AGENDA

9:00 Welcome
9:05 Policy Update
9:30 Ages & Stages
10:15 Break
10:30 MESH Mental, Emotional, & Social Health
11:15 Supporting Campers who Identify as Transgender
12 NOON Lunch
1:00 Risk Management Responsibilities
1:50 Break
2:00 Human Resources Hiring Process & Clearance Requirement Overview
3:00 UP Updates
UNIVERSITY PARK: AD03
CONDUCTING EDUCATIONAL PROGRAMS USING THE NAME OF THE UNIVERSITY

University Park

–Submit Exception Paperwork ASAP
**COMMONWEALTH CAMPUSES: AD03**
**CONDUCTING EDUCATIONAL PROGRAMS USING THE NAME OF THE UNIVERSITY**

**Designee List**

<table>
<thead>
<tr>
<th>Campus</th>
<th>Designee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abington</td>
<td>Joy Fraunfelter</td>
</tr>
<tr>
<td>Altoona</td>
<td>Jack Sinclair</td>
</tr>
<tr>
<td>Beaver</td>
<td>Debra Roach</td>
</tr>
<tr>
<td>Berks</td>
<td>Walt Fullam</td>
</tr>
<tr>
<td>Brandywine</td>
<td>Margie Bacheler</td>
</tr>
<tr>
<td>DuBois</td>
<td>John Brennan</td>
</tr>
<tr>
<td>Erie</td>
<td>Michelle Hartmann</td>
</tr>
<tr>
<td>Fayette</td>
<td>Barbara Crofcheck</td>
</tr>
<tr>
<td>Great Valley</td>
<td>Edward Weckerly</td>
</tr>
<tr>
<td>Greater Allegheny</td>
<td>Eric Ewell</td>
</tr>
<tr>
<td>Hazleton</td>
<td>Deb Conway</td>
</tr>
<tr>
<td>Lehigh Valley</td>
<td>Doug Hochstetler</td>
</tr>
<tr>
<td>Mont Alto</td>
<td>Helen McGarry</td>
</tr>
<tr>
<td>New Kensington</td>
<td>Pat Hollinger</td>
</tr>
<tr>
<td>Schuylkill</td>
<td>Shannon DelConte</td>
</tr>
<tr>
<td>Shenango</td>
<td>Debra Roach</td>
</tr>
<tr>
<td>Wilkes-Barre</td>
<td>Jane Ashton</td>
</tr>
<tr>
<td>Worthington Scranton</td>
<td>John Drake</td>
</tr>
<tr>
<td>York</td>
<td>Bob Farrell</td>
</tr>
</tbody>
</table>
YOUTH PROGRAM INVENTORY

• Enter all programs into the Inventory
  – https://app3.ohr.psu.edu/mr_inventroy/Session/
• If the program is cancelled it MUST be deleted prior to the start date
• Updates are coming soon!
Updated form to be released soon
  – Rationale
  – Grandfathered
  – **NOT** always HIPAA protected
## RECORD RETENTION

**AD35 University Archives and Records Management**

<table>
<thead>
<tr>
<th>TYPES OF DOCUMENTS</th>
<th>RETENTION PERIOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Forms</td>
<td>3 years after date of attendance</td>
</tr>
<tr>
<td>Medical Information Forms</td>
<td>Until attendee has reached the age of 18 plus two years</td>
</tr>
<tr>
<td>Medical Release Forms</td>
<td>Until attendee has reached the age of 18 plus two years</td>
</tr>
<tr>
<td>Computer Access Forms</td>
<td>3 years after date of attendance</td>
</tr>
<tr>
<td>Internet Access Forms</td>
<td>3 years after date of attendance</td>
</tr>
<tr>
<td>Facilities Access Forms</td>
<td>3 years after date of attendance</td>
</tr>
</tbody>
</table>
AUDITING PENN STATE UNIVERSITY

BACKGROUND CLEARANCES

STATE Auditor General Eugene DePasquale’s audit reveals that four years after Jerry Sandusky’s child sex assault conviction, PSU still fails to ensure 100 percent of background checks are completed.

