State Steering Team (SST) Meeting

October 15, 2020 (Virtual)
12:00-3:00p CST

Participants

State Representatives:
1. Arizona – Laura Alvarez
2. Arkansas – Damaris Tomlison, Jonathan Warren
3. Delaware – Eric Stancell
4. Idaho – Sarah Seamount
5. Illinois – Joanne Clyde, Beth Robinson, Susana Das Neves
6. Indiana – Emily Salinas, Adam Pitt
7. Iowa – Geri McMahon, Alex Johnson
8. Kansas – Doug Boline, Alejandro Cabero, John Farrell
9. Kentucky – Christina Benassi
10. Louisiana – Melanie Mayeux
11. Maine – Ian Yaffe
12. Michigan – Michelle Williams, Michelle Mattson, Bruce Lack
13. Minnesota – Leigh Schleicher, Cris Young
14. Mississippi – Starsha Jamerson, Maggie Villarroel
15. Missouri – Shawn Cockrum, Ray Melecio
16. Nebraska – Sue Henry
17. New Hampshire – Barbara Patch
18. New Jersey – Pheobie Thomas
19. New Mexico – Laura Henry
20. New York – Will Messier, Kin Chee
21. Ohio – Rasha Hetata, Jose Salinas
22. Oregon – Susy Mekarski, Merced Flores
23. South Carolina – Zach Taylor, Emily Williams
24. Vermont – Megan Kinlock, Kelly Dolan
25. Washington – Carlos Gonzalez
26. Wisconsin – Jonas Zuckerman, Julie Majerus, Karen Rice, Tena Torgerson

Consultants:
Jessica Castañeda, IDRC Project Director
Justyn Settles, IDRC Project Specialist
Cari Semivan, Evaluator, META Associates
Andrea Vázquez, Evaluator, META Associates
Jennifer Quick, Fiscal Agent, Fort Scott Community College

Overview of SST Purpose and Design (Jessica)

Jessica presented an overview of the purpose of the SST and it's design.
- Minimum of one rep from each state
- Consistency in who attends
- SST meeting help make decisions to inform the direction of projects and activities.
- Looking out for the whole groups needs as well as providing input from their state perspective.
- We will NOT be recording meetings but will send notes out after.
- SST meetings should be represented by each state.
- It is your chance to put in your input.
- Outcomes must be good for most if not all the states.
- Different mentality when you are looking at 26 states.
- We all have similar challenges.
- We are planning on virtual meetings until the group decides that face to face will work.
- Today's focus is to work on the various workgroup areas and determine the focus and direction to provide to the TST.
- Provide basic guidance on how IDRC efforts.

Survey results from the IDRC States about challenges about IDR
- Creating partnerships with Ag
- Field Based Recruitment
- New Staff
- Staff Turnover
- Multilingual families and children
- Covering remote areas
- Managing Workloads of recruiters
- Training staff virtually
- Retaining recruiters
- Working with school districts effectively
- Identifying OSY
- Immigration issues
- Working with H2a
- Balancing recruitment with services
- Supporting recruiters so they have more time to be in the field
- Urban recruitment
- Pandemic IDR

Survey results from the IDRC States about how IDRC can help:
- Continuous ID&R Training
- Assistance in the field with ID&R
- Training to better use Data
- Training how to work with a agribusinesses
- Strategies for recruiting OSY
- More innovating ways to do IDR
- Using data to inform decisions about IDR
- Using Technology to improve IDR

Introduction to the Year 1 Evaluation (Cari)

Cari provided an introduction to the Year 1 evaluation, and noted that detailed instructions for the evaluation will be forthcoming, upon finalization of the data collection forms and evaluation design. Key components of the evaluation follow:

- Create the evaluation design. *(Evaluator)*
- Provide training on the evaluation. *(Evaluator)*
- Collect/report evaluation and field test data throughout Year 1. *(States)*
- Analyze data and prepare an Interim Performance Report (IPR) in April/May 2021. *(Evaluator)*
- Send regular reminders to IDRC States with a report of data collected to date. (Evaluator)
- Analyze Year 1 data. *(Evaluator)*
- Prepare a draft Year 1 Annual Performance Report (APR) in November 2021. *(Evaluator)*
- Prepare a final Year 1 APR that incorporates feedback in December 2021. *(Evaluator)*

The group received an introduction to the data to be collected for the four IDRC objectives and the supporting data to be collected for each objective.

IDRC Year 1 Budget Review (Sue)

Sue reviewed the summarized budget with the group that included costs for staff (salaries, fringe), travel for CIG staff, costs for inperson meetings for the SST and TST, costs for electronic tools, supplies/postage/printing, evaluation, website maintenance, and equipment.

