

ETTA Supervisor Meeting

Date: March 28, 2022; 1 pm – 2:30 pm

In Attendance: Wanda Lagoe (scribe), Marcy Collyer, LaMont Smith and Hollis Yelverton

Minutes:

Wanda:

- Back to normal work schedule policy effective April 1.
- COVID updates – go monthly after Monday – please continue to update them weekly so you don't get behind.
- Work Schedule Policy
 - Four days per month – no changes to policy w/o KB approval.
 - Customer service is important – must call in VM every 1-2 hours. If any issues, they will relook at policies and will likely remove them.
 - Remind employees that they need to respond to phone calls and emails or they may be put on probation for a month, or removed from being able to use WAH – it is a privilege and not a right.
- No temp phones; come Friday. Need to be consistent with other bureaus; they don't have dedicated phones or ipads except some supervisors.
- One Stop Shop – great feedback from staff. Meeting weekly.
- ASSP – virtual registration processed by Carol. VPPPA paperwork submitted for LaMont and Michelle.
- Babbel – APN to be posted to the One Stop Shop; live April 11. Jay to manage.

Marcy:

- LMS – registration service to be implemented soon for internal and external training.
- Annual training meeting went well. Great feedback.

LaMont:

- Held SSTM/OSTM training during the last two weeks. Went well.
- Safety awards banquets scheduled and posted. Still waiting on a few venues.

Hollis:

- Sending proofs for standards books to Mancomm. Basically out of books now.
- On leave the week after next.