



IN COMMON

Information for the Common Good

July 2004

Supported by

The Ohio Department of Education, Division of Career, Technical, and Adult Education

The Ohio Department of Job & Family Services

The Ohio Department of Development

The Ohio State Apprenticeship Council

The Ohio Board of Regents

The Ohio One-Stop Program

The Ohio Rehabilitation Services Commission

The Ohio Department of Mental Health

and

The Ohio State University

For the Common Good.....

Common goals.....

Common customers.....

Common needs.....

Common challenges.....

Welcome to This Issue by Kirk Ross

Welcome to the July 2004 issue of *In Common: Information for the Common Good*. We want to use this issue to take a look back at the beginning of the “For the Common Good” Project and celebrate the many successes state and local linkage team members have experienced.

You will have the opportunity to read an article written by Jeff Gove (Ohio Department of Education, Adult Basic and Literacy Education) entitled *An Historical Perspective of the “For the Common Good” Project*, which provides an interesting account of the project’s history and discusses the end of an era. This is a must read for everyone who has been involved with the project over the years!

Paul Brown (Greene Works) shares his perspective on how the “For the Common Good” Project helped Greene County
An Historical Perspective of the “For the Common Good” Project
by Jeff Gove

Since 1990, “For The Common Good” has been a statewide initiative with the goal of facilitating and supporting interagency collaboration at the state and local levels. A main focus of the project has been the creation of local Common Good linkage teams. These teams work together to establish common goals to better serve their customers’ needs and to address ongoing shared challenges of workforce and economic development systems.

“For The Common Good” was initiated as a result of the federal Family Support Act of 1988 that required states to make educational services available to participants in the Job Opportunities and Basic Skills (JOBS)
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with the “3 C’s”, collaboration, coordination, and cooperation. Read Paul’s local-level success story!

Robert Smedley (Wayne County Common Good Linkage Team) shares his team’s goals and accomplishments while being associated with the “For the Common Good” Project. Robert’s article provides a look at how the “For the Common Good” Project helped his local linkage team flourish!

Lisa Blankenship (Gallia, Jackson, Vinton Local Linkage Team) shares a recent local project activity called *Operation Sundry*. Lisa’s article provides a personal side to the “For the Common Good” Project!

Finally, Kirk Ross (The Ohio State University) provides a brief summary of the “For the Common Good” Project’s yearly event, the Annual Spring Institute. Take a minute to read the article and get a look at “For the Common Good” members in action!

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Program. The project expanded its focus to better support all workforce development efforts and has operated under the direction of a State Common Good Team.

The state interagency team has involved many state agency partners over the years. Originally composed of representatives of only the Ohio Departments of Education and Human Services (now known as Job and Family Services), it evolved over time to include state staff representation from the Ohio Bureau of Employment Services, Ohio Board of Regents, Ohio Departments of Aging, Natural Resources, Mental Health, and Development and Alcohol and Drug Addiction Services. Two local Common Good teams from Wayne and Greene Counties have also been represented on this state team. These representatives have brought insights and resources to the project and have increased their collaboration among their fellow team members and agencies as well.

The Ohio Department of Education, Office of Career-Technical and Adult Education, Adult Basic and Literacy Education (ABLE) Unit, has provided the primary funding for the Common Good project since its inception in 1990. The State ABLE Office has contracted with The Ohio State University’s Center on Education and Training for Employment to manage this project. Dr. Susan Imel, the original lead and visionary of this initiative also served as its project director for the first ten years of its existence.

Since its inception in 1990, 46 local Common Good linkage teams have been established around Ohio. Over a seven year timeframe, 1990-1997, these teams participated in two-day Common Good Institutes designed to give them much-needed quality time to conduct strategic planning as well as obtain the tools needed to create a collaborative Action Plan. This Action Plan guided them in their work when they returned to their respective communities.

Some of the many achievements for which the “For The Common Good” Project is most proud, include:

- Forty-six teams were trained in the art and science of collaboration and research on their effectiveness which indicated that their collaboration makes a positive difference in how services are delivered to common customers;
- The first seven Ohio One-Stop Systems in 1995 all had their roots in local Common Good linkage teams;

- Many local Common Good teams have melded into Ohio’s One-Stop System;
- Common Good Institutes were successfully implemented to support collaboration of both state and local interagency staff and teams;
- The State Common Good Team increased quantity and quality of communication and collaboration between its members and representative state agencies; and,
- The Common Good model of collaboration has been replicated to serve the needs of other Ohio workforce and economic development initiatives.

Effective June 30, 2004, The “For The Common Good” Project is drawing to a formal close and will be celebrating its many achievements over its fourteen year existence. The State Common Good Team plans to continue meeting monthly on a more informal basis to continue to collaborate to share information “For The Common Good.” If there is a future need for this project to begin anew, the key elements are there to do so quickly and efficiently.

For more information about the “For The Common Good” initiative please contact Jeffrey Gove, State ABLE Consultant, Ohio Department of Education at 614-466-5015 or <Jeff.Gove@ode.state.oh.us>.