TST Workgroup Projects Overview (Jessica)

Six Main Workgroups:
- Tracking Tool
- Mapping Tool
- Training for Recruiters
- Training for Coordinators
- Assessment Updates
- Data Reconciliation

Discussion on Each TST Workgroup Focus (Jessica)

IDR Tracking Tool
- Focus of this tool is to streamline recruiters' efforts which then will save time and money and help us do ID&R more effectively.
- What wanted…include from slide
- Susy – Tool usable but not a burden
- Jonas - Yes, I agree with the concern about time, could be burdensome
- Michelle - Michigan agrees - We would like to see an ability to turn on and off features to make it more customizable to the state needs.
- Ray – hours worked, mileage, results of visits
- Jessica – maybe customize it for states

- Zach – Perhaps some of the points could be pivot table'd to geographical platforms/maps as a part of the state's dashboard
- Laura - For NM and seeing a number of businesses closing it is important to have businesses contacted and key contact info to be able to update google maps, and for recruiters to be able to track locations.
- Barbie – pilot first year and compare to the OSY profile that had several versions before getting to the final version. Maybe pilot with a couple of states before getting out to all states.
- Christina – use this data for evaluating staff efforts, etc. Could possibly take the place of other reporting requirements if it has the data needed for the requirements.
- Will – goal to capture information that we are already doing via paper and put into technological format. Try to save time for recruiters. With COVID, point of contact will be very important.
- Kelly - Having a cell phone app based tracking tool... And ensuring that if there is no cell phone/internet service, ensuring that information entered can be updated once the recruiter gets back online.
- Justyn – management tool to allow states a bigger picture of how time and effort is being spent.
- Damaris – main points are hours worked, point-to-point location, ability to work offline, business contacts so we can have the ability to continue relationships.
- Tena - To accommodate different state ID&R structures, can some of the features be turned on or off based on those needs?
- Maggie - Mileage, visits, business contact info
- Will – use contact sheets to contract trace for COVID.
- Susy – can tool be customizable?
- Jessica – we would have to have that ability because each state is different.
- Laura – think all the information can provide valuable information for all of us. Just depends on what our current needs are. Agree on 5-6 that we collect data and all the rest become al la carte. Put in a survey and can choose the top 5-6. That would give states time to talk to ID&R coordinator.
- Kelly - Agree with Laura! Having 5 standard and then being able to include "add ons".
- Jessica - **Hours, mileage, contacts for sure.** Other things people can decide on based on the survey (24 hour response).
- Laura – agree now on how many want?
- Bruce - Maybe set it up as modular? Build a structure that uses different modules then states can customize for their particular program.
- Christina - Recruiter name, location, date/time
- Susy – very important that recruiters see this as a valuable tool. Want that buy-in from them.

Survey responses about the tracking tool:
- Hours worked
- Businesses contacted with key contact info
- Point to point locations for accurate mileage
- Calls made
- Types of visits
- Results of visits
- Contacts made
- Notes made
- Able to view previous notes

- # of COEs from efforts made
- Addresses visited
- Results of visits
- Calls
- Virtual meetings
- Leads
- Follow up
- Needs of those visited
- Alert for non-friendly camps
- Type of IDR Activity conducted (referral, community event, H2A)
- Ability to work offline

Tool to identify farms, processing plants, etc.
- IDRC will create a tool to identify farms, processing plants, etc. within the states.
- Jessica - Possibly tie the two tools together.
- Christina - yeah it be neat if it could connect with google maps for mileage. We could use Google sheets and then use for Google maps . We implemented Google maps which is like this for our regional recruiters but not all yet. Divided into 4 different regions and already use the Google maps. Don't know that we have to create our own. Almost implement something that is already there, but maybe expand it to use at a state level. Having something consistent across the state would be useful.
- Jessica – concern that people have about the security about Google maps. On a tool to locate H2A, they do a data scrape.
- Sarah – Found an actual map of feedlot and dairies that were outdated. Afraid that people aren't using it. Like connecting it with the recruiter tool so it is an integral part of what they do. Onyx Map – actual membership subscription for hunters and shows who is the land owner. Maybe something like that could be useful.
- Jessica – lots of different types of maps that exist.
- Bruce – started off in Google Maps and move into tool – ARCGIS by ESRI. Just now completing the development stage of this.
- Jessica – pull down a spotlight data on H2A forms. IDRC staff can do this. Not what thinking this is.
- Alejandro – added school district boundaries to Google Maps.
- Group responded in the chat box – consensus was "yes"

