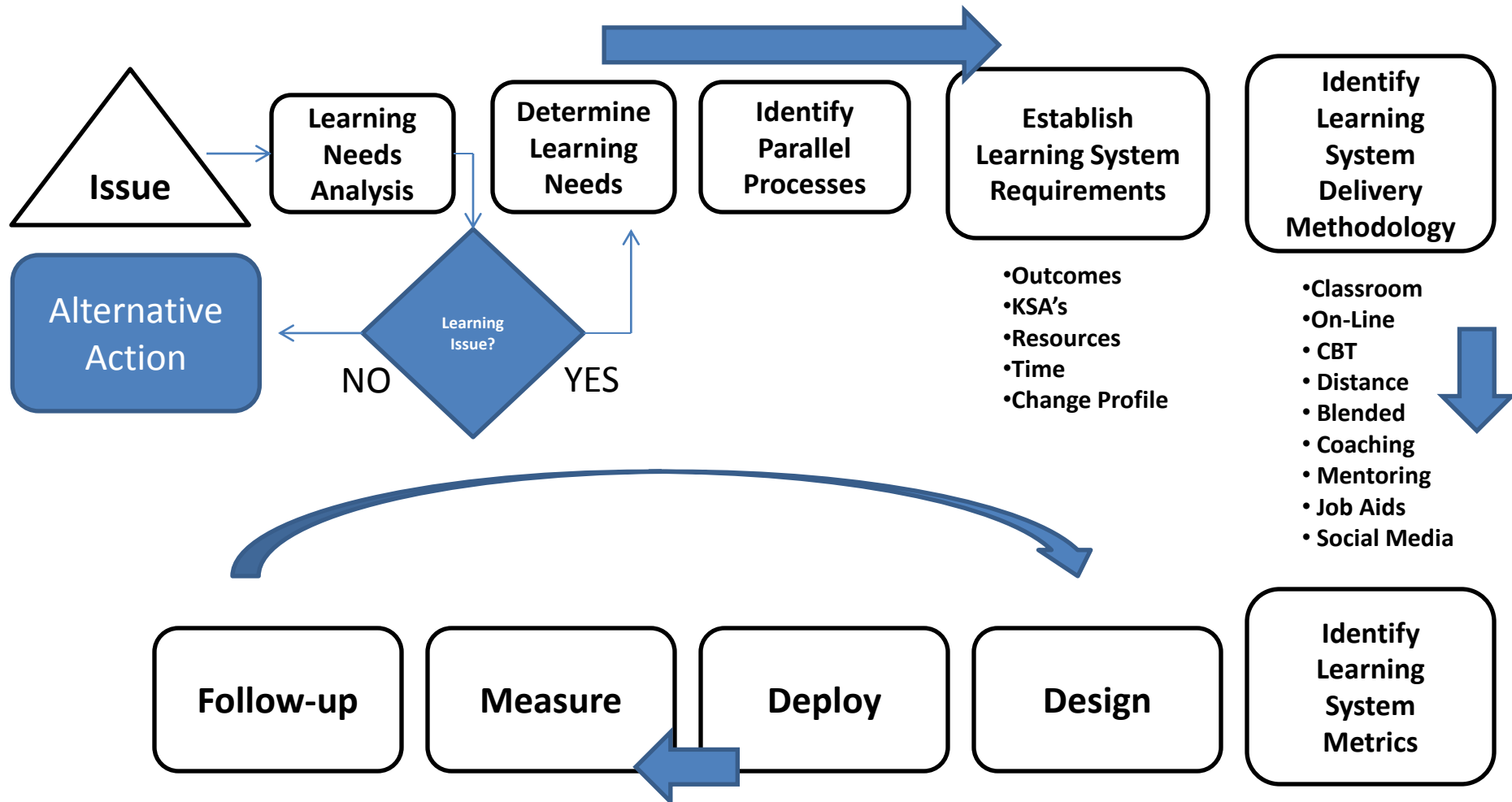


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Blended Learning System Development Schema