BY THE NUMBERS

Audit teams statistical sampling revealed 3 of the 76 employees (around 4 percent) did not have any background checks conducted.

That’s potentially 962 out of 24,382 missing background checks in one year – four years after the Sandusky conviction.

YOUTH CAMP BACKGROUND CHECKS

8 PERCENT:

57 of 732 youth camps had an employee without proper clearances on file.
REQUIREMENTS

As a general rule, all Penn State employees, volunteers and independent contractors who have direct contact with children (individuals under the age of 18) by participating in programs that have been designed specifically for, and are delivered to children, must obtain the 3 publically available clearances.
# BACKGROUND CLEARANCES

<table>
<thead>
<tr>
<th>Clearance Type</th>
<th>Process</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA Child Abuse Clearance</td>
<td>Remains the same</td>
<td>$8.00</td>
</tr>
<tr>
<td>PA State Police</td>
<td>Subtle Difference</td>
<td>↑$22.00</td>
</tr>
<tr>
<td>FBI Fingerprinting</td>
<td>New Vendor</td>
<td>↓$22.60</td>
</tr>
</tbody>
</table>
Programs are regulated through the Department of Human Services

DOE Clearances obtained prior to November of 2017

- will only be accepted if they are a previous employee and verification of rap sheet is on file
- DOE FBI clearances run prior to November 2017 without rap sheet will not be accepted
- New DOE will only be accepted if verification process is completed
At Penn State, provisional hiring is not recommended and is only appropriate in emergency situations when not hiring a person provisionally would create a situation where the staff to child ratios are not met and would result in inadequate supervision for children in the program or there is a business case that requires provisional hiring.
YOUTH PROGRAM REGISTRATION UPDATE

Sandy Weaver
YOUTH PROGRAM REGISTRATION SYSTEMS

• Destiny
• Cvent
• Active Network
• ProClass
CONSOLIDATION OF FORMS

• Liability and Media Release for Event with Minors
• PSU Youth Program Health Services Medical Treatment Authorization Form
• STAA account
• PSU Youth Program Drop Off/Pick Up Authorization Form
• PSU Youth Program Field Trip Permission Form
• PSU Youth Program Walk/Bike/Drive Authorization Form
SUPPORT FOR CAMPERS, STAFF, AND FAMILIES
AGES & STAGES

Tim Balliett, Ph.D.
CHILD AND ADOLESCENT DEVELOPMENT:
APPLICATIONS TO PROFESSIONAL BOUNDARIES

TIM BALLIETT, PH.D.
UNIVERSITY ETHICS OFFICER
AFFILIATE ASSISTANT PROFESSOR OF EDUCATION
THE PENNSYLVANIA STATE UNIVERSITY
THERE ARE THREE DOMAINS OF CHILD DEVELOPMENT

Physical

Cognitive

Social-Emotional
THERE ARE THREE **DOMAINS**
OF CHILD DEVELOPMENT

**Physical** – changes in the body, brain, motor skills, and health behaviors

**Cognitive**

**Social-Emotional**
THERE ARE THREE **DOMAINS**
OF CHILD DEVELOPMENT

Physical – changes in the body, brain, motor skills, and health behaviors

**Cognitive** – changes in reasoning, concepts, memory, language, and intellectual skills

Social-Emotional
There are three domains of child development:

**Physical** – changes in the body, brain, motor skills, and health behaviors

**Cognitive** – changes in reasoning, concepts, memory, language, and intellectual skills

**Socio-Emotional** – Changes in emotions, self-concept, motivation, social relationships, and moral reasoning and behavior
THERE ARE 6 SPECIFIC CHILD DEVELOPMENTAL PERIODS:

- Prenatal
- Infancy
- Early Childhood
- Middle Childhood
- Early Adolescence
- Late Adolescence
EARLY CHILDHOOD: 2-6 YEARS
PHYSICAL DEVELOPMENT

• CHILDREN AGES 2-6 ARE DEVELOPING FINE MOTOR SKILLS
  • MAY REQUIRE HELP WITH BASIC ACTIVITIES (ZIPPING A COAT, TYING SHOES, ETC.)
  • DISCOVERING HOW TO DRAW AND WRITE
  • BOYS HAVE MORE POWER, WHILE GIRLS HAVE BETTER BALANCE AND COORDINATION
COGNITIVE DEVELOPMENT