Training for Recruiters
- Jessica - TST group will determine what is priority to start working on first.
- Susy – wondering about this. Have meetings with recruiters. Great to ask the recruiters themselves.
- Jessica - Workgroup will be working throughout the year. May want more recruiter feedback and decide to survey recruiters.
- Sarah - Trying to take modules and turn them into an online course using Schoolology. When a brand new recruiter gets hired, can start on this when they get one-on-one training with regional coordinator. Adapting what is already out there than starting from scratch.
- Jessica - Recruiters state that they want more scenarios.
- Christina - I think starting with new recruiters as one and then a module for advanced recruiters would be helpful.
- Merced - Videos on how to recruit, interview, modeling that assists recruiters after learning regs, etc.

- Sarah - Act out scenarios as videos...
- Bruce - Based on my experiences with other recruiters, knowing how to develop rapport and how to carry a conversation with a producer is a big need. How to overcome confrontations and how to sell the MEP to growers as an asset to their business .
- Alejandro - Most of our rejected COE are due spelling mistakes. I am working on a protocol to minimize it and with that reduce the approval time. Could we discuss a training about that?
- Jessica – during monthly webinars, want to be very reactive to your needs. Justyn is really good about providing needs-based training and TA. This will be very fluid depending on needs. Also do a lot of training where we can learn from each other. This group will help work with training, and throughout the year can provide training resources based on the needs you all are seeing. As new needs come up, states let Jessica know so that the CIG can address those needs.

Suggestions from survey:
- Scenarios- all ranges from easy to difficult
- Anything in regards to COVID-19
- Streamline move notice processes
- ID&R modules by OME converted into a course with videos, interactive activities, discussion boards.
- Getting Word of Mouth Promotions of the program
- Building referral network
- Using Migrant Data to Support ID&R
- Using prior moves to establish a Migratory Agricultural Worker
- How to promote the MEP to different audiences
- Marketing strategies
- Alternative recruitment strategies during the pandemic
- What to do once you get into an agriculture establishment
- Flowcharts of pictures of eligibility for training
- Distance Learning Recruitment Techniques
- ID&R during natural disasters
- Subsequent moves (vacations)
- Eligibility modules split into different levels
- Safety course for recruiters

Training for Coordinators
- Will review the needs identified by the states with the TST workgroup.
- Sarah – information on how each of the IDRC states conduct recruiting – regional, hire agency, district level hires, etc.
- Jessica – Share needs assessment surveys from the proposal. Jessica will share with the states to make sure it's OK to put out there.

Survey responses:
- Best Practices for Measuring Recruiter Performance
- Hiring and training recruiters
- Duties of an ID&R Coordinator
- Ethical behavior
- Quality control procedures
- Break down the National ID&R Manual into different modules for ID&R Coordinators can absorb the information

- Difficult Eligibility Determinations
- How to college data
- Training responsibilities
- Providing resources to recruiters
- Recruiting strategies to get good recruiters
- Using Ag Data to drive ID&R
- Data Collection
- How to train and then follow up after
- Developing a professional network of peers
- Working with Google Maps
- How to inspire and motivate staff
- Managing IDRC tools such as the electronic survey tool
- Building relationships with agribusiness
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Assessment Updates
- Currently have several assessments that every state has access to. The Recruiter Assessment and several mini-quizzes. Jessica can provide access to new states to be able to access the tests.
- Take a look at the current assessment. One thing needed is (done through Classmarker) more questions to allow for randomization of items.
- Have 7 mini quizzes. Will let recruiters know what they got wrong and why.
- Christina – make an assessment for more advanced people?
- Christina - Can we make an assessment for more advanced people? you said that..nm
- Sarah Scenarios that require comments!
- Christina - multiple questions will provide multiple tests, I have been using paper so I will need to get password information and try it this way to change that.
- Bruce - maybe safety scenarios. make sure recruiters feel comfortable leaving a bad situation
- Sarah - Especially general comment that would be recommended rather than required comments.
- Merced - Scenarios that include a process - comments, note taking, etc. Go through scenarios and discussion. Now tied to NRGs and state policies.
- Sarah - Maybe fill out the Qualifying Moves & Work section of the COE as the test? Maybe you already have this.
- Bruce - cascading scenarios, more data added as you go on with the scenario. what to do at each point of the interview.

Survey responses:
- Need more questions and scenarios on hard cases.
- Previous moves
- Establishing Migratory Agricultural Worker
- Scenario bank for the current assessment so whenever someone takes the test from year to year that they don't get the same questions.
- More mini quizzes to be used training new recruiters

Data Reconciliation
- Reached out to Pat at OME to discuss MSIX.