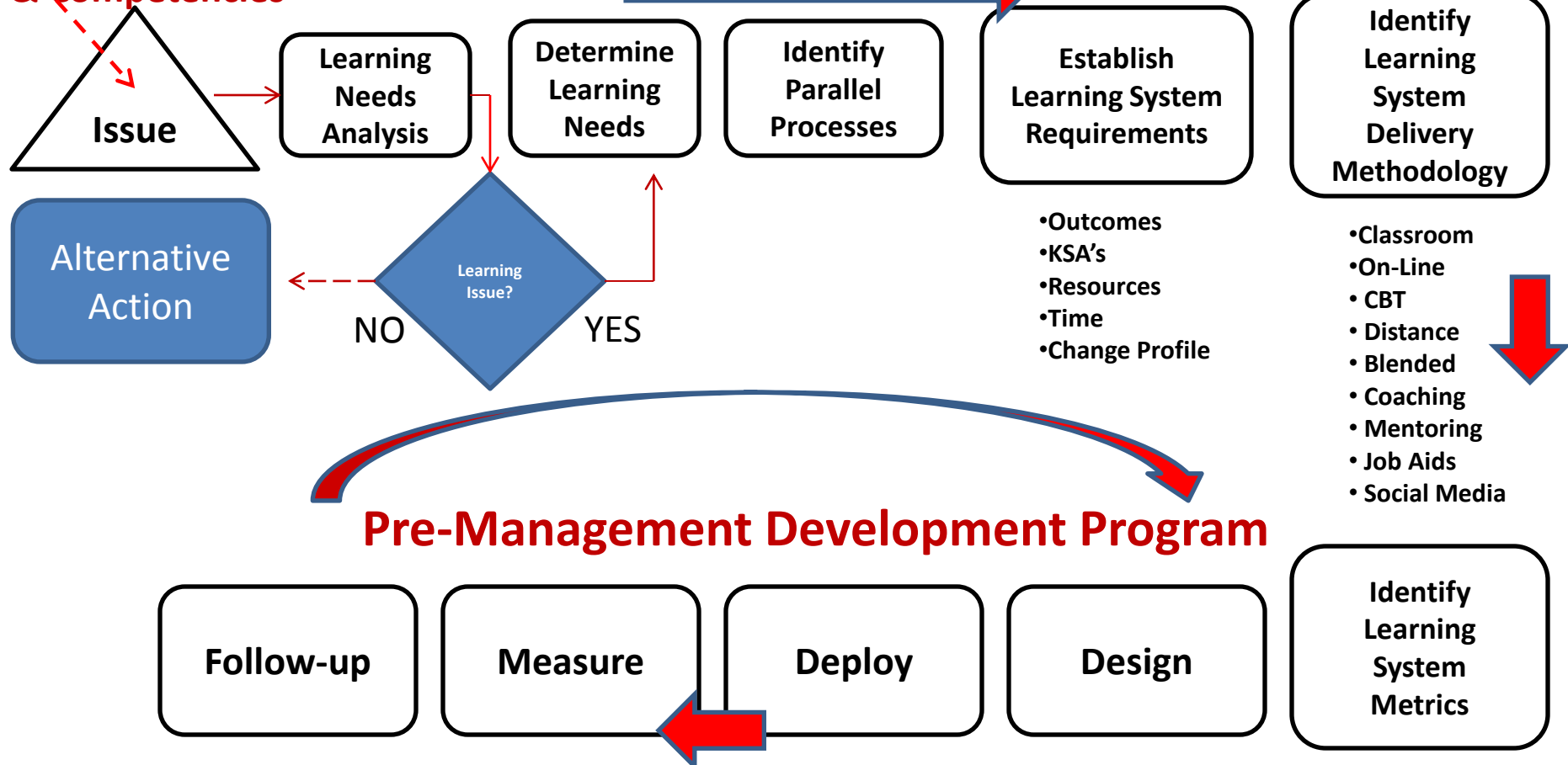
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