

**IRRC Technical Support Team Meeting Notes**

**New Orleans, Louisiana – September 18th and 19th, 2017**

Present: Laura Álvarez (AZ), Juanita Árias (CO), Jessica Castañeda (IRRC), Odilia Coffta (NY), Susan Durón (META), José Henríquez (OK), John Farrell (KS), Cye Fink (OR), Matt Flaherty (ME), Eva Jiménez (IL), Bernardo López (NM), Michael Maye (IRRC), Will Messier (NY), Karem Muksed (IL), Brenda Meyer CO), Alex Johnson (IA), Barbara Patch (Coordination), Bernardo Sánchez-Vesga (GA), Zach Taylor (SC), Mike Toole (KS), Daniele Waite (NE), Francis Whitfill (TN)

States Unable to Attend: Delaware (will conduct individual follow up via telephone)

Meeting Notes

Michael opened the meeting by welcoming the group and making introductions. After going over the highlights of the agenda for the day, Michael listed the four meeting objectives: 1) collaborate on how to improve and enhance ID&R for IRRC member states; 2) discuss state outcomes and deliverables; 3) understand reporting requirements for the Year 2 APR; 4) understand the activities, outcomes, and deliverables of IRRC; 5) engage in constructive discussion to develop creative solutions to ID&R; and 6) share ideas for dissemination of IRRC products and outcomes.

Issues and Challenges

IRRC member states were invited to provide updates, challenges, and highlights as discussed below.

**AZ**: Used ESSA PPT to create materials for a recruiter “Boot Camp.” The state held two sessions for anyone completing COEs. They received training binders, learned about the definitions of terms, and received scenarios and forms. The Grants person, the Data person, and an MSIX person were there to provide their perspectives. This format allowed for smaller groups of 30 people. It was intense. Participants were asked, “How would you process the COE as a group?” Where do you find that in the binder?

**CO**: The two qualifying moves was a challenge (36 months). When do you want history and when do you not? On the COE, OME removed some of the child information which was a challenge. CO came in late with the IRRC assessment—and is looking forward to the new one. There has been an increase in numbers of migrant students recruited which is a success. CO incorporated some of the IRRC materials into the training. Staff took a survey to find out what would help them as recruiters and what resources would help them to be better at recruiting.

**GA:** The state has 144 part-time recruiters which makes scheduling training a challenge. Collaboration on the materials from IRRC, OME, and other states was very helpful. There was a fear that school districts would not do recruiting because of being in flux with ESSA. But this was not the case because they were given the materials.

**IA:** A challenge and a success was how to collaborate and share ideas with others. The training materials from IRRC and the re-interview helped them to get organized. TRI teams gave them an outside perspective and helped to concentrate their efforts.

**IL:** A challenge is technology; and the state needs more technology to help recruiters answer questions. A challenge was ensuring that training on the re-interview included both NCLB and ESSA. They did a third training in the summer because of a lack of understanding about what the eligibility date was. The IRRC checklist and the PowerPoint were helpful to find a way for people to be trained. For the veteran recruiters, they asked them to “delete” everything they knew. The Farm Signs were helpful materials.

**KS**: A big challenge was the timing of ESSA implementation. The state utilized different sources for materials for recruiters. Tri-annual re-interviews have moved along and are culminating this week. The Competency Skills Assessment is well utilized in Kansas and is going well. They are looking forward to the update.

**ME:** Having new recruiters come on board every summer is a challenge, but also it has been a positive this year because they did not have to unlearn everything with the new ESSA. The state uses IRRC presentations and ESCORT materials. Scheduling trainings was a challenge. Now, the state is more proactive with recruiter training. They use the IRRC checklist. The Competency Skills Assessment has been good to transition from paper to online. Recruiters who take the assessment get immediate feedback and training can be structured afterward.

**NE:** Recruiters are looking at a different format with COEs. The state had a training for everyone and used ID&R and Data training. Used COE checklist and scenarios and went through and discussed and did a hands-on training. Lessons: Not everyone came away with good competence. They had to do follow-up. They have bi-monthly meetings and do scenarios.