- GREATER USE OF LANGUAGE IMPACTS THINKING
- MAKEBELIEVE PLAY
  - OBJECT SUSTITUTION, PERSEPCTIVE TAKING, IMAGINARY COMPANION
- INCAPABLE OF MOST ABSTRACT THINKING
- EGOCENTRIC THINKING
- SCAFFOLDING IMPORTANT
- REMEMBERING AND PLANNING SLOWING INCREASES (2-4 ITEMS)
- ROUTINES ARE VERY HELPFUL
SOCIO-EMOTIONAL DEVELOPMENT

• FOCUS ON INITIATIVE - STARTING ACTIVITIES ON OWN
• FRIENDSHIPS DEVELOP BASED ON SHARED ACTIVITIES
• RECOGNITION OF INCREASINGLY COMPLEX EMOTIONS
• EMOTIONAL SELF-REGULATION STRENGTHENS
• GENDER SCHEMA IS RIGID
• AGGRESSION:
  • PHYSICAL VS VERBAL
  • PROACTIVE VS REACTIVE
MIDDLE CHILDHOOD: 6-10 YEARS OLD
PHYSICAL DEVELOPMENT

- Children ages 6-10 are unusually flexible
- Slow, steady growth
- Some experience sleep challenges
- Rough-and-tumble play
- Games with rules are common
COGNITIVE DEVELOPMENT

• REASONING BECOMES MORE LOGICAL, FLEXIBLE AND ORGANIZED
• ATTENTION BECOMES MORE SELECTIVE, ADAPTIVE, PLANNED
• BEGIN TO USE AND DEVELOP COGNITIVE AND MEMORY STRATEGIES

• BENEFITS TO UTILIZING HETEROGENEOUS GROUPS
SOCIO-EMOTIONAL DEVELOPMENT

• FOCUS ON INDUSTRY
• PROSOCIAL BEHAVIOR INCREASES
• SELF-CONCEPT BROADENS
• SELF-ESTEEM – PHYSICAL CHARACTERISTICS
• DEVELOPMENT OF ATTRIBUTIONS: ABILITY, EFFORT, LUCK
• STRONG DESIRE TO BELONG TO PEER GROUPS
• 4 TYPES OF PEER ACCEPTANCE:
  • POPULAR, REJECTED, CONTROVERSIAL, NEGLECTED
• FRIENDSHIP INCREASINGLY BASED ON TRUST
• BULLYING
EARLY ADOLESCENCE: 10-14 YEARS
LATE ADOLESCENCE: 14-18 YEARS
PHYSICAL DEVELOPMENT

• ADOLESCENTS BEGIN PUBERTY ON AVERAGE:
  • GIRLS – AGE 10
  • BOYS – AGE 12
  • TIMING HAS TREMENDOUS IMPACT
• EXPERIENCE SLEEP DEPRIVATION
• CYCLICAL MOOD CHANGES
• GREATER MOOD SENSITIVITY TO NEGATIVE EVENTS
• FIRST INDICATIONS OF SUBSTANCE USE OR ABUSE
COGNITIVE DEVELOPMENT

- Develop capacity for abstract, systematic, logical, and scientific thinking
- Greater metacognition, speed, strategy use
- Unable to effectively multitask

- Imaginary audience, personal fable, idealism
- Poorer planning and decision-making than adults (frontal lobe development)
SOCIO-EMOTIONAL DEVELOPMENT

• DEVELOPING GREATER SENSE OF IDENTITY AND AUTONOMY
• SELF-CONCEPT – CENTERS MORE ON VARYING PERSONALITY TRAITS AND STRENGTHS, ETHNIC IDENTITY
• LOW SELF-ESTEEM DUE TO ADJUSTMENT DIFFICULTIES
• DE-IDEALIZATION OF ADULT FIGURES
• SELF-DISCLOSURES SHIFT TO FRIENDS
• CLIQUES DEVELOP
• GENDER INTENSIFICATION
• DATING CHANGES DURING ADOLESCENCE
• DEPRESSION
ECOLOGICAL SYSTEMS THEORY: 4 NESTED STRUCTURES
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4 NESTED STRUCTURES
ECOLOGICAL SYSTEMS THEORY: 4 NESTED STRUCTURES:
PROFESSIONAL BOUNDARIES