***“For the Common Good” & Green County
by Paul Brown***

In early 1992, an invitation was extended to our human services department to participate in the second round of a collaborative effort. The concept was to link social service agencies to coordinate activities for our customer bases that were quite similar. We would be asked to cooperate in sharing information and promote the services of other agencies without duplicating services. Sound familiar?

Ironically, this was a ground breaking idea 14 years ago to what we now call partnership agencies. The turf issues were so adamant that most agencies would never consider working together because it affected the so called “bottom line”. Little did we know in the early 1990’s that federal, state, and
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("For the Common Good" & Green County - Continued)

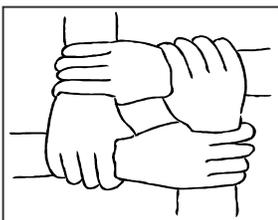
local officials were about to mandate working together as budget cuts would be prevalent over the next decade and the customer population would be analyzing how well we performed to their satisfaction.

Enter "For The Common Good" project!

In Greene County, our Commissioners during that era had vision enough to put the job training(JTPA), social services(DHS), education(JVS), and the state employment services(OBES) under one roof to meet the needs of their county constituency. The invitation to join the For The Common Good project seemed natural, so off we went to this "Institute" they offered. To the surprise of our partners, we were able to get support from highly visible State of Ohio powers from the Governor's office to administrative department leadership in our agencies. We immediately felt that this project would be viable. Previously, OBES had backed off of these types of efforts due to their information sharing and confidentiality concerns pertaining to their caseload. The involvement of our Greene County OBES representative had eventually led to the state administrator of that department lowering the barrier that at one time seemed impenetrable. The rest was history.

The following "Institutes" were instrumental in attracting more state agencies such as the DOD, ODADAS, FCFC, RSC/BVR, and the BOR. It all started with the **3 C's** that are highlighted in the introductory paragraph and that became our ongoing theme in the "For The Common Good" project: **Collaboration, Coordination, & Cooperation**. The benefits we received in Greene County made us, initially, one of the premier one stop shops in the state before the concept was "fashionable" as it is now. Grants received through the project allowed us to purchase computer equipment, create partnership directories, and promote various *educational & labor market* activities that have been indicative of the current one stop format.

The next phase of "For The Common Good" should be as adventurous since the one stop certification process is just beginning. The project remains as a conduit from local linkage teams to state level personnel. From my outpost in



Greene County, the flow of information and assistance offered has helped to lessen the amount of confusion that was once evident between state and local entities when the project began. Kudos to the "For The Common Good" Project and its continuing efforts in promoting the **3 C's** concept.



Wayne County Common Good's Experiences With the "For the Common Good" Project – An Historical Review

by Robert Smedley

Wayne County established its Common Good Linkage Team in May, 1995, at an institute hosted by the "For the Common Good" Project State Team.

The team's mission was to reduce the *barriers* to employment for shared and chronically unemployed or underemployed clients by improving information sharing, providing access to an inter system network *of needed employment assistance programs*, and building *working linkages* with business-industry-and employers.

With mission in place, the team set its goals:

- Become truly consumer friendly.
- We want to eliminate the hassle at the front door. Goal number one is to be OPEN FOR ANYONE'S BUSINESS. We do not want to drive people away.
- Eliminate *turfism*, governmental red tape and burdensome procedures to take as many barriers out of the public employment assistance process as possible.
- Eliminate any service duplication that may exist between the various member programs, and concentrate use of valuable resources into streamlining the public assistance employment and training process.
- Create a single system of entry. Whereby an individual can make an application for service at any of the member organizations and simultaneously become screened for entry into them all - become a member.

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(Wayne County Common Good's Experiences With the "For the Common Good" Project – Continued)

- More fully develop a marketing strategy to link and provide our services conjunction with the private sector.

Since the Wayne County Common Good's inception the team has accomplished the following:

- Develop Purpose Statement, Bylaws and a Memorandum of Agreement;
- Spearheaded movement of former JTPA SDA 7 to adopt a Automated One Stop System;
- Recognized by Governor Voinovich and local commissioners for contribution to good government;
- Promoted The State Common Good Team/Collaboration Development with wide variety of State Departments;
- Incorporated as a Private Non Profit February of 1997;
- Secured various Grants, Venture Funds and Foundational supports;
- Developed and Marketed the Wings Workshop;
- Conducted three private, partner job Fairs;
- Sponsored/Conducted a Community Wide Training Event on Community Asset Building by John McKnight out of Northwestern University, Illinois;
- Sponsored and conducted a Lean Manufacturing conference for local employers;
- Conducted a Lean Manufacturing Demonstration with the Will Burt Company;
- Collaborated with local business to develop "Partnering For Success, a Community/Employer/Employee mentoring program-curriculum;
- Conducted a Strategic Planning Training event with Elliot Pagliacciio for Wayne and Holmes County Social Services;

- Became the Advisory Board for the Wayne/Holmes County Workforce Development Board;
- Grew to a membership of 14 member organizations, including the Wayne County Economic Development Council, with regular attendance by County Commissioners;
- Have held monthly meetings since inception;
- Developed a foundation for local investors known as the Hope Fund. Fund is intended to be used for "special needs" cases brought to the attention of the membership of the Common Good team;
- Initiated, Planned and collaborated to propose and develop a full service One Stop serving Wayne/Holmes and Ashland Counties known as the Employment and Training Connection of Ashland, Wayne and Holmes Counties; and
- Most recently spear headed a "Community Job and Career Development Expo day in Wooster in response to the Rubbermaid plant closing. The event included active support from the Wooster Chamber of Commerce and hallmarked a new era of partnering with local business. This event was covered by Cleveland television and noted in an article in Reuters national news service.