**NM**: Recruiters have been there a long time and a challenge is that it is hard for them to adapt to ESSA changes in recruiting requirements. Local school districts were concerned about the new requirements, so they stopped recruiting. Now they have to cover those areas with a visit by the regional recruiter. The IRRC PPT presentations have been very helpful. The Competency Skills Assessment also has been useful to determine the training that was needed. Any questions that came up, they called Michael Maye. New Mexico received two TRI deployments during Year 1.

**NY**: New York found that for veteran recruiters it has been a struggle. Putting the ESSA guidance on paper has been helpful. The hard work that has been done on materials by IRRC is greatly appreciated. New York staff has found that going on TRI visits helps the experienced people that are on the team as well as those that are being visited. Regarding the State ID&R Plan, it has been helpful to look at plans from other states.

**OK**: Most challenging is recruitment staff needs. Considerable training is needed and interstate collaboration is a positive aspect of being able to achieve our goals. Acquainting staff with technology has been a challenge. Collaboration with other states on COEs and scenarios helps in the decision-making process.

**SC**: Having veteran ID&R staff accept changes in how they do ID&R has been a challenge. The state has used the IRRC ESSA PPTs and the checklist for recruiters. A TRI team came from NY and IA and South Carolina staff learned a lot. It was very helpful to learn about ways to do recruiting around our state.

TN: Staff in Tennessee are supportive of each other and discuss decision-making in making qualifying decisions. The Competency-based Skills Assessment has been useful. All challenges we have worked together to overcome.

IRRC Data Collection

Susan introduced the IRRC Year 2 data collection and reporting processes. She thanked everyone for their help in collecting and reporting their state’s data. This year, there are only three required forms: Form 1—Director/Coordinator Survey, Form 2—Training and Technical Assistance Survey, and Form 3—ID&R Materials Pilot Survey Form. There is a Form 4, but that is completed by the lead person for each of the four workgroups.

The timelines for data collection for the Year 2 Annual Performance Report follow:

* Due date to submit Forms 1, 2, 3, and 4: Friday, 9/22/17
* State directors receive the draft APR from META is Friday, 11/3/17
* State directors send signed APR Cover Sheet to META by Friday, 12/1/17

Susan directed the group to a wall chart containing the year-to-date data received. Michael mentioned that TST members from states that have not sent in Form 3’s can stay after and complete the review based on their experience with using the material to be piloted. Susan closed the presentation by saying that the forms can be found on the IRRC website.

ESSA-Related Issues and IRRC Training in Year 3

Michael introduced the topic by saying that IRRC wants to conduct a webinar in mid-November based on the training that the TST reported as being a necessity. A webinar model will be carried forward throughout the year. This and other communication vehicles such as a blog can help ensure that there is a fluid, immediate way for people to respond to questions and issues in ID&R.

Some topics for the webinar include state ID&R training methods related to ESSA that have been effective, ID&R data analysis methods, making determinations for families in the system whose eligibility will expire, but under ESSA may receive an updated QAD and longer eligibility based on the most recent qualifying move, and families who were not eligible under NCLB but will qualify under ESSA.

Danielle (NE) described how she does one on one conversations with recruiters as a means of quality control as well as training in making eligibility determinations. Nebraska uses real life scenarios.

Laura (AZ) talked about how Arizona conducts monthly webinars as well as one-on-one technical assistance which allows them to do more training. There has been a change in how they process and use training binders and materials as resources. They have found that in- person training is more effective than by phone. Laura goes out and shows recruiters how to use the technology—it’s an investment in staff.

Mike Toole (KS) discussed the trainings in Kansas and utilizes an “Incredible Hulk” metaphor whereby the worker turns into the Hulk for 3 years after making a qualifying move and engaging in qualifying work. For any subsequent move the children make with, or to join the worker while he is the Hulk, a COE can be written. He showed an example of a tool that can be used for training (ESSA Child Eligibility Checklist). They also did a series of scenario cards addressing contentious or difficult scenarios to spur discussion of how to address such situations.

Will Messier (NY) reported that when training recruiters, he finds that it is important to give them confidence and start simple. “Don’t make the training too difficult at the beginning. You need to build up the recruiters, not show how smart you are.” Bernardo (GA) noted the importance of making yourself available at all times to answer questions. Cye (OR) stated that he gathers as many visual aids as possible. When explaining a concept, he said, “choose a way to explain it that is based on the best fit with the recruiters’ learning style.” Jessica (IRRC) suggested having IRRC trainers put their visuals and examples on the IRRC website.