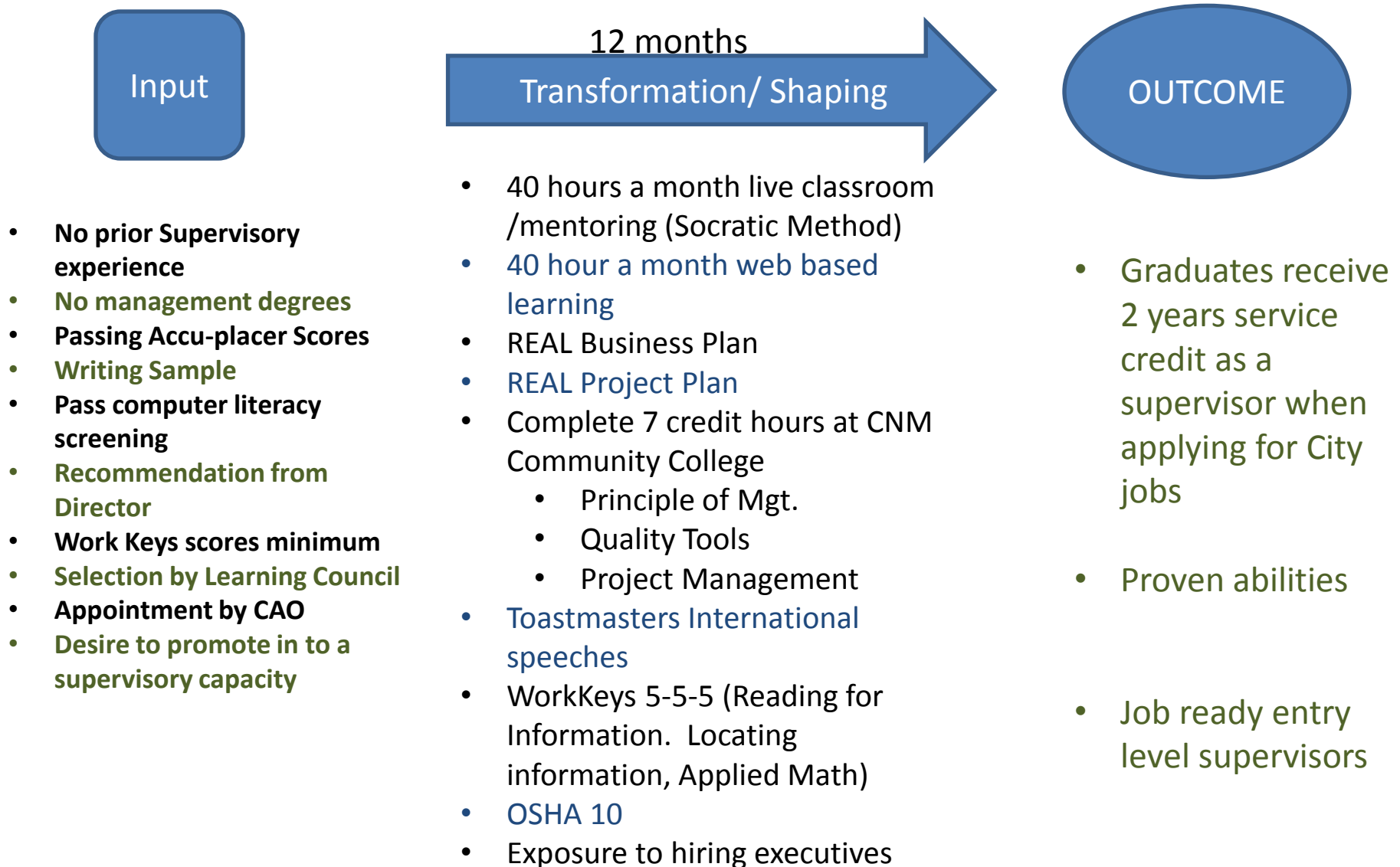
"Promoting Excellence in Public Service through Life Long Learning"