"In America, community is a place where the public invents its future." – John McKnight

Gallia, Jackson, Vinton One-Stop Linkage Team's "Operation Sundry" by Lisa Blankenship

The Gallia, Jackson, Vinton One-Stop Linkage Team in collaboration with the Buckeye Hills Career Center SkillsUSA-VICA (Vocational and Industrial Clubs of America), sponsored a local project called Operation Sundry. The project was introduced to the Linkage Team by the SkillsUSA supervisor, Sue Bursleson. The SkillsUSA program includes local, state and national competitions in which students demonstrate occupational and leadership skills. SkillsUSA prepares high school students with educational activities, leadership, teamwork, citizenship and character development.

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(Gallia, Jackson, Vinton One-Stop Linkage Team's "Operation Sundry" – Continued)

The SkillsUSA-VICA members contacted area businesses and collected donated items for the project distribution. The Linkage Team was responsible for the distribution and tracking of the item. It was voted by the members of the team to target the most disadvantaged population. It was voted that the target population for the project would be food stamp recipients who did not have minor children in their household and who did not receive Ohio Works First Cash assistance. The project gathered such items as: soap, shampoo, laundry detergent and others.

The distributions were held in each county. Gallia County was held at the Gallia County Fair Grounds on Saturday May 8, 2004 from 10 am to noon. The Jackson County distribution was held Saturday, May 18, 2004 10:00 am to noon at the Jackson County One-Stop. The Vinton County distribution was held Saturday, May 22, 2004 from 10:00 am to noon at the McArthur Supervalu Store parking lot. The project served over 300 families in the three county area with over 300 units of sundries being distributed. The community members that took part in receiving the sundries thanked the team and BHCC for hosting the project.



Jackson County Distribution Site



Vinton County Distribution Site

“For the Common Good” Project Annual Spring Institute 2004

by Kirk Ross

The “For the Common Good” Project State Team held its Annual Spring Institute on May 11, 2004, at The Ohio State University Literacy Collaborative. Over 75 people attended. Those in attendance represented:

- “For the Common Good” State & Local Linkage Teams,
- Ohio Adult Basic and Literacy Education programs,
- Ohio One-Stop System,
- Ohio Department of Job and Family Services,
- Ohio Rehabilitation Services Commission,
- Ohio Department of Mental Health,
- Ohio Department of Education’s Office of Career-Technical and Adult Education,
- EnterpriseOhio Network of Ohio’s Two-Year Campuses,
- Ohio Department of Development,
- Ohio State Apprenticeship Council, and
- Business & Industry.

The institute was an interactive one-day workshop focusing on maximizing collaborative processes that work for all partners engaged in the One-Stop System. The goals for the institute were for participants to develop/obtain:

- A clear understanding of how Ohio is continuing to develop its One-Stop System
- A clear understanding of Appreciative Inquiry and how it can help One-Stop System partners maximize their collaborative processes
- Experience in developing Appreciative Inquiry tools and using the Appreciative Inquiry process
- A desire to take back what was learned today and share it with others while further developing Ohio's One-Stop System

The event opened with a dynamic panel discussion that provided information about the “State of Ohio’s One-Stop System.” Panel guests included:

- **Donna Alvarado**, Chair to the Governor’s Ohio Workforce Policy Board,
- **Tony Fiore**, Director for Labor & HR Policy to the Ohio Chamber of Commerce,
- **Daryl Hennessy**, Executive Director to the Ohio Workforce Policy Board, and
- **Bruce Madson**, Deputy Director to the Office of Workforce Development.

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The event included presentation and workshop segments devoted to Appreciative Inquiry, the art and practice of asking questions that strengthen a system's capacity to improve its collaborative potential. John Kengla, Faculty Liaison for Service-Learning from Otterbein College, facilitated these segments (*For more information on Appreciative Inquiry, visit the Appreciative Inquiry Commons, <http://appreciativeinquiry.cwru.edu/>*).

The institute was a major success due to the efforts of the active participants, distinguished panelists, and skillful facilitators. At the end of the day, institute participants commented that Appreciative Inquiry was an interesting and rejuvenating process and they couldn't wait to use the process in their own organizations.

The Annual Spring Institute 2004 panelist discussion and workshop materials will be posted on the "For the Common Good" Project's web site in the near future. The web site URL is <http://literacy.kent.edu/CommonGood/index.html>.



The State ABLE Team Hard at Work!



Jeff Gove in the Opening Session!



Appreciative Inquiry in Action!



John Kengla Discussing Appreciative Inquiry!



Institute Participants Networking!