

New Employee Workshop

Lesson Plan

Time	Facilitator Guide	Comments
	Welcome SLIDE 1	Welcome to New Employee Workshop!
	Housekeeping details	<ul style="list-style-type: none"> • Bathrooms • Vending/Water/Coffee/snack bar • Phones & Beepers – set on vibrate • Break
	Benefits & Expectations SLIDE 2	This workshop has 2 major purposes: <ul style="list-style-type: none"> • Benefits to DCF through organizational learning • Benefits to the participants through personal learning We will also look at how we work in teams.
	Icebreaker SLIDE 3 3 x 5 cards on table	To work well in teams we need to know each other. Fill out 3 x 5 card with your job title, Program, and a fact no one in the class knows about you. Collect 3 x 5 cards and guess who it is.
	Objectives SLIDE 4	What you can expect to learn today: <ul style="list-style-type: none"> • Understand teamwork • DCF's Mission, Vision, Guiding Principles, and two Senses • DCF programs and services • Organizational structure • Plain Language Initiative • Strategic Direction • Performance Measure Dashboard • Davis Productivity Awards • Who to call in HQ
	Review folder Handouts in packet: <ol style="list-style-type: none"> 1. Organizational chart 2. Region map 3. Guiding Principles 4. Critical Few 5. Workplace safety 6. Local Support handout 7. Resource links 8. Slides (don't look!) 	Policies are on each table. Handouts on table: <ol style="list-style-type: none"> 1. Quick Facts 2. CFOP 15-10 (4 pages) 3. Strategic Direction 4. 2009 Davis award winners 5. Accomplishments 2007-08 Please take one if you like <ol style="list-style-type: none"> 6. DCF crossword (do on break)
	DCF overview DCF Overview DVD	Have you seen this video before? 4 things out of date: <ol style="list-style-type: none"> 1. We do not run 6 MH facilities, only 3 2. No longer have Strategic/Business Plans 3. Central Office = Headquarters 4. No Districts & Zones
	Teamwork SLIDE 5	What do we share? DCF employees work together in teams.

	<p>Teamwork SLIDE 6 Teams have 10 minutes to list the 15 most important items that should be included in a Disaster Supply Kit in the event of an evacuation.</p>	<p>Read Slide to participants, broken into their original teams.</p> <p>Do not look at slides!</p>
	<p>Teamwork OnClick SLIDE 7</p> <p>Disaster preparedness handout (pass out)</p>	<p>Compare the lists developed by the teams against the slide.</p> <p>Award prize to team with most points.</p>
	<p>Debrief SLIDE 8</p>	<p>Deductive reasoning: principles -> specifics Inductive reasoning: data -> principles Which did your team use?</p>
	<p>Debrief SLIDE 9</p>	<ul style="list-style-type: none"> • Results, answers, and findings • Behavior: how task accomplished • Feelings • Learning, conclusions, and applications <p>How does this apply to your job?</p>
	<p>Debrief SLIDE 10</p>	<ul style="list-style-type: none"> • How did leadership emerge in your team? • Did the team discover its mission? • How did the team plan to complete the exercise? • How important was communication to the successful completion of the activity? • Did the team need the participation of all members? • How did the team process change during the activity?
	<p>Stages of team development SLIDE 11</p>	<p>Teams go through stages:</p> <ul style="list-style-type: none"> • Forming • Storming • Norming • Performing • Adjourning <p>New cycle when new member of team</p>
	<p>Forming SLIDE 12</p>	<p>Forming</p> <ul style="list-style-type: none"> • Initial stage of team formation. • Team members enter with ambiguous feelings and attitudes. • Conflict is avoided because of the need to be accepted by the team.