Blended Learning System Development Schema

**Supervisor Position Vacancy Rates
& Competencies**



Pre Management Development Program



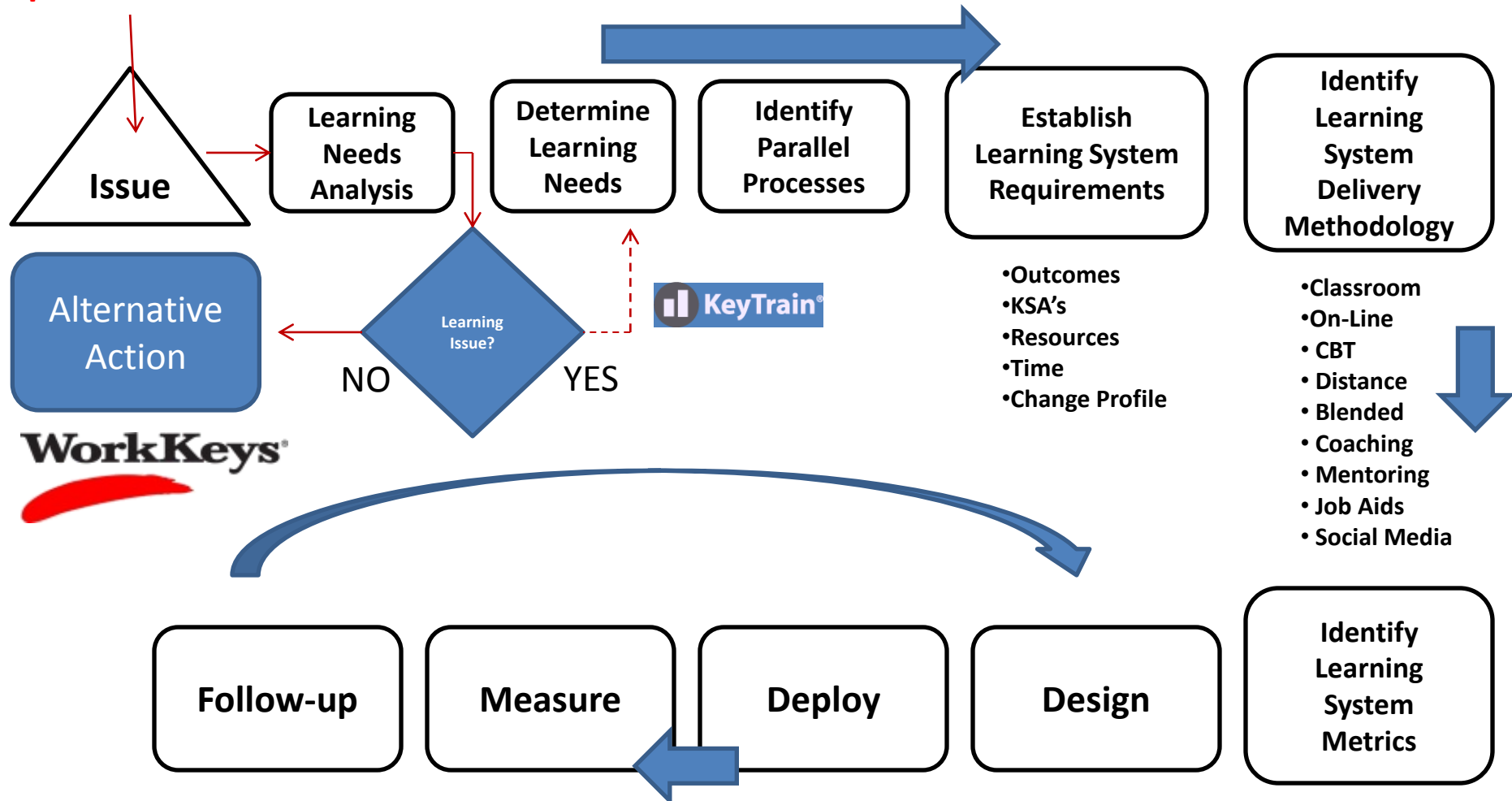
OUR MAJOR EXTERNAL PARTNERS





Better applicant screening for high turnover positions

Blended Learning System Development Schema





innovate + educate

COLLECTIVE IMPACT FOR THE CITY'S FUTURE





City / New Options Partnership



Albuquerque: first large municipality in the country to integrate skills-based hiring using





PARTNERSHIP STRATEGIES 2011-2012



In February 2011, Innovate+Educate signed an MOU with the City of Albuquerque to create a partnership under the New Options Project, funded by the W. K. Kellogg Foundation. The agreement included \$125,000 in in-kind services for the City to deploy a skills-based hiring strategy

- Profiling for permanent positions across City of Albuquerque
- City of Albuquerque event with New Options – Summer 2011
- Job profiling training – costs and travel to training
- Technology services – including wiring, bandwidth needs
- Integration of HR portal with New Options (Monster) portal
- Part time intern from UNM assisting with the Project





2011-2012 STRATEGIES



- Integration of summer jobs into the New Options database
- Continued training with City of Albuquerque
- Continued profiling services for positions in City
- Working with CNM to develop management training program
- Continuing to keep intern on staff
- Creating a 3 day a week position to help with providing assessments at Public Service University headquarters
- A partnership with the Hispano Chamber of Commerce to expand testing services
- A 3 year unlimited license purchase between I+E and NM DWS (value \$400,000)





What is the New Options Project?

Skills-based Hiring

In New Mexico we are leading an effort to transform the national employment system that increases job opportunities for all citizens by shifting the hiring paradigm to include measures of ‘real world’ skills (not just traditional measures like degree & resume.)

The New Options Project is a national, multi-year initiative of the W.K. Kellogg Foundation