• NEED TO BE BASED ON THE CHILD’S PHYSICAL, COGNITIVE AND SOCIO-EMOTIONAL DEVELOPMENT

• ESSENTIAL IN MAINTAINING SAFE AND APPROPRIATE RELATIONSHIPS BETWEEN STAFF AND CHILDREN

• ROLES AND RESPONSIBILITIES ARE DEFINED – YOU ARE THE ADULT

• PROTECTS YOU AS AN EMPLOYEE IN ADDITION TO THE CHILD
PERSONAL INFORMATION

• REFRAIN FROM SHARING DETAILS OF ONE’S PERSONAL LIFE

• CAN SHARE TEACHABLE MOMENTS FROM LIFE EXPERIENCES

• DON’T BRING YOUR MOOD OR PROBLEMS INTO INTERACTIONS WITH PARTICIPANTS

• AVOID SHARING ONE’S PERSONAL INFORMATION WITH OTHER STAFF MEMBERS WITHIN EARSHOT OF PARTICIPANTS

• DON’T SHARE PERSONAL PHONE NUMBER

• DON’T SHARE STAFF INFORMATION WITH ANYONE
SOCIAL NETWORKING AND TECHNOLOGY

• ALL COMMUNICATION WITH OR ABOUT MINORS NEEDS TO BE A MATTER OF PUBLIC RECORD – INCLUDING PERSONAL ACCOUNTS, EMAILS, TEXTS, ETC.
• DON’T SHARE PERSONAL EMAIL ADDRESSES
• REFRAIN FROM CONTACTING PARTICIPANTS OUTSIDE OF THE PROGRAM
• AVOID FRIENDING PARTICIPANTS ON FACEBOOK
• SHOULD NOT PLAY ONLINE GAMES WITH PARTICIPANTS
PHYSICAL BOUNDARIES

• AVOID ANY TYPE OF PHYSICAL CONTACT THAT COULD BE MISUNDERSTOOD OR MAKE THE CHILD UNCOMFORTABLE

• VERY MUCH DRIVEN BY AGE/DEVELOPMENT OF THE PARTICIPANT

• DON’T INITIATE A HUG

• ENCOURAGE HIGH FIVES, FIRST BUMPS INSTEAD OF HUGS
EXCLUSIVITY

• AVOID SPENDING AN INORDINATE AMOUNT OF TIME WITH ONLY ONE OF THE PARTICIPANTS

• DON’T BE LEFT ALONE WITH A PARTICIPANT
CONFIDENTIALITY

• DON’T SHARE INFORMATION ABOUT A PARTICIPANT EXCEPT WITH THE PARTICIPANT’S PARENTS OR THE MANAGEMENT TEAM.

• RESPECT THE PRIVACY OF FELLOW STAFF BY NOT SHARING INFORMATION ABOUT THEM OUTSIDE OF THE PROGRAM.
THANK YOU!
MESH
MENTAL, EMOTIONAL & SOCIAL HEALTH

Ben Locke, Ph.D.
Senior Director
CAPS
Mental, Emotional, & Social Health of Campers

Ben Locke, Ph.D.
Penn State University
What do you need to know?
Key factors

• Millennial parents
• New world (safety, threats, competition)
• Evolving speed of communication
• Social Media
• High expectations, competition, self-other comparison
• “Content Free Ambition”
• Happiness = Expectations - Reality
Institutional vs. Counseling Center Utilization
(National average, 2015)
CLICC Top 10- “Check all that Apply” (n=60,150)

- Anxiety: 62.0%
- Depression: 49.6%
- Stress: 45.5%
- Family: 30.1%
- Academic performance: 26.8%
- Relationship problem (specific): 25.3%
- Interpersonal functioning: 23.4%
- Self-esteem/confidence: 20.5%
- Sleep: 15.8%
- Social isolation: 13.9%
CLICC Top 10- Top Concern (n=60,150)