	Storming SLIDE 13	Storming <ul style="list-style-type: none"> • Competition and conflict among team members. • Leadership, structure and power issues dominate.
	Norming SLIDE 14	Norming <ul style="list-style-type: none"> • Team develops cohesion, leadership is shared and trust develops. • Interpersonal conflicts give way to sharing of feelings and creative thinking.
	Performing SLIDE 15	Performing <ul style="list-style-type: none"> • True interdependence emerges. • Individuals adapt to meet the needs of the team. • There is high productivity in task and personal relationships.
	Adjourning SLIDE 16	Adjourning (optional) <ul style="list-style-type: none"> • Team accomplishes goal, disbands or group member(s) leave. • Team members mourn the ending of the group or begin the process of “forming” a new team. Relate teamwork to their job.
	Mission SLIDE 17	What do we share? We share a common mission .
	Mission SLIDE 18	What is a mission? “A specific task a person or group is charged with.”
	Mission SLIDE 19	Mission: Landing a man on the Moon <ul style="list-style-type: none"> • Is the mission complete? • Click to reveal the second part of the mission.
	DCF Mission SLIDE 20	DCF Intranet home page
	DCF Mission SLIDE 21	3 parts: <ul style="list-style-type: none"> • Protect the vulnerable • Promote strong & economically self-sufficient families • Advance personal & family recovery & resiliency
	Mission SLIDE 22	Who are our customers by mission?

OnClick

	DCF Mission by Customer SLIDE 23	We are organized to serve our customers.
	Programs SLIDE 24	The Vulnerable include various customers: <ul style="list-style-type: none"> • Abuse Hotline • Adult Protective Services • Child Care • Family Safety • Strengthening Families • Domestic Violence
	Programs SLIDE 25	Strong & Self-Sufficient Families: <ul style="list-style-type: none"> • Economic Self-Sufficiency (ACCESS) • Homelessness • Refugees
	Programs SLIDE 26	Personal & Family Recovery: <ul style="list-style-type: none"> • Substance Abuse • Mental Health
	Programs SLIDE 27 DCF Quick Facts (on tables) Program packets	Activity: Find info and report on a Program: <ul style="list-style-type: none"> • Adult Protective Services • Child Care • Domestic Violence • Economic Self-Sufficiency (ACCESS) • Family Safety • Homelessness • Mental Health • Refugees • Strengthening Families • Substance Abuse Small groups report to large group on what office does.
1.5	BREAK	
	ACCESS SLIDE 28	Mandate: Protect vulnerable, promote economically self-sufficient families, & advance family recovery Programs FY 07/08: <ul style="list-style-type: none"> ○ Temporary Cash Assistance (182,235 served) ○ Food Stamps (2,201,683 served) ○ Medicaid eligibility (2,511,151 served) Budget FY 07/08: \$480.8 million Employees: 4,509.5 FTE

	<p>Adult Protective Services SLIDE 29</p>	<p>Mandates:</p> <ul style="list-style-type: none"> ○ Prevent abuse of vulnerable adults, disabled, or self-neglect ○ Assist vulnerable adults to live independently <p>Reports received July-Dec 2008: 23,563 Protective cases July-Dec 2008: 1,004 Budget FY 08/09: \$55.2 million Employees: 632.5 FTE</p>
	<p>Child Care SLIDE 30</p>	<p>Mandate: Protect children while in child care Regulate 8,445 child care centers for 433,533 children License & inspect child care facilities Mandatory training & testing for child care workers 2008/09 Budget: \$17.5 million, mostly Federal Employees: 127.5 FTE</p>
	<p>Domestic Violence SLIDE 31</p>	<p>Mandate: coordinate statewide domestic violence prevention & intervention Contract for Hotline: FY 06/07: 149,660 calls Certify 42 Domestic Violence centers Sheltered 14,504 people in FY 08/09 Batterer Intervention Program: 137 programs served 9,672 new enrollees in FY 07/08 Budget FY 07/08: \$28 million</p>
	<p>Family Safety SLIDE 32</p>	<p>Mandates:</p> <ul style="list-style-type: none"> ○ Protect children (295,830 Hotline calls FY 06/07) ○ Foster care (27,502 served FY 06/07) ○ Administer adoptions (3,674 adopted FY 07/08) ○ Road To Independence July-Dec 08: 1,748 ○ Report missing children (452 daily; 87% runaways) <p>Budget: \$1 billion</p>
	<p>Homelessness SLIDE 33</p>	<p>Mandate: coordinate homeless programs</p> <ul style="list-style-type: none"> ○ Manage 4 grant programs ○ Support 27 homeless coalitions <p>Homeless persons served in 2007: 77,300 Estimated daily homeless in 2008: 59,036 Budget: \$14.6 million Employees: 3 FTE, 7.5 OPS</p>