- We have a strong group of TST workgroup members that have figured out how to deal with their data.
- Hope is that this group works as mentors.
- Asked states to put what system they use. MIS2000.
- Will – Data reconciliation varies by state and a lot of people need help. It will be a good group.
- Sue – on the Coordination Workgroup, we meet with OME staff twice a year. Spent a day and a half on the reconciliation process. They were concerned about the differences. Would be good for the CIG to take a look at that. Especially with COVID, numbers are down, so we need to take a look at the numbers nationwide. If we can do that through the reconciliation process.
- Jessica - Maybe reach out individually to states to determine their challenges.
- Sue – have data folks within the CIG that have worked with their state data for long periods of time. Do have several people with expertise to help those that are being challenged with data. Appreciate all the expertise that are in the CIG.
- Barbie – on the CWG with Sue. MSIX would also help as needed.
- Bruce - any special reports created for their state to help with this?
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Survey responses:
- Training on MSIX reports and how to use them
- How to have states numbers match MSIX
- A better way to merge our data system export with the MSIX report
- Learning how to use VLOOKUP
- Step-by-step process to identify common issues/problems
- Where to get certain required data elements
- Protocols to ensure that our local databases are correct
- Understanding data logic with our reports
- Entering move notices and teaching recruiters to use MSIX
- Ensuring we are collecting all of the needed data elements. Seeing how other states are doing this.
- Assistance on OME requested reconciliation process
- Promoting MSIX use for recruiters and with local districts
- Training on successful procedures to ensure data quality is good.
- Things for data clerks to be thinking about that could cause problems in MSIX if things are not done in a particular way.

States in MIS2000
AZ
AR
IN
IA
KS
KY
MI
MN
MS
NE
NH
NM

SC
VT

States using other data systems
ID
IL
MO
OH
OR
WA

IDRC Staff Project Areas Updates (Jessica & Justyn)

<u>TRI Efforts</u>
- Send request to Jessica/Sue first, and then Justyn will take over from there.
- Not doing F2F TRI visits due to COVID.
- Justyn will reach out to each state individually.

<u>New State Director Mentoring</u>
- Program working with new states.
- If you want to participate in this new program, let us know.
- Program will be designed around the needs of each director.

<u>Updating ID&R plan Template</u>
- We will be working with states that want to work on their ID&R state plans and will be working to add a piece about credit accrual into our template.
- We will send that to review by the SST when that is in draft form.

<u>Professional Development, as requested</u>
- Virtual training at no cost.
- Working with Farms and Agribusinesses during the pandemic
- Using Social Media Resources for ID&R
- Marketing- Digitally, by print, etc.
- Conducting recruiting via the telephone- do's and don'ts
- Google Maps
- Using the Electronic Survey tool
- Agriculture Trends
- Using the Spotlight Resource and working with H2a Maps
- ID&R Eligibility Training
- Resources IDRC has available
- Using Ag Data in ID&R

Spotlight tool. Working on that and know someone that knows how to do that.
Bruce - I would be interested in learning more about the scraping tools you are using
Sarah - We did Summer Support for Credit Accrual mini-grants over the summer. Am tallying evaluations now.
<u>Training on Previous IRRC Resources</u>
- Will start monthly training in November.

- Each month we will offer a different one just for IDRC member states.
- Focus will be on previous resources, eligibility areas, and scenarios, recruiting in the pandemic, and much more!
- First training – how to use the electronic survey tool. Have new resources.
- Will post webinar information in the next couple of weeks. Need to be IDRC state to participate.

Next Steps and Planning Dates for Future Meetings (Jessica)

- Going to take suggestions and incorporate with TST workgroups.
- They will begin work on each of the areas.
- We will send it back for your feedback or provide updates as they are made available.
- Hold another virtual SST meeting the second week of January. Then maybe in April or May be able to hold an in-person meeting.

Jennifer – Hopefully have contacted everybody in the CIG. If you haven't received an email, please contact Jennifer. What contact information is on the invoice. Any questions, just ask. Is there going to be some kind of agreement or contract. Yes. Have a state agreement. If email title, address, etc., can draft the contract signed on both ends. Pretty flexible….all states are different.
jenniferg@fortscott.edu

Follow-up for State Directors:

Fill out the survey on things to be included in the IDR Tracking Tool by 10-16. Survey was sent to all of SST after the meeting 10-15.

Follow-up for the IDRC Staff:

- Share results of SST meeting with TST meeting members next week.
- Create survey for Tracking Tool (this was completed 10-15)