<table>
<thead>
<tr>
<th>Concern</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>24.01</td>
</tr>
<tr>
<td>Depression</td>
<td>18.65</td>
</tr>
<tr>
<td>Relationship problem...</td>
<td>7.94</td>
</tr>
<tr>
<td>Stress</td>
<td>5.65</td>
</tr>
<tr>
<td>Family</td>
<td>3.97</td>
</tr>
<tr>
<td>Interpersonal functioning</td>
<td>3.41</td>
</tr>
<tr>
<td>Academic performance</td>
<td>3.31</td>
</tr>
<tr>
<td>Grief/loss</td>
<td>3.26</td>
</tr>
<tr>
<td>Adjustment to new...</td>
<td>2.62</td>
</tr>
<tr>
<td>Mood instability</td>
<td>2.39</td>
</tr>
</tbody>
</table>
7-Year National Trends
Self-Reported Distress: 7-year Trends

CCAPS-62 Trends

- Depression
- Generalized Anxiety
- Social Anxiety
- Academic Distress
- Eating Concerns
- Hostility
- Substance Use
- Family Distress

Trends:
- 2010-2011
- 2011-2012
- 2012-2013
- 2013-2014
- 2014-2015
- 2015-2016
- 2016-2017
Prior Treatment Trends (7 years)
Threat to Other Trends (7 years)

- Considered seriously hurting another person
  - Intentionally caused serious injury to another person

Graph showing trends from 2010-2011 to 2015-2016.
<table>
<thead>
<tr>
<th>Year</th>
<th>Binge Drinking (%)</th>
<th>Marijuana (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>43.3</td>
<td>18.9</td>
</tr>
<tr>
<td>2011</td>
<td>42.2</td>
<td>20.0</td>
</tr>
<tr>
<td>2012</td>
<td>41.5</td>
<td>20.6</td>
</tr>
<tr>
<td>2013</td>
<td>41.1</td>
<td>20.9</td>
</tr>
<tr>
<td>2014</td>
<td>41.1</td>
<td>18.9</td>
</tr>
<tr>
<td>2015</td>
<td>39.8</td>
<td>20.0</td>
</tr>
<tr>
<td>2016</td>
<td>39.7</td>
<td>23.4</td>
</tr>
<tr>
<td>HEALTHY</td>
<td>REACTING</td>
<td>INJURED</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
<td>---------</td>
</tr>
<tr>
<td>Normal Functioning</td>
<td>Common &amp; Reversible Distress</td>
<td>Significant Functional Impairment</td>
</tr>
</tbody>
</table>
Campers

• May be first time without well known supports
• May be first time managing unknowns
• May have survived unimaginable challenges
• May need accommodations

• May be over-achiever
• May have longstanding MH concerns

• Variable relationships with parents, authority, peers, etc.
Strike the right balance

• Don’t be afraid of being human 😊
  • Natural support systems, encouragement, healthy stretching of comfort zones, new experiences, allow for upset, recovery, and trying again. Growth.

• Behavior: hold campers and parents accountable
  • Codes of conduct – campers, staff, guardians, expectations

• Know your limits (e.g., accommodations)

• Recognize and enforce the limits of what you can provide. Boundaries are important.

• Consult, consult, consult – make team decisions.
Mental, Emotional, & Social Health of Campers

THANK YOU!

Ben Locke, Ph.D.
Penn State University
SUPPORTING CAMPERS WHO IDENTIFY AS TRANSGENDER
Crystal’s Story

Understanding the Needs of Transgender Youth
Presented by: Stephanie Whitesell
10/10/2017
Coming Out

- 15 Years old
- Mutual friend and sister’s concern
- Coming out to extended family
- Coming out to school
- Starting to live as female
- HRT
- Name change
The Gender Unicorn

Gender Identity
- Female / Woman / Girl
- Male / Man / Boy
- Other Gender(s)

Gender Expression
- Feminine
- Masculine
- Other

Sex Assigned at Birth
- Female
- Male
- Other / Intersex

Physically Attracted to
- Women
- Men
- Other Gender(s)