	<p>Mental Health SLIDE 34</p>	<p>Mandates:</p> <ul style="list-style-type: none"> ○ Administer public mental health program ○ Provide quality treatment ○ Administer secure facilities & programs <ul style="list-style-type: none"> ▪ Baker Act ▪ voluntary/involuntary commitment ▪ sexual predators ▪ court ordered evaluation & treatment ▪ Incompetent to stand trial ▪ Not Guilty by reason of Insanity) <p>Estimated 326,560 adults & 308,915 children with severe mental illness Nine facilities: 3 state, 6 private Budget: FY 08/09 \$789 million Employees: 4111.5 FTE</p>
	<p>State Mental Health Treatment Facilities SLIDE 35</p>	<p>We also have three State-run mental health treatment facilities and contracted facilities.</p> <ul style="list-style-type: none"> FSH – civil & forensic NEFSH (McClenney) – civil NFETC (Gainesville) – forensic
	<p>Refugees SLIDE 36</p>	<p>Mandate: coordinate federally funded refugee services</p> <p>Largest refugee settlement site in U.S.</p> <p>2008: 26,755 refugees from over 71 countries (mostly Cuban)</p> <p>Budget: \$83.3 million</p> <p>Employees: 40 FTE, 5 OPS</p>
	<p>Strengthening Families SLIDE 37</p>	<p>Mandate: preserve healthy families</p> <p>Clients: individuals, couples, and youth in fragile circumstances including abuse, neglect, substance abuse, mental illness</p> <p>Administer federal grants for relationship skills and marriage education</p> <p>16 project grants for healthy families</p>
	<p>Substance Abuse SLIDE 38</p>	<p>Mandate: Provide substance abuse prevention & treatment to those in need</p> <p>Clients FY 06/07: 115,729 adults, 53,024 children</p> <p>Marchman Act of 1993: Voluntary & involuntary admissions for treatment</p> <p>Budget: FY 07/08: \$215.9 million</p> <p>Employees: 67 FTE</p>
	<p>Org Chart SLIDE 39 Org Chart (in folder)</p>	<p>Mention reorganization; we will be aligning more with our customers.</p> <p>See org chart on .eww home page.</p>

	Regions SLIDE 40 onClick	We have gone from Districts and Zones to Circuits and Regions to align with the circuit court system.
	Regions SLIDE 41 Handout- Region map (in folder)	We now have 6 Regions. SER = Broward & Palm Beach SNR = Miami-Dade, Monroe
	Headquarters SLIDE 42	Central Office is now called Headquarters.
	Online Course Review SLIDE 43 Flip chart to keep score	“Family Feud” game Need pre-made 3 x 5 cards with Q & A 1 point per correct answer. Winner = 5 pts.
	Plain Language SLIDE 44 CFOP 15-10 (on table) onClick	In DCF we use a lot of acronyms. See CFOP 15-10. Tie to Plain Language initiative.
	Publications SLIDE 45	Show Intranet link: where to find CFOPs.
	Bingo SLIDE 46 Bingo cards Call off acronyms on screen	What do acronyms stand for?
	Vision SLIDE 47	The vision statement is a <u>picture of the desired future</u> or ideal state. <ul style="list-style-type: none"> We will be recognized as a world class social services system, delivering valued services to our customers We are committed to providing a level and quality of service we would want for our own families
	Vision SLIDE 48	There is always a gap between the present state (DCF Mission) and the future state (DCF Vision). Filling the gap = continuous improvement.
	Secretary Sheldon SLIDE 49	Who is DCF Secretary?
5:36	Butterworth video – Guiding Principles	Ignore Leadership Institute

