

# Outcomes Steering Committee

## Agenda

September 19, 2018

**Purpose:** To support the development of a systemwide engagement framework of programs and services to achieve the six outcomes and create a collective impact to make our communities smarter one person at a time

- Provide guidance and support to the six Outcomes Workgroups as they identify and recommend what engagement programs and services should be developed on a systemwide level to achieve each outcome;
- Review program/service recommendations from Project Teams and Workgroups;
- Evaluate systemwide resources in relation to Workgroup recommendations;
- Prioritize the development of programs and services based upon the recommendations of EPS, the Outcomes Workgroups and the Committee's evaluation of resources;
- Coordinate the work of departments to support engagement programs and services.

**Ground Rules agreed upon:**

- Everyone participates
- Be present and focused
- Start and finish on time
- Speak up and ask questions
- Raise issues in the meeting
- Respect confidentiality
- Be respectful of others' opinions and time

Time	Topic	Purpose/Action	Presenter/ Facilitator
9:00	Defining success for the Outcomes Steering Committee	Provide Context	Julie Ballou/ Morgan Jones
9:15	High-level overview of relationship of Outcomes to Objectives <i>Workgroup Reports (30 minutes total)</i> <i>Progress on: External Resource Audit; Definitions of Success for each Outcome; Distribution of Existing Programs/Services among the Workgroups</i>	Clarify Work Products	Morgan Jones  EPS Department
9:30	Workgroup Report - Literacy	Informational	Emily Williams
9:35	Workgroup Report – Educational Attainment	Informational	Kellie Delaney
9:40	Workgroup Report – Workforce Development	Informational	Julia McConnell
9:45	Workgroup Report – Health and Wellness	Informational	Kristin Williamson
9:50	Workgroup Report – Cultural Enrichment	Informational	Teresa Matthews
9:55	Workgroup Report – Civic Engagement	Informational	Jessica Gonzalez
10:00	Achievements and Obstacles	Identify paths forward	Morgan Jones
10:20	Next Steps	Assign Action Items	Morgan Jones
10:30	Adjourn		Morgan Jones

*Next Outcomes Steering Committee Meeting is October 17th, 2018*

**Primary Topic:** Workgroup Leads report progress on: Current Services and Programs Evaluation; Program/Service Recommendations; Best Practices

# Outcomes Steering Committee

## Minutes

September 19, 2018

### Attendees

#### Co-Chairs:

*Julie Ballou, Deputy Executive Director – Public Services*

*Morgan Jones, Manager of Planning and Assessment*

#### Members Present:

*Kellie Delaney, Adult Services Manager, EPS*

*Risa Sargent, Regional Director-Access, Public Services*

*LaVetta Dent, Regional Director-Outreach, Public Services*

*Kim Terry, Director of Marketing and Communications*

*Jessica Gonzalez, Programs Manager, EPS*

*Emily Williams, Teen Services Manager, EPS*

*Chris Kennedy, Regional Director-CIS, Public Services*

*Kristin Williamson, Childrens Services Manager, EPS*

*Julia McConnell, Programs Manager, EPS*

*Heather Zeoli, Dir. of Development and Volunteers Services*

*Sarah Peterson, Dir. of Collection Anywhere, Public Services*

#### Absent:

*Anne Fischer, Deputy Executive Director—IT*

*Teresa Matthews, Programs Manager, EPS*

### Defining success for the Outcomes Steering Committee

After going through the exercise of having the workgroups define what success looks like, the OSC recognized that it would be a helpful exercise for the Steering Committee to conduct as well. The group identified the following items:

- Enhanced collaboration between departments—means including each other in relevant conversations from the beginning
- Clear expectations for how to help others be successful so that we are all successful (deadlines, processes, etc)
- Clarity for everyone about our Strategic Direction and each person's role in it
- Increased inclination by everyone to ask themselves and their teams "how does this fit with our strategic plan"?
- Clear messaging to the public about how Metro provides value to Oklahoma County residents
- That this will become part of our normal way of working together, rather than a "special project"
- A clear definition of "engagement" (what it is, and what it is not) and how engagement staff will conduct local outreach in coordination with systemwide outreach
- Enhanced community presence as one library system with many locations (collaboration and cooperation among library staff, rather than competition)

### High-level overview of relationship of Outcomes to Objectives

Now that we have identified six systemwide outcomes, EPS and the Engagement Managers are working to identify potential incremental outcomes (currently being called "learning objectives") that contribute to achieving the systemwide outcomes—essentially defining baby-steps towards achieving the systemwide outcomes. These are not meant to be a checklist, but instead, a sample of learning objectives to demonstrate how to identify the learning objectives for a specific type of program/service and how to connect them back to the larger, systemwide outcomes.

## Workgroup Reports

All the Workgroups have had at least two in-person meetings and multiple digital check-ins via Teamwork. The workgroup leads indicated that all the groups are having great conversations about getting to prioritize recommendations for what moves forward as systemwide programs and services.

The External Resource Audit is “complete”. Discussed the importance of keeping our list of community resources up-to-date and the opportunity to collaborate and rely on 211 as the “keeper” of the most up-to-date social services knowledge. Everyone recognizes that the research and support documents are “living documents” that can be updated and added to as additional information comes available or as community resources/needs change.

Each of the workgroups has gone through an exercise to identify “what success looks like” for each outcome. They have identified incremental outcomes (baby steps) that contribute to achieving the systemwide outcome. Right now, we are calling them “learning objectives” but EPS is still working to settle on language with the Engagement Managers. EPS is also checking them for consistency across workgroups.

## Achievements and Obstacles

Communication is still the largest obstacle. Risa indicated that Access Managers and Staff are receiving very little information from their Engagement Managers about what is happening in the Workgroups. PSLT and EPS will draft Engagement Communication Best Practices to include: Talking points after each workgroup meeting, updates to PSLT and Library Managers, and encouraging Library Managers to prompt their EM’s to share workgroup progress as local staff and leadership team meetings.

Workgroup leads indicated that “having time to work on systemwide work” was still proving difficult for Engagement Managers to complete their contributions to the Workgroups. PSLT will communicate with Library Managers about the importance of this systemwide initiative.

## Next Steps/Action Items

The OSC has identified the importance of needing to have some “small wins” early in the process. We will all be on the lookout for what those might be.

Next Outcomes Steering Committee Meeting is October 17, 2018

	<b>Description</b>	<b>Point-Person</b>	<b>Due Date</b>
1	Finalize Department Audit	OSC/LT	9/27
2	Engagement Communication Best Practices (Talking points, etc)	PSLT/EPS	10/3
3	Develop recommendations to define “what is engagement?” for review at next OSC meeting	PSLT & EPS	10/17
4	Define Deliverables/Tools for Project Teams	EPS/Morgan	10/17