

Location: The Registry

Resources: Executive Director's Report, Board Financials spreadsheet, sent out before meeting.

10:00 Establish Quorum / Attendance- Jody Gennrich, Brian Kluender, Pam Boulton, Christine Moldenhauer, Peter Deakman, Tammy Dannhoff, Angel Stoddard, Luanne Platt, Janet Mincks, Joshua Vick, Chenoa Ruecking, Nicole Lopez, Patty Castillo, Linda Eisele- (Betzaida Vera-Heredia and Rozalyn Zuest via Skype from MN).

Minutes from February 16, 2017 Board Meeting- sent out before meeting.

10:10- Tammy- Motion to approve the minutes from February 16th, 2017. Linda- 2nd, Call to a vote, all approve, motion carries and minutes approved.

Executive Director's Update

- Updates
 - Finance Committee –Brian Kluender- Financials were sent out ahead of time and as you can see we are on target with our projections. Our revenue is ahead of target, however we have overspent in two line items and we'd like approval to reallocate funds from a different line item that is under spent. Brian explained in detail and Nicole provided additional details.

Pam- Motion to approve the reallocation of budget lines as explained.
Janet- 2nd motion. Call to vote, all approve, motion carried.

- Credentials Committee –Christine Moldenhauer- We are coordinating less commissions than last year with the end of the DCF Educational Opportunities program and the TEACH scholarship waitlist. We, the Registry, hosted our first commission in partnership with MATC. New commission policies and portfolio requirements have been developed. The graduation celebration in March was a wonderful event with 175 guests. We have toured MATC as a possible location for next year's gala. The Credential summits took place and resulted in updates to the credential curriculum, resources and

processes. We developed a new commission tool kit, student tool kit, and the instructor tool kit will come out at the end of May. The instructor toolkit will be available on the Registry website and the new websites with the instructor password will be developed. We met with DCF about the Inclusion Credential and infusing this credential with new coursework for YoungStar. We developed a new portfolio guide for the Afterschool Credential; the changes were developed based on practitioner feedback and instructor feedback. The Family Child Care Credential course #1 is now a broad based course and we are embedding the licensing requirements into this course so that after a provider completes this course #1 they will meet all the licensing requirements to open their family child care program. We are working with the WTCS to align the Preschool Capstone with the Practicum course. We have partnered with WCCAA to send out discount certificates for membership in the WCCAA. These certificates will now be sent to Administrator Credential graduates. Pam- I am happy to announce that Chris is now the Director of Credentialing, a well-deserved promotion. Chris- I am planning to attend a commission from each college this year, we will be working on a new assessment form with rubrics. I want to make the commissioners job easier and to have consistent high quality assessment of each practitioner's work.

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- Minnesota Contract Update – Betzaida Vera-Heredia and Rozalyn Zuest- MN Department of Human Services via Skype
 - Matters for Approval – Betzaida Vera-Heredia
 - Additional Flex Schedule
 - 15% Benefits

Betzaida presented four documents to the board, the Achieve Continuous Improvement Plan, the Progress report, a flexible schedule benefits analysis, and the staff engagement and retention plan. Roz explained that the work accomplished by the Achieve team has been high-quality and that they would like to continue with the team. They are now looking to implement similar data reporting with other grantees. She is supportive of the staff engagement and retention plans.

Betzaida- customer satisfaction is connected with staff satisfaction and vice versa. Achieve needed to reevaluate the flexible schedule options and added an FAQ for flexible schedules. Roz- The MNDHS supports flexibility with accountability and we offer flex-schedules, tele-commuting options and compressed schedule options. Staff need to feel appreciated, passionate, and motivated to perform the high quality customer service we are requiring. Equity is different than equality. We need to be able to respond to the needs of the staff. Staff turnover is very harmful and we want to keep our quality staff.

Betzaida- Request approval for the flexible schedule plan.

Discussion- Patty, Angel motion to discuss, Pam- We may need more time than is available. Patty- We will table this new policy for later.

Betzaida- Request approval to increase the flexible spending benefit from 12% to 15% of gross pay benefit for all full-time staff. Roz- MNDHS supports this request and has budgeted for this benefit.

Patty- This proposal is for the Achieve staff, however we would need to consider this benefit agency wide.

Discussion- This benefit, retro-active to April 1st would be about \$9000. Need to understand the long-term implications of all requests to all parts of the organization. Discussion of previous request.

Pam- Motion to reaffirm our expectation that there will be flexible work schedule option(s) and that the implementation and management of these goes to the agency. Linda E.- 2nd Call to a vote, All approve, motion carries.

Patty- Let's discuss the next request on the proposal, prioritizing immediate family members. Pam- I don't think we should prioritize immediate family members however we shouldn't exclude family members either. We ask for a more detailed explanation of this request.