Mike (KS) added that it would be good to collect states’ recruitment scenarios. Michael asked that each state submit two scenarios. Brenda (CO) suggested also submitting other useful recruiting materials in addition to the the scenarios.

Bernardo (GA) mentioned that training is needed for the individuals who review the COEs, not just the re-interviewers. He said that in Georgia when the reviewers went out with the recruiters, they had much greater respect for the recruiters and what they do. Having them work together makes a difference in terms of how to review a COE for quality control. Barbie mentioned that rather than use scenarios to train recruiters, they use actual COEs and real-live data.

As the next activity on the agenda, Michael provided several scenarios. First, he shared definitions that are key to understanding the scenario. These included:

* Migratory Child
* Migratory Agricultural Worker
* Qualifying move
* Qualifying arrival date

Michael shared a slide that listed the contents of a toolkit on ID&R requirements under ESSA as

COE, ESSA checklist, definitions, and scenarios (see meeting handouts for these items).

Data Security Measures

Will and Odilia presented their experiences regarding data security. They referenced MSIX and how they co-presented a workshop with OME and jointly developed a policy on data security which has evolved over time. This policy is on their website. Several people mentioned that they had visited this site and adapted their own state policies based on New York’s. See handouts on cybersecurity (the ability to protect or defend the use of cyberspace from cyber-attacks). Will and Odilia agreed to share their PowerPoint with the group. Will stated that “Once you accept data, you are responsible for it.”

Data-related Solutions

David Fisk and Jessica Castañeda presented on how PowerBI and Excel can be powerful solutions using Pivot tables, the foundation piece to explore data from COEs. Several people noted that they had gone to YouTube to find training videos on Pivot Tables, or download information at [www.PowerBI.com](http://www.PowerBI.com). David showed how dragging and dropping fields was possible and noted how tables and charts developed through Power BI can be embedded into PowerPoint and other applications. Jessica showed how clicking and refreshing allows the user to load reports. Just add new data, and click Refresh and the program generates a new, recent report. David stated, “You can do powerful things with Excel that will aid in interpreting your ID&R data.”

States were given time at the end of the day to share their experience with the Year 2 IRRC-developed materials. After completing any missing Form 3’s, the TST meeting was adjourned for the day.

Day 2 – Tuesday, September 19, 2017

Welcome

Welcome and agenda review, Michael

Will and Emily (NY) showed a cellphone sleeve that has a barcode that, if used by a family, allows them to access important information about the Migrant Education Program.

Migrant Change/Drops in Agriculture

Jessica covered migration trends and how little changes can have big effects. Retail food prices are lower now than they ever have been. The number of farming communities have gone down considerably since 1950. Most countries in the world have about 15% farmland. We have only 3% in the U.S. California, Iowa are the top two states. Florida has lost 45% of their oranges in the last 5-6 years. Now they are having trouble with avocadoes which only grow in a few places in the world (FL, CA, Mexico).

Livestock production occurs in all 50 states. Texas, Iowa, California, Nebraska, and Kansas lead the country in production. Farm level prices have declined from recent highs. Per capital availability of chicken is higher than that of beef. Passed pork many years back. Most commonly consumed vegetables are potatoes, tomatoes, and onions. Oranges and apples are top fruit choices in the U.S. Processing food is different for Millennials. They prefer bagged salad rather than putting a salad together themselves.

The U.S. trade surplus is now the smallest since 2007. The U.S. agricultural exports value is the lowest since 2010. We send to Canada, China, Mexico, EU, and Japan. Canada and Mexico are the two largest suppliers of U.S. agricultural imports. East Asia and North America remain top regions for U.S. agricultural exports. As a country, we’re spending more on food-away-from-home versus food prepared at home. Nearly 1/3 of the U.S. food dollars is spent on eating out services.

There are about 2.1 million farms in the U.S. The U.S. agricultural productivity has generally risen over time. The total farm output more than doubled between 1948 and 2013. Food manufacturing accounts for nearly 14% of all U.S manufacturing employees. Brenda mentioned that in Colorado inmates are working in agriculture. Bernardo said that they tried using inmates in Georgia, but they asked to be sent back to prison. Mike said that in Kansas, they are now raising onions instead of wheat.