Emotionally Attracted to
- Women
- Men
- Other Gender(s)

To learn more, go to: www.transstudent.org/gender
Understanding Transgender Youth

• Gender identity is different than sex, sexual identity, and gender
• Pronouns REALLY matter
• Teenagers are already a vulnerable population, Transgender teens even more so:
  1. 80% of trans students feel unsafe at school because of their gender expression
  2. 41% of Transgender people have attempted suicide
  3. 19% of Transgender people experience violence or abuse from a family member
  4. 18 the number of states that have clear laws protecting Transgender people (PA is NOT one of them)
  5. Transgender kids and teens experience high levels of bullying and violence at school
  6. Anti-LGBT violence disproportionately affects Transgender people-especially Transgender people of color
• Transgender people do not identify with the gender that they were assigned at birth
What helped Crystal?

• The Penn State LGBTQ Student Resource Center
• Having an administration at school that stood behind her civil rights
• Finding a counselor that was part of the LGBTQ community
• Connecting with other teenagers in the LGBTQ community
• Parents who accept Crystal for who she is and encourage her to live as her most authentic self
• HRT
• Attending the Trans Health Conference in Philly
• Sharing her story and feeling acceptance from those who hear
• Communication with her friends, alerts about suicidal talk, etc.
What can you do for youth in your programs?

• Small steps:
  1. Include the words “gender identity” in non-discrimination policies, publicity, volunteer and youth correspondence (i.e. under Social Vulnerabilities section of Vulnerable Populations fact sheet)
  2. Include options other than male and female on any applications for involvement in youth programs
  3. Look into certification for staff/volunteers of 4-H to become trained in LGBTQ sensitivity
  4. Search out models of other youth programs that have served LGBTQ youth and ask how to implement their best practices

• Bigger Steps
  1. Choose representatives in each 4-H program to specialize in LGBTQ issues
  2. Provide training to volunteers and staff regarding LGBTQ issues (Safe Zone trainings –PSU LGBTQ Student Resource Center)
  3. Increase Visibility of 4-H’s support of LGBTQ Youth
  4. Involve families in discussion around (especially Transgender) youth in your programs (be careful about outing a child to their parents as well)
  5. Remember that coming out is something that LGBTQ youth have to do over and over, It is a demonstration of trust. You should NEVER share their status without their permission
LGBTQ Information Outlets and Support

• Centre LGBTQA Network
• Penn State LGBTQA Student Resource Center
• WPATH (World Professional Association for Transgender Health)
• GLAAD, [https://www.glaad.org/transgender/resources](https://www.glaad.org/transgender/resources)
• The Trevor Project's 24/7 Lifeline at 866-4-U-TREVOR (866-488-7386) or Trevor Chat, the Trevor Project's online messaging service
• Trans Lifeline at 877-565-8860
• The National Suicide Prevention Lifeline at 800-273-TALK (8255)
Credits:

• Crystal Whitesell, for letting me share her story and her life


• Gender Unicorn, www.transtudent.org/gender

• Trans Student Equality Resources

• ACLU, Transgender Rights, https://www.aclu.org/issues/lgbt-rights/transgender-rights
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• [The National Suicide Prevention Lifeline](https://www.talkspace.com/talknow) at 800-273-TALK (8255)
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RISK MANAGEMENT
INCIDENT REPORTING AND CLAIMS WITHIN YOUTH PROGRAMS

Jerry Wise
Claims Supervisor
Risk Management
Penn State University’s
Risk Management Office
Workshop for Youth
Programs - 2018

Jerry Wise
Claims Supervisor
Risk Management
YOUR PARTNERS

• GARY LANGSDALE
  – UNIVERSITY RISK OFFICER

• JARED WISE
  – CLAIMS SUPERVISOR

• DAVID SNOWE
  – INSURANCE MANAGER /ASST. DIRECTOR

• RICHEL PERRETTI
  – CONTRACTS MANAGER

RISK MANAGEMENT WEBSITE:
https://controller.psu.edu/risk-management
WHERE WE OFTEN INTERACT

• Situational Risk Assessments
• Contracts
• Insurance Certificate Requests
• Claims
• Lawsuits/Letters of Representation
• Good Old-Fashioned Advice
The Risk Management Office typically sees claims arising from...

