

ACTION PLAN WORKSHEET: CAREER DEVELOPMENT

INSTRUCTIONS:

Before scheduling a time to write the action plan:

- Gather the ***KDADS Criteria/Guidance*** found in the PEAK Guidebook on the PEAK website.
- Gather a team together (approximately 5-6 people) who are interested in working on this topic. Include a couple members of your PCC change team.
- Have all the team members read through the KDADS Criteria and Core Considerations for Career Development before meeting together.
- Bring copies of the KDADS Criteria and Core Considerations for everyone on the team when you meet to start writing the action plan.

At the time of the meeting:

- Make sure everyone has a copy of the Criteria and the Core Considerations.
- Have several hard copies or an electronic copy of the Action Plan Template. These can be found in both Word and PDF formats at: <https://www.hhs.k-state.edu/aging/research/peak20/action-planning/>
- Ask for a volunteer to scribe for the group. This person will record items on the Action Plan Template.

Now it is time to start action planning:

- Your team will work through the Career Development core, supporting practice by supporting practice.
- Read the statement under the heading Core #4, "Systems are in place to promote professional development." (KDADS Criteria page 19)
- This is the **GOAL** for this core area. Have the scribe write or type that exact goal statement in the goal box of the Action Plan Template as seen below.

Goal: Systems are in place to promote professional development.

Now everyone is aware of the goal for this core area. Next, go through each of the supporting practices and consider the following questions as a team.

Supporting Practice #1: Professional Development

“A formal career ladder OR skills enhancement program is in place.”

What is currently in place for development in your organization in light of the Core Considerations that you read?

If you plan to meet the criteria with a Formal Career Ladder ask your team the following 6 questions:
(If you plan to meet the criteria with a Formal Skills Enhancement Program skip the next 6 questions)

1. Does the Formal Career Ladder in the home include specific curriculum and educational opportunities for each level of the career ladder? **Circle:** YES or NO
2. Does the Formal Career Ladder in the home provide opportunities for lateral advancement in the organization? **Circle:** YES or NO
3. Does the Formal Career Ladder in the home provide opportunities for all non-licensed staff? **Circle:** YES or NO
4. Do team members receive incremental pay increases *or* title/position recognition for completing various levels of the career ladder? **Circle:** YES or NO
5. Do team members receive a certificate of completion upon finishing various levels of the career ladder? **Circle:** YES or NO
6. Is the Formal Career Ladder outlined in writing in either a policy, employee handbook or other written document that is available and communicated to team members?
Circle: YES or NO

If you answered YES to any of the questions above, write a detailed description of what you are currently doing to satisfy that question in the NARRATIVE BOX of the action plan template. Again, if your home has been recently evaluated on this area and passed it, note this and the evaluation date in the narrative box. Do this for all questions answered with “yes.”

If you answered NO to any of the questions above, you need to write an OBJECTIVE about this area on the action plan template and ACTION STEPS to meet the OBJECTIVE. Do this for all questions answered with “no.”

Sample Objective: “The current Career Ladder will include opportunity for Dining and Housekeeping staff by January 1, 2018.”

Sample Action Steps:

- “Gather the Career Development work team to identify lateral advancement opportunities for dining staff and housekeeping staff.”
- “Schedule a learning circle with Dining and/or Housekeeping staff to brainstorm ideas.”
- Etc...

If you plan to meet the criteria with a Formal Skills Enhancement Program rather than a Formal Career Development program ask your team the following questions:

1. Does the Formal Skills Enhancement Program include skill enhancing educational opportunities for all non-licensed staff? **Circle:** YES or NO
2. Does the Formal Skills Enhancement Program include strong coaching, mentoring and goal setting opportunities for all non-licensed staff? **Circle:** YES or NO
3. Are development plans created through a collaborative effort between team members and leaders to reflect personal career goals for participants? **Circle:** YES or NO
4. Does the Formal Skills Enhancement Program actively involve leadership in the search for training opportunities for participants to achieve their goals? **Circle:** YES or NO
5. Is the Formal Skills Enhancement Program outlined formally in writing in either a policy, employee handbook or other written document that is available and communicated to team members? **Circle:** YES or NO

If you answered YES to any of the questions above, write a detailed description of what you are currently doing to satisfy that question in the NARRATIVE BOX of the action plan template. Again, if your home has been recently evaluated on this area and passed it, note this and the evaluation date in the narrative box. Do this for all questions answered with “yes.”

