

Building a Legacy of High Performance in your HEP Program

Presented by Martha Anaya and Adriana Chavez

Build a team anchored in the values of:

- Accountability
- Open Communication
- Coaching and Mentoring
- Teamwork
- Employee Recognition



ACCOUNTABILITY

Overall HEP Program Performance

HEP PERFORMANCE GOALS	GOAL	ACTUAL
GPR1		
69% OF ENROLLMENTS ATTAIN HSE ENROLLMENTS PER CONTRACT GRADUATES/ATTAINERS	100% 69%	
GPR2		
80% PLACEMENT OF HSE ATTAINERS	80%	
EFFICIENCY		

ACCOUNTABILITY

SER's WEEKLY PERFORMANCE

AT A GLANCE

2017-2018 RESULTS AT A GLANCE	UPDATED 10/9/2018								
SITES	ENROLLED	PERSISTER	TESTED	PENDING TEST RESULTS	GRADS	PLACEMENTS	SECONDARY EDUCATION	UPGRADED EMPLOYMENT	MILITARY
BRAWLEY	23	5	23	0	14	14	11	3	0
CALEXICO	31	2	31	0	21	20	15	5	0
EL CENTRO EVENING	34	6	34	0	26	23	11	12	0
EL CENTRO MORNING	37	5	37	0	25	23	13	10	0
TOTALS	125	18	125	0	86	80	50	30	0

ACCOUNTABILITY INDIVIDUAL GOALS PER SITE

2017-2018 RESULTS AT A GLANCE	BY DECEMBER	BY DECEMBER	BY MARCH	BY MARCH	BY JUNE	BY JUNE	BY JUNE
SITES	ENROLL	ATTAINERS	ENROLL	ATTAINERS	ENROLL	ATTAINERS	PLACEMENTS
BRAWLEY	15	12	25	17	30	21	17
CALEXICO	15	12	26	17	31	22	17
EL CENTRO EVENING	15	12	27	18	32	21	18
EL CENTRO MORNING	15	12	27	18	32	22	18
TOTALS	60	48	105	70	125	86	70

- SOLUTION -



- DISFUNCTION -

OPEN COMMUNICATION

STAFF

Share our successes and our failures

Treat all students with

RESPECT

OUR STUDENTS ARE ADULTS

NOT CHILDREN

Discuss the challenges

Strategize solutions

OPEN COMMUNICATION

STUDENTS

Allow the students to share their
obstacles

List of Resources available

Debrief- discuss with the students
their testing experience

*video-SER Entrevista



COACHING / MENTORING

CROSS TRAIN INSTRUCTORS AND TUTORS

Office staff must understand the
needs of the Instructors

Material needed

COACHING / MENTORING CONTINUED...

MENTALLY COACH STUDENTS

MOTIVATE STUDENTS

LIFE COACH - MENTOR STUDENTS

EDUCATION

EMPLOYMENT

GOAL IS TO IMPROVE THEIR CURRENT

SITUATION...THEIR FAMILY

TEAMWORK

How we became a TEAM...



TEAMWORK

ALL STAFF must understand
they are part of TEAM

ALL STAFF must have the same goal
in mind

IF YOU NEED TO...CLEAN HOUSE

TEAMWORK



EMPLOYEE RECOGNITION

OUR Satisfaction... is the
moment
Our students graduate



EMPLOYEE RECOGNITION MONTHLY MEETINGS

Agenda includes list of
potential HSE attainers for the
current and upcoming month
Provide lunch...Celebrate Birthdays





GROUP ACITIVITY

Best Practices

Knowing what you know now,
what advise would you give a

New HEP Program?

What has worked for you?

What have you changed?

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