# ASW Steering Committee Meeting Minutes – Nov. 3, 2016

Via Conference Call 9:30 a.m.

**Attending**: Shari Featherstone, Bruce Tisdale, Susan Trower, Kevin Black, Diana Hillocks, Tammy Sowinski, Dana Klotz

## 1. UPDATES

### a. DATA COLLECTION

Shari reported that audits have now been completed with all districts - everyone is at different stages of data collection. With respect to reporting and analysis, Shari has been working behind the scenes by contacting other districts to find out what they have done and how this group could tap into some of that experience, including districts that use SDS.

Shari reported on a conversation with Roxanne Burton (Sales Manager) from SRB. To date they have created an "Integrated Excel Spreadsheet" feature that takes data from SRB and presents it into a spreadsheet, including identifying incidental absences (1-5 days). SRB charges a fee for what they do and the fee depends on whether you have access to the SRB "Data Warehouse".

Revelstoke and Gold Trail are on the SRB hosted "Data Warehouse" system so those districts have access and already pay an annual fee for that, however there would be a 2-day set-up and activation fee of $2250. In addition to this, the one-time fee for the "Integrated Excel Spreadsheet" feature is $3,375. In total this adds up to $5,625.

Oliver could also access this feature (for the same one-time fee of $5625) but would need to amend their annual SRB contract fee to include access to their "Data Warehouse" – the additional annual fee for this is $3126.

Shari recommended more research / discussion is needed to better understand the challenges of pilot and advisory SDs regarding data reporting and analysis, including incidental absences and how they translate to smaller OLRC SDs. As an example, Surrey SD purchased the SRB "Integrated Excel Spreadsheet" feature and also required additional spreadsheet analytics from Morneau to fully manage the spreadsheet and perform calculations not built into the SRB feature. Bruce (SD19) confirmed there are limitations to what SRB is able to provide. Shari commented that there will be a cost in time and/or resources regardless of whether the data is handled through a purchased spreadsheet management tool, or is done internally via manual calculations. Susan (SD53) has been putting time into fine-tuning absence codes and pulling the required raw data from SRB into an Excel spreadsheet - she and Shari will continue to explore optimal manual processes.

Shari noted that it's key that all data is coded according to the information to be studied as noted in the Readiness audit. For now the important thing is to make sure the data going in is what we need so that when it comes to pulling data out it's relevant. A key issue is finding how to pull out absences that are only 1-5 days in duration (incidental absences). Susan commented that it may be easier to manually remove those employees who are part of WSBC, JEIS, BCTF H&W etc and review absences that are remaining.

**Action Item:** Shari will talk to Surrey once she has more information about numbers and the data for our districts to find out how they pulled out their data.

**Action Item:** Districts continue to work on data collection.

Susan noted that she has discovered there is a way to export the "bones" of the program using HR Report Writer. She agreed to continue to work on this and update SD 19 and SD 74.

**Action Item:** Susan will work on exporting data with updates to the group.

With respect to SDS, Shari advised that Jeanette Hanlon in SD 51 provided a large spreadsheet that she generates from SDS. Shari has requested additional information regarding specifics on this and will update the group. It appears to be a useful spreadsheet, pulling out different pieces of data however it does not specifically identify incidental absences (1-5 days duration).

**Action Item:** Shari will follow up with Jeanette in SD 51.

Shari advised that she also reached out to ASW pilot SD 57 Prince George because they use SDS. They are reportedly going forward with the purchase of "Cayenta" (SDS successor) when it is ready. Shari will provide an update when it's available.

**Action Item:** Shari will continue to follow up with SD 57.

Tammy noted that it looks like whatever process we use going forward is going to involve some staff time; some individual is going to have to generate reports. It would be useful to know what the data requirements look like before getting into spring staffing so that can be integrated into work planning for next year. For example, who is going to create these reports and how much time it will take? It sounds like there is going to be a time when it makes sense to have a face-to-face meeting. For example, if Susan gets to a point where she thinks she has something useful, she could do a demonstration to the rest of us.

Tammy suggested that it might be helpful for some of the districts if Shari came in for a day and sat down with the person working on data extraction – Shari confirmed it would be helpful to see the data options to better understand what is needed to move forward.

**Action Item:** Shari will touch base with the districts to arrange times when she can come in for a day and sit down with the person working on data extraction.

**b. COMMUNICATION PLAN**

A draft Communication Plan document was provided to participants via email prior to the conference call. Shari emphasized that throughout the planning process it's important to ensure each stakeholder is informed and consulted along the way. It needs to be a transparent process with key messages and updates provided in a timely manner.