If you answered NO to any of the questions above, you need to write an OBJECTIVE about this area on the action plan template and ACTION STEPS to meet the OBJECTIVE. Do this for all questions answered with “no.”

Sample Objective: “A process for Development plans will be created and added to the Formal Skills Enhancement policy by January 1, 2018.”

Sample Action Steps:

- “Contact Mentor homes for ideas.”
- “Gather the Career Development team to brainstorm ideas.”
- “Create a tool to use for this purpose in Goal setting meetings.”
- Etc...

“In-house training is available for versatile workers to learn new job duties and skills outside their traditional roles.” (Required)

1. Is formal orientation and training available to prepare team members to safely respond to elder requests within their capacity and certification? (Examples of training might include: Safe food handling, preparation and service, housekeeping and laundry functions, assisting with daily activity programs.) **Circle:** YES or NO

If you answered YES to the question above, write a detailed description of what you are currently doing to satisfy that question in the NARRATIVE BOX of the action plan template. Again, if your home has been recently evaluated on this area and passed it, note this and the evaluation date in the narrative box.

If you answered NO to the question above, you need to write an OBJECTIVE about this area on the action plan template and ACTION STEPS to meet the OBJECTIVE.

Sample Objective: “Versatile worker training will be included on all new employee orientations by January 1, 2018.”

Sample Action Steps:

- “Identify various training topics that would be needed.”
- “Recruit team members to develop each of the trainings.”
- “Include these on the new employee orientation checklist.”
- Etc...

Supporting Practice #2: Outside Education

“10% of non-managerial staff attend outside training of any kind (in the past year).”

Note: See Career Development Considerations (pg.24) and Criteria (pg. 19) for calculation instructions.

1. Can the home supply copies of certificates of completion or sign-up sheets that reflect 10% of non-managerial staff have attended outside training of any kind in the past year?

Circle: YES or NO

If you answered YES to the question above, write the % of non-managerial staff who have completed outside training in the past year in the narrative box. Note that you will need to ensure that you have staff attending training this year at the same rate. Think about how you will sustain 10% attendance at outside training each year and include this in the narrative box. Again, if your home has been recently evaluated on this area and passed it, note this and the evaluation date in the narrative box.

If you answered NO to the question above, you need to write an OBJECTIVE about this area on the action plan template and ACTION STEPS to meet the OBJECTIVE.

Sample Objective: “10% of non-managerial staff will receive outside training in this PEAK year.”

Sample Action Steps:

- “Ask all non-managerial staff to provide proof of completion for any outside training they have completed during this PEAK year.”
- “Review employee file for those already submitted.”
- “Determine how many more team members need outside training.”
- “Look for outside opportunities.”
- Etc...

Now that you have Objectives and Action Steps for each supporting practice within the Career Development core,

- Go back to your action plan and have members volunteer to take the lead on the action steps. **Write/type their name as the Responsible person.** Work to spread out the work load among the team.
- Now go through and identify deadlines for each action step. Get the person that volunteered to lead the step involved in setting the date. **Write this as a target date on the plan.**

- Review the action plan to make sure it makes sense and compare the time line with the other cores you are working on. Try not to overload your schedule with too many activities at one time.
- Once the plan is complete, turn it in to the KSU Center on Aging for feedback and get started working through your plan. The feedback you will receive from KSU are suggestions to aid in your success in the program. You do NOT need to submit any changes or revisions you make to the action plan. Make changes internally and continue using the plan as a working document.
- Your action plan has no impact on you PEAK 2.0 level, but a submitted action plan is required for receipt of your Medicaid financial incentive. We see a strong correlation between homes that invest time in the action planning process and success at evaluation time. Feel free to contact the PEAK 2.0 team anytime for consultation on your work.