	<p>Guiding Principles SLIDE 50</p> <p>Guiding Principles handout (in folder)</p> <p style="text-align: right;">OnClick</p>	<p>The Guiding Principles show us HOW to do our jobs.</p> <ul style="list-style-type: none"> • Integrity • Leadership • Transparency • Accountability • Community Partnerships • Orientation to Action <p>Why is this important? Public Trust And now we have two senses....</p>
	<p>Sense of Urgency SLIDE 51</p> <p style="text-align: right;">onClick</p>	<p>... any delay in our actions could have hurtful, if not tragic, results.</p>
	<p>Common Sense SLIDE 52</p> <p style="text-align: right;">onClick</p>	<p>... trust their instincts and ask questions when a policy, a procedure or one of our business practices doesn't sound right.</p>
	<p>Change SLIDE 53</p>	<p>What do we share? We are managing change through continuous improvement.</p>
	<p>Continuous Improvement SLIDE 54</p>	<p>How Do We Improve? Our guiding principles and 2-senses challenge us to continuously improve in order to better meet our customers' needs.</p> <p>The Department has strategies in place that help generate better operations, customer value, and overall results.</p> <p>We do this by:</p> <ul style="list-style-type: none"> • Understanding our customers: who they are, what are their needs and then using this information to develop programs and services that meet their expectations • Planning for the future – Secretary's Strategic Direction • Using measurements to tell us how we are doing on a daily basis and what needs improving – Performance Dashboard • Investing in our staff through learning initiatives – New Horizons <p>Let me explain more ...</p>
	<p>Customer Focus SLIDE 55</p>	<p>Focusing on the customer is critical to achieving the DCF Mission.</p> <p>Why is paying attention to the customer important?</p>

	Performance Dashboard SLIDE 68	These are also a Federal measures.
	Performance Dashboard SLIDE 69 onClick	FS303 is also required by the Legislature in the General Appropriations Act. So, our goals and measures come from multiple sources and are still evolving. Let's drill down and look at FS303.
	Performance Dashboard SLIDE 70 onClick onClick	Demonstrate data in Districts 1 and 2 – variance in numbers.
	Sunshine Law SLIDE 71	DCF Dashboard is on the Internet. The Sunshine Law (286.11, F.S.) mandates open governmental meetings; DCF is open to the public with respect to its performance. Why is DCF's openness to the public important? <u>Taxpayers</u> and <u>citizens</u> of the State of Florida are our customers, as well as those who receive services from DCF. Open government initiative - transparency
	Employee Satisfaction SLIDE 72 onClick	Why is employee satisfaction and well-being important to DCF? <ul style="list-style-type: none"> • DCF's success depends on the diverse backgrounds, knowledge, skills, creativity and motivation of its employees and partners. • Valuing employees means committing to their empowerment, satisfaction, development, and well-being.
	Davis Awards SLIDE 73	Davis Productivity Awards are presented annually to state employees, teams, work units, partnerships and agencies that clearly exceed performance expectations and job descriptions in ways that improve core state functions and save money for Florida's taxpayers and business.
	Davis Awards SLIDE 74 2008 Davis award winners (on table)	Show 2009 award winners. Why reward employees?
	Employee Development SLIDE 75	Just like DCF has a continuous improvement cycle (<u>Plan, Do, Check, Act</u>), opportunities for continuous learning are available for DCF employees.

	Employee Development SLIDE 76	Discuss the value of a plan for individual development. Why is individual employee development important to DCF?
	New Horizons SLIDE 77	Show HR and IT links. Can be requested in your IDP.
	Workplace Safety SLIDE 78 Safety handout in folder	Who do we contact with concerns about workplace safety?
	Local Support SLIDE 79 Local Support handout (in folder)	Review local contacts: <ul style="list-style-type: none"> • Building Maintenance • Civil Rights • Domestic Violence • Ethics Officer • Human Resources • Information Systems Help Desk • Employee Assistance Program (EAP) • Public Records Requests • Surplus Furniture • Workplace Safety • Workplace Violence
	Links We Mentioned SLIDE 80 Resource Links handout (in folder)	Addresses of Web sites we mentioned.
	Objectives SLIDE 81	Review objectives. Questions?
	End SLIDE 82 EVALUATIONS CERTIFICATES	