Patty- Move on to the discussion of the increase of the flexible spending benefit from 12% to 15%. Discussion. Linda E. - Motion to approve the 12% to 15% increase of the flexible spending benefit. Angel- 2nd. Call to vote, All approve, motion carries.

Linda E.- Motion to reject the request for \$3000 for childcare or eldercare. Angel- 2nd. Discussion. Patty- table for future discussion. Call for a vote, all approve, motion carries to table for future discussion.

Patty- Move on to the gym membership benefit request. Could we add this benefit to the 15% plan? Pam- Perhaps this is already a pre-tax benefit. Discussion, need more information.

12:45 - Break for Lunch.

1:15- Call to order- Patty- discussion on gym membership- Brian- It looks like the gym membership wouldn't qualify as an option for the pre-tax benefit. Linda E.- We would need to consider extra cost for administration of the program and bookkeeping. Pam- We would like to add this benefit, however we don't want to monitor gym attendance or add another administrative burden. Discussion. Janet- Motion that we offer to pay \$120 towards a fitness membership and that we won't manage the attendance. Pam- 2nd with the addition of asking for a receipt. Patty- Call to a vote, all approve, motion carries.

Patty- Discussion of the request for gift cards or vouchers. Linda E.- We already have staff recognition and other incentives.

Patty- Since these requests are really a management decision, let's ask Nicole to write down all the staff benefits that we currently provide. All approve of asking that Nicole send a response to the staff engagement and retention plan with all the current benefits.

2:00- Committee Updates

- Marketing Committee – Janet Mincks & Joshua Vick
Josh- We are working on incorporating the Registry Ambassadors into the social media strategy. We will be meeting in May to get feedback from the Ambassadors. The Credential Gala was a big hit! Celebrating the graduates was wonderful. We are working on the PDAS summit and will be hosting training and it will give us a chance to promote the Registry. We have just implemented the outsourcing of certificates. Josh analyzed the benefits and cost savings. Found a Madison vendor and the new vendor will now print and mail the certificates. This will save time and money.

Janet- We have found that younger practitioners want information via social media, and that the ambassadors will be a great help in getting the information out via social media.

- Data Analysis & Research –Peter Deakman- We are working with the Peterson tech firm for a new server, virus protection and fiber optic connections. We are working on the document management and document scanning technology. We have about 24,000 individuals in our Registry. The Registry Alliance looks over our data and gives us recommendations. The data analysis will come out near Labor Day. In February we had some timeout errors and slow connection issues that were software related. New World implemented new process to detect and fix problems. We have never had such an event in the past, but what doesn't kill you makes you stronger. We are working on updates to serve new licensing and YoungStar requirements. We are working with DPI and a new membership type. MN- working towards scanning and transitioning to a paperless system. We are learning a lot about document management. In MN Achieve is connected to their QRS and we may want to advocate for this in WI. The new Insight software will automatically translate to other languages, we want our certified language trainers to help with this translation project. We submitted a specification request to New World for an application Wizard. We could then invite orgs. To verify their data. Similar with individuals- to confirm, update data. More details and flexibility of usertypes, it will be more friendly. New handful of items, approved training, sponsor inventory list, online registration, automated training evaluations, data collected and evaluations available, advancements in the "opt in" or "opt out" options for mailing, could send training opportunities out to members, reasonable library of interest groups.
- Agency / DCF Update – Nicole Lopez- Working on the new contract with DCF for the next two years. Working on possible paperless options. Tech proposal to DCF. New bi-lingual staff member, with language endorsement training. I have been appointed to the National Alliance data analysis group. Working with NAEYC as well. New grant with DPI. Working with MS and the Wells

Foundation Systems. Smaller scale registry services. Build Conference in summer.

- Career Development Recognition Committee –Angel Stoddard- We are seeking new members and new assessment verifications. T-TAP competencies- equivalent training, 3-credit course or if you have taken the adult learner course previously you still need the foundations and T-TAP. 15-hours of adult education/trainer is equivalent. Providers are wanting more info. about how the Registry fits into the system, especially DPI. T-TAP subcommittee will meet August 8th for revisions. We are looking at options to verify quality of online trainings, looking at other state’s online rubrics for training quality. Looking at new evaluations for trainers.
- Quality Assurance / Talent Management Update – Jody Gennrich- Handed out Quality Assurance Plan. We will be implementing this in October. We will be sampling the data and checking for errors in order to verify the reliability of the data.
 - Risk and Compliance Update- None to report
 - Registry Staff Recognition - Dan – Congratulations on your three-year anniversary, Thank you for your 3-years of service!

Old Business

- Update on Committees – Linda Eisele & Pam Boulton- Updating the board roles and we need to evaluate the effectiveness of current board roles. New board members wanted.

2:45 - New Business- Closed session

3:15 Adjourn