Workgroup Reports

**Competency Skills Assessment (Cye):** Cye stated that the latest version of the Assessment will be ready in the next few weeks. In addition, the Workgroup stated that they are thinking of producing mini-quizzes on documenting the COE, etc. and asked the TST if they felt this would be useful. The group felt this would be useful.

**TRI (Mike)**: Discussed plans on a bank of materials put together by different states. Also a bank of recruiters, especially those with specialty languages. They will post on the calendar training opportunities in the different states and link training opportunities with where they are residing in the state. Michael noted that 11 of 14 states have conducted tri-annual re-interview process.

**Dissemination (Jessica)**: Discussed reviewing products such as the questionnaire used for the re-interview and looked at updating with basic questions and formatting.

IRRC Tri-annual Re-interviewing Process Debrief

Mike Toole talked about the forms that laid out logistics for the tri-annual re-interviews. The form for NCLB was used earlier in the year. They now have an ESSA form. A panel of independent reviewers will be convened in Clearwater and reports will be generated. The participants are master recruiters. The cost savings was considerable. Emily, Zach, and Alex participated in the re-interviews. Brenda said that Colorado is up for re-interview and asked for how to apply. Michael stated that she can go to the IRRC website.

IRRC Website Review and Feedback

Restructured website and added tabs, added password. They added an “About Us” section. She stated that the IRRC website analytics show that 800 people are frequenting the site. Looking at what is being used: signs, literature review, national ID&R resources, and more. Between July and September, there were 306 users.

Jessica asked the TST for feedback on any needed improvements to the IRRC website in terms of the ease of use, design, content, and overall look and feel. On the mini-survey with 10 responders, there was one that reported never going to the website; zero that reported going to the website 1-5 times/week; and nine that went to the website 1-5 times/month. The TST responded with the following comments.

**Positive features about the website**

* ID&R Resource section (3)
* Easy access to the Assessment
* Recruitment resources
* Very easy to navigate and find things
* Resources, particularly state profile information
* Access to the forms (2)
* Interactive map

**Suggestions for improving the website**

* Push notification for new materials
* Fewer flashing graphics
* Interactive menu

**Respondents stated that they would use the website more if . . .**

* I had more time to be at the office (2 comments)
* There were more resources and training materials
* There were more clearinghouse documents
* There were features to bring me back such as a blog, forum, etc.

**Comments**

* The website is very useful and has a good layout.
* I actually really like it!
* I use it quite often. I would like to promote the website to our statewide MEP staff. Add more training materials. Access to PD in other states.
* Resources from other states, state profiles created, but I want to see exactly what the states are using and the responses from OME regarding ID&R.
* I just shared the website with co-workers and they loved it. It has great information.
* There were more training resources for state trainers to use.
* If, in the Recruiters’ section, there were more info on how to interact with vulnerable populations, how to conduct outreach effectively and examples of different situations, and how to eat healthy while on the road, how to be safe on the road, how to speak to different audiences, how to plan a recruiting event, how to approach companies, and how to connect families to different resources without overwhelming them with information.
* It is well organized.

IRRC Competency Skills Assessment

Michael passed out the paper version of the protocols and the assessments with a side-by-side of the old questions and changes. Cye talked about the key areas modified including prior history, credible evidence, seek or obtain. The new assessment is shorter by four questions. They have a final product that is ready to be put on the website. There are only 5-6 items that are really different.

Michael talked about the documents that are in the packet. IRRC encourages states to ensure that recruiters are supervised if they are taking the assessment online. If they don’t hit the 80% mark, states can re-train. It should take an hour or less to take the assessment. The Spanish version of the assessment was planned but was put on hold due to ESSA changes and adjustments. Accommodations for the assessment such as the use of a bilingual dictionary and extra time are appropriate.

Next Steps, Future Meetings, Adjourn

In closing, Michael asked the group to consider the next meeting. The TST stated that they would like to meet after the National Conference (May 3, 2018) and during the week of January 18-19, 2018 with possible meeting locations including Clearwater, Phoenix, and Charleston. To maintain continuity throughout the year, webinars would be held beginning in November. As follow-up, each state will send eligibility scenarios and one training resource.