PA TAACCCT Communication Plan with Partner Colleges

Effective November, 2012

The TAACCCT staff is implementing a comprehensive plan that will engage Partner colleges and provide them with additional resources to enhance their program outcomes. It will also enable staff to monitor the progress of the programs at each college.

The goal of this document is to describe the communication plan between the colleges and the grant administration team, as well as within the grant administration team. The goal is to provide a regular and appropriate forum for all coordination and communication between parties.

External Communications

There will be 4 regular calls with the Partner colleges, as follows

1) There will be a monthly call will all Project Directors – 2nd Friday of each month.
    a. Key participants for this call are the Project Director for all colleges, the grant Executive Director, the Career Coach Administrator, the Research Assistant, and the Manager of Grant Compliance. All college Project Directors must participate in this call, but may delegate participation to another staff member.
    b. Optional participants for this call are the Grant Accountants, career coaches, and college finance staff.
    c. The scope of this call is to address general program- and finance-related issues, share information and techniques, and discuss performance management as it applies to the grant as a whole, as well as distribute information about any upcoming events or deadlines. Specific issues (such as individual invoices, budget modifications, and vendor/consultant agreements) which are not of general interest should be deferred to the partner college call, or an ad-hoc call convened.

2) There will be a monthly call with Career Coaches – 2nd Thursday of each month.
    a. Key participants for this call are the grant Executive Director, the Career Coach administrator and the career coaches for all colleges. All college Career Coaches must participate in this call, but may delegate participation to another staff member.
    b. Optional participants for this call are the college Project Directors, Research Assistant, Manager of Grant Compliance, and all other grant staff.
    c. The scope of this call is issues related to recruitment, participant record-keeping, placement, and follow-up, as well as the JobTrakPA website and use of online tools. Specific issues which are not of general interest should be deferred to the partner college call, or an ad-hoc call convened.

PA TAACCCT Communication Plan with Partner Colleges

3) Each Partner college will have a monthly call to discuss all aspects of their program (fiscal, program, reporting). Each college will be assigned a specific day of the month.
    a. Key participants for this call are the college Project Director, the Executive Director, the Research Assistant, and the Manager of Grants and Compliance.
    b. Optional participants for this call are the Career Coach Administrator, the grant Accountants, finance staff from the college.
    c. The scope of this call is program offerings, finance and budget, reporting and analysis, and performance metrics. This is the primary monitoring channel for the grant, and offers a forum to discuss solutions immediately. The calls will not take the place of an official monitoring visit but it will assist staff to prioritize visits.

4) There will be a semi-annual call with the TACT Grant Management team , hosted by Dr. Stephen Curtis.
    a. Key participants are project directors and project sponsors/officials from each college and the grant administration team.
    b. The scope of this call is grant-related strategic issues, as well as any issues that are unable to be resolved in other forums and that require escalation.

Internal Communications

1) The TAACCCT grant team will meet every Monday.
    a. Key participants are all TAACCCT grant team members.
    b. Optional participants are other staff from CCP.
    c. The scope of this meeting is to share information, prioritize work products for the week ahead, and address any issues that arose in the past week.

2) The TAACCCT steering committee will meet as required during the year. The Executive Director will convene these meetings as requested.
    a. Key participants are the Executive Director, the Manager of Grant Compliance, and internal CCP staff representing finance and corporate counsel.
    b. Optional participants are grant team and CCP staff members as requested by the Executive Director.
    c. The scope of this meeting is to address any issues between the grant team and CCP as the hosting organization.

PA TAACCCT Communication Plan with Partner Colleges

Webinars

Starting in December 2012, there will be Webinars with Partner Colleges to discuss various critical topics such as:

- Recruitment Strategies
- Connection with Title II Providers
- Completing Fiscal reports/invoices/9130
- Job Placement Strategies
- Cohorts

The TAACCCT staff will work with the Partner colleges to select the webinar topics and deliver them in a timely fashion. It is anticipated that Webinars will be on a monthly basis.

Monthly Newsletter

The TAACCCT staff is developing a monthly newsletter, to be distributed in the first week of the month that will highlight best practices within the Partner College Consortium and DOL ETA Region 2. The newsletter will also remind colleges of report dates and list success stories. The first newsletter is slated for December 2012.

CCP Portal

The CCP Portal houses all DOL TAACCCT related documents, modifications, webinars, presentations and requirements put forth by TAACCCT staff. Each college has access to these documents.

JobTrakPA

Once fully operational, this website will take the place of the CCP Portal. The website will have expanded capacity to track students, enter case notes and provide access to job openings. The website will also have a calendar page that will highlight new courses and programs. This website will be used by both students and staff in the TAACCCT program.

Wiggio Group

The TACT staff has developed an on-line chat room via Wiggio to help Career Coaches share best practices and resources. This on-line group has received positive feedback from partner colleges.

PA TAACCCT Communication Plan with Partner Colleges

Monitoring Visits

Each college will have a yearly monitoring visit during Year 2. The visit will detail compliance in three critical areas: program, fiscal and reporting. The visit will enable TACT staff to see how the program is progressing and to meet with key staff and students. After each visit, a formal report will be sent to the college evaluating the program against the requirements in the MOU. Based on the findings of the report, other visits to the school may be scheduled.

Annual Training Conference

There will be an annual training conference for Project Directors and Career Coaches to discuss best practices and program innovations. The conference will also provide guidance on fiscal issues (invoices, budget modifications, etc.). A core group of Project Directors and Career Coaches will help plan the conference.