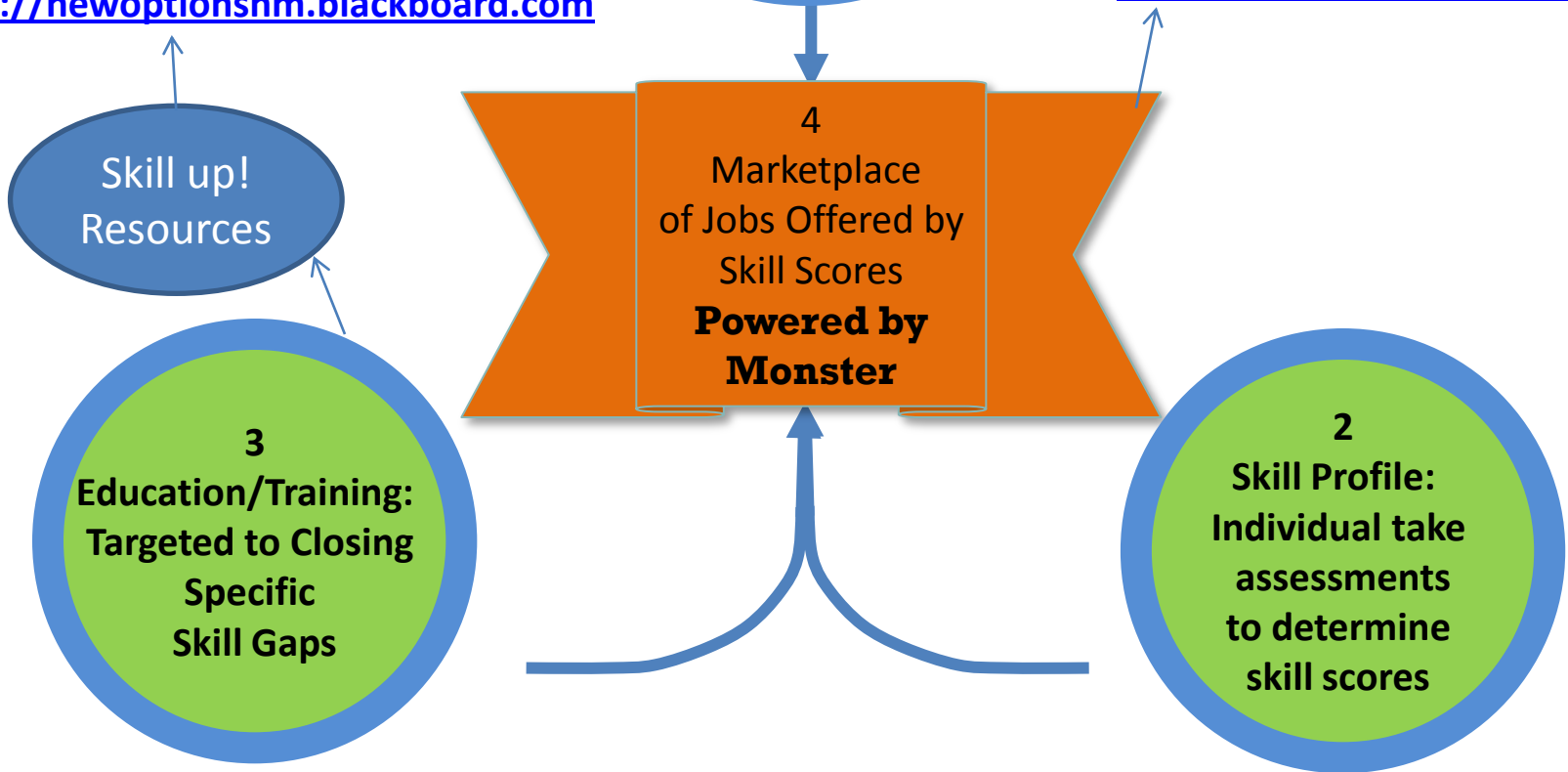


SKILLS-BASED HIRING: THE ECOYSYSTEM



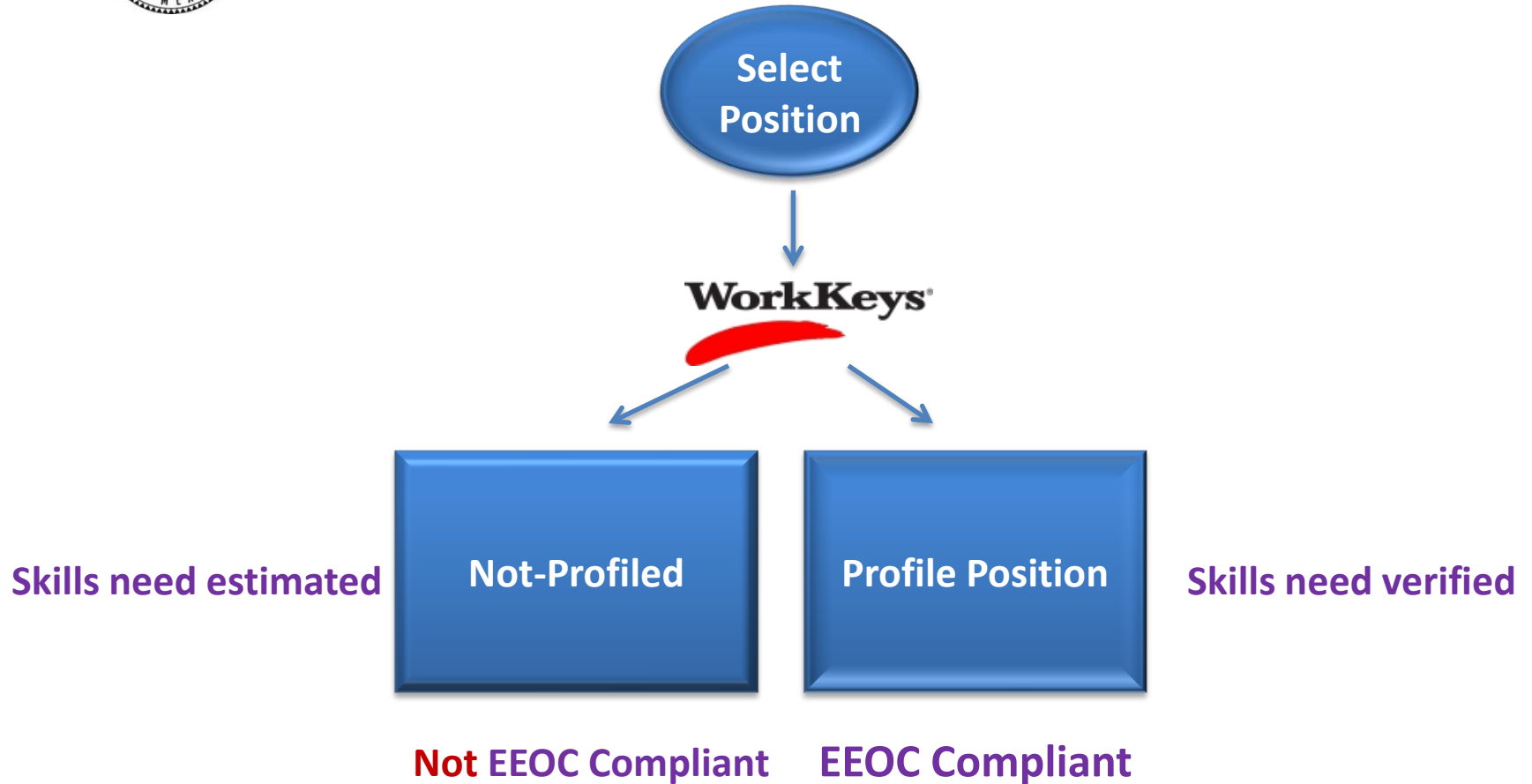
<https://newoptionsnm.blackboard.com>

<http://newoptionsnm.com>



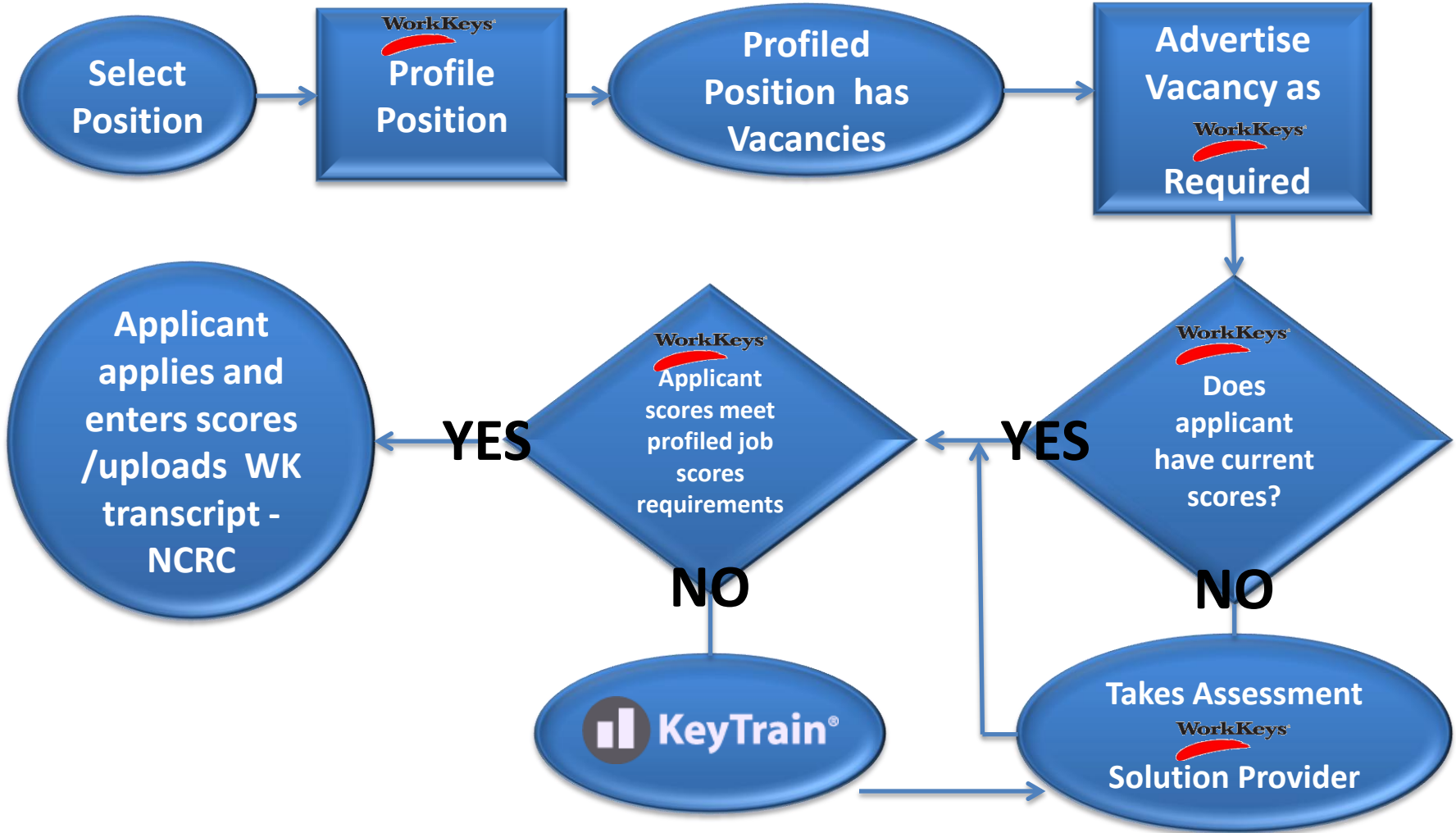


Profiling versus Not Profiling





Profiled City Position Vacancy

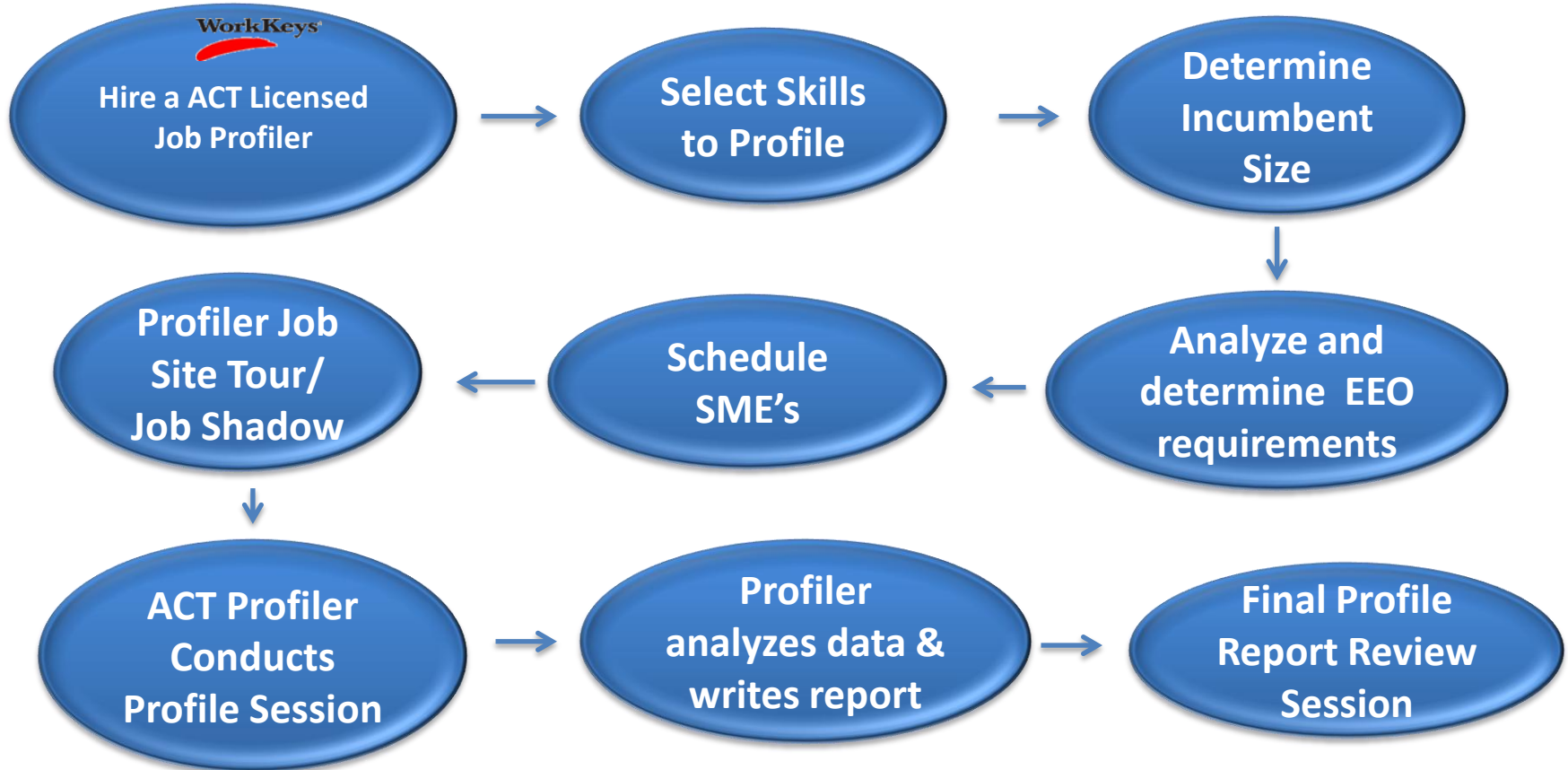




Profiled City Position Vacancy



Job Profiling a Position



Work Keys System Profiled Deployments

Traffic Engineering Technician Helper B

MCO/Sun Van Driver (Pool Position)

Commercial Collection Driver

Residential Collection Driver

Airfield Worker

Aviation Police Officer

Animal Service Worker

FCS Teaching Assistant

Transit Security Officer

City Security Officer

Custodian



Mar 2012

April 2012

June 2012

July 2012

Sept. 2012

Nov. 2012

Jan 2013

June 2013



Jana Petersen

Director of Administrative Services

Boulder County, Colorado

M I S S I O N

We are a solutions-focused team of dedicated human resources professionals who serve Boulder County's most valuable asset, our employees, by providing services to attract, develop, motivate and retain a diverse workforce.

P R O G R A M S

- Foundations in Public Service Certificate
- Catch the County Culture
- Catch the Bus
- Institute of Public Service
- Leadership Academy



LEADERSHIP ACADEMY

One year development program that offers training in Organizational Stewardship, Personal Mastery, Interpersonal Mastery, and Boulder County Business Acumen.