To date all SDs should have already informed senior staff, managers, PVP, union managers and trustees about the project and that it has started. Additional information and updates will be provided both formally and informally as determined by each SD. The SDs should be looking ahead to plan how and when this information will start to be communicated to all employees.

Shari explained the ASW program means a culture shift for many of the stakeholders and as such it's important to clearly understand and communicate the roles and responsibilities for everyone as the program moves forward.

Right now we are having initial stakeholder meetings and reviewing/explaining the tenets of the program. All the stakeholders should have a good understanding that it's underway, what it's about and who they go to with questions and concerns. The stakeholders that have not been informed or

addressed are the employees themselves - moving forward this will be an important thing to plan strategically and gradually so that employees are well aware in advance and understand what it means to them. Shari suggested that when communicating to employees about health and wellness (see Agenda item 1.e) there could be an opportunity to briefly reference or introduce the Attendance Support and Wellness project with promises of "more information to come".

Susan added that she likes the idea about starting to roll it out as we think we're getting closer by providing more information about: "these are your benefits, here is what they cover; these are things we can do now". SD53 has a staff page on its website and could set up a wellness section and start rolling out some of these ideas.

Shari suggested that wherever possible SDs take the opportunity to introduce the ASW such as prefacing a health/wellness message with a short statement like: "the District is reviewing attendance support, health, wellness and disability management processes and would like to provide you with a little more information on health and wellness…". SDs may choose to highlight a particular benefit and each time could preface it with a short statement about the ASW project - it should then be more familiar to employees when it is actually rolled out.

Tammy noted that it is a bit of a branding campaign; messaging with purpose. Shari reviewed briefly what the Abbotsford school district has done re: branding and their "Bring Your Best" campaign.

**Action Item:** Let Shari know of ideas for communication and branding the program.

**c. TRAINING**

i. Online ASW Pilot

Shari noted that those who signed up for the online ASW course pilot should have received a confirmation email. Shari and Susan have both completed the course and confirmed it takes at least an hour. Susan reported it will be a good tool depending on how it's modified. She reported some things were too specific and some things are done differently in SD 53.

ii. Train the Trainer Course

The date hasn't been set for the course at this time. Shari noted that some districts have started with training before data was ready - it gave principals a sense of the types of conversations to have. It will be important to take advantage of timing that works best for each district.

**d. JDA**

Shari advised that Susan has provided a Custodial JDA for use by the group. Sue Ferguson from BCPSEA is sending all the materials they have, but indications are that it is mainly focussed on teaching positions.

Tammy advised Dave Cavezza (SD23 WSBC) indicated there is a group attempting to secure gov't funding to create standard JDA's within K-12 sector.

**e. HEALTH AND WELLNESS**

i. Personal health assessment/Employee survey

ii. Shari encouraged brainstorming and consideration about timing and strategies to maximize participation among employees – this is an important part of the "branding" and communication mentioned previously.

iii. Personal health assessment. Shari reported that Nakusp has purchased a health survey from Morneau that will be rolled out in the coming few weeks. Terry will be asked to update the group when possible.

"My Good Health" on the PBC website (CARESNET) will give employees information about their personal health based on an online questionnaire. It doesn't automatically give districts information about employee health; but it's possible that PBC could provide anonymous information that summarizes the collective health status and identifies possible health risks as a general trend.

Employee survey. A draft survey was provided as adapted from the SD 34 employee survey. Shari recommended to the committee that consideration be given to what they are hoping to learn from the survey and what will be done with the information. It was also recommended that SDs consider optimal timing for the survey; Susan expressed that Spring 2017 may be too busy for Human Resources with the annual staffing process.

Bruce noted that it seems there is quite a range of where various districts are at – some are further ahead and SD19 is just starting and has not thought about surveys.

Tammy noted that is to be expected. There is some value in learning from one another and mandated time line not required.

**Action Item:** SDs and Shari to consider strategies around utilizing employee surveys and personal health assessments as a tool to communicate roles and responsibilities around health and attendance. Timing and messaging for maximal participation is key.

**2. ROUND TABLE UPDATES**

Susan advised that in a couple weeks she will work on the data export – this may provide useful information for the group. She also confirmed that sitting down to work on this with Shari (via telephone) was a helpful process.

Tammy and Shari inquired about the frequency of meetings - currently set at monthly. The general consensus was to revisit this issue at next meeting.

Meeting concluded at 10:30.

**Next Steering Committee Meeting:** December 1, 2016 at 9:30 a.m. via conference call

**Agenda to include:**

Approval of the minutes of the previous meeting

Update on previous action items

New business

Round table