- Mentor pairing
- Action Team project
- Group trainings
- Living Leaders series
- 360° Evaluation and Coaching

Total cost: \$25,000 per year

GOALS OF LEADERSHIP ACADEMY

- Assist the County with succession planning related to expected high turnover in upper and middle management roles in the coming years
- Proactively support the retention of employees of diverse backgrounds by giving them opportunities for professional development
- Fulfill the County's mission to provide the best in public service through role modeling
- Enhance cross-departmental collaboration and cooperation by building relationships among employees from different work groups

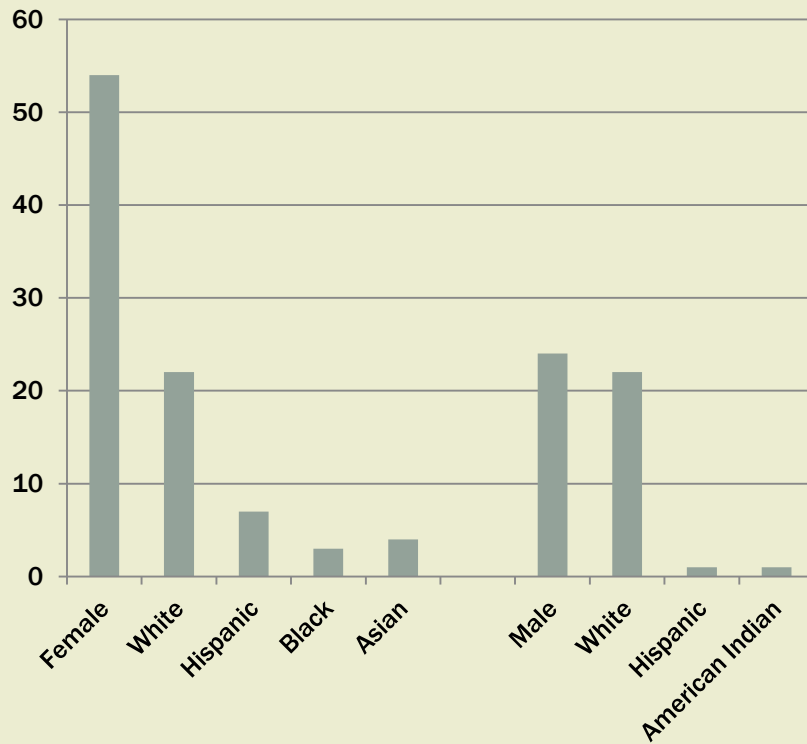
LEADERSHIP ACADEMY RESULTS



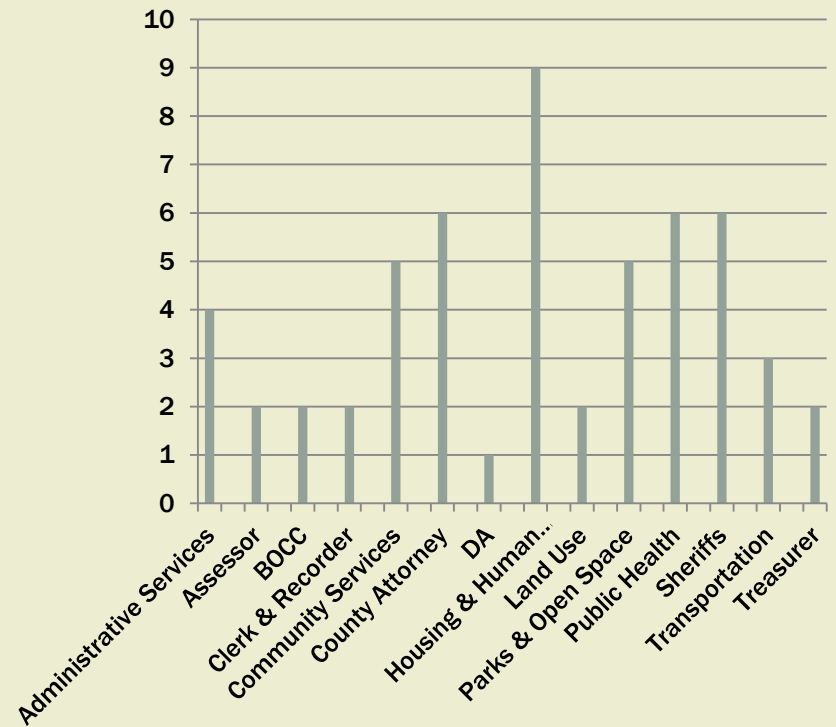
PARTICIPANT DEMOGRAPHICS

2009-2011

Gender and Ethnicity

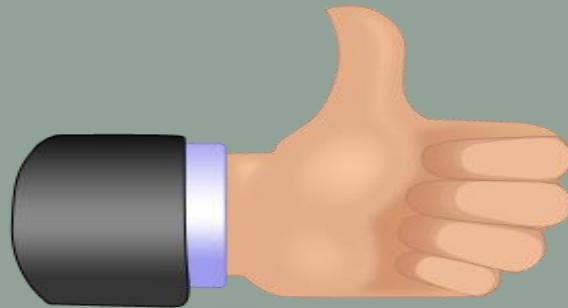


By Department



PROGRAM HIGHLIGHTS

- From 2009-2011, 54 graduates of the program
- Average tenure of participants, 9.4 years
- 2012 class is largest class to date with 23 participants
- Only 4 have left the county
- NACO Award Winner 2010
- 19 graduates have been promoted or assigned higher level duties



Q&A with Ryan Evans and Katrina Sommer

Ryan Evans

Finance Manager
Office of the Governor
Budget & Program Planning
State of Montana



Katrina Sommer

Sr. Community Development Analyst
Office of Community Development
St. Louis County, Missouri



Questions



Thank you for attending!

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