- General liability
- Auto
- EPL & D&O
- Property
- Athletic injury
- Police professional
- Medical malpractice
- Aviation
What constitutes a CLAIM

- an act, error or omission
- a written demand for monetary or non-monetary relief
- a civil, criminal, regulatory or administrative proceeding (monetary or non-monetary)
- a subpoena
- six-month notice
- request for toll or waive any statute of limitations
- some polices are triggered by an “occurrence”, some are “claims-made” – ALL have duty to promptly notify!
Common claim types to Youth Programs:

- General liability
- Accident & supplemental health (AIL)
- Auto
Automobile Insurance

• Liability & Property coverage
• Owned & leased licensed vehicles traveling in the US & Canada.
• Extends to University and its employees while in the course and scope of employment
• If injured, employees are covered by Worker Comp.

• Physical Damage deductibles: $500 comprehensive & $1,000 collision
• University Policy BS20
• Use of Personal vehicles (Pa. law – insurance follows the vehicle)
VEHICLE ACCIDENT REPORT

PURPOSE: This form is used to record facts of any accident involving a University vehicle, rental car or personal vehicle if being used on University business. In case of serious injuries or undrivable vehicle, please call Risk Management. Complete both sides of the form and mail or bring this card to the Risk Management Office. At non-University Park locations, bring the completed form to the local campus Business Office.

All information on this form is important and must be obtained at the time of the accident. If for some reason (such as injuries) all the information cannot be secured immediately, the form must be submitted as soon as possible, within 24 hours.

Date: ________________ Time: ________________

Place of Accident:

[ ] University’s Automobile

Driver’s Name: ____________________________ Dept: ________________

Home Address: _____________________________

Office Address: _____________________________

Age: _______ Office Phone Number: ________________ Email: ________________

Make: ________________ Year: ________________ Model: ________________

License No: ________________ Vehicle No: ________________

Describe Damage: ____________________________________________

[ ] Other Driver’s Automobile

Other Driver’s Name: ____________________________ Phone: ____________________________

Other Driver’s Address: ____________________________ Phone: ____________________________

Make: ________________ Year: ________________ Model: ________________

License No: ________________

Owner’s Name: ____________________________ Phone: ____________________________

Owner’s Address: ____________________________ Phone: ____________________________

Describe Damage: ____________________________________________

Insurance Co. & Policy No: ____________________________ (Must be Obtained)

[ ] Police Officer: ____________________________

Badge No: ____________________________ Police Dept: ____________________________

- Persons Injured -

Diagram

Names

Addresses and Phone

Properly Damage - Describe and give location (address) of damage:

-Witnesses (including Passengers) -

Names

Addresses and Phone

STUDENTS ONLY

I hereby grant authorization to Penn State to release this form to its insurance carrier(s) for their use in evaluating a claim. I understand that I am entitled to a copy of this report upon request.

Student Signature ____________________________ Form GI-41

This accident report has been properly completed and the vehicle was authorized for permissible use.

Supervisor/Dept. Head Signature ____________________________ Driver Signature ____________________________

(PH 14/45)
General Liability Insurance

- Protects the University and its employees for bodily injury and property damage to others ("3rd parties").
- Coverage is worldwide.
- Coverage extends to employees while in the course and scope of employment.
General liability Insurance cont.

- Where we are “negligent” (responsible).
  - Legal duty owed
  - Breach of that duty
  - Damages sustained
  - Damages causally related to the breach
# INCIDENT FORM

Risk Management Office - 103 Rider Building - 227 W. Beaver Ave. - State College, PA 16801  
(814) 865-6207 FAX (814) 865-4879  
DO NOT use this form for Workers' Compensation or automobile accident claims.

<table>
<thead>
<tr>
<th>TIME &amp; PLACE OF ACCIDENT/INCIDENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: ___________________________</td>
</tr>
<tr>
<td>City: ___________________________</td>
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<table>
<thead>
<tr>
<th>PROPERTY DAMAGE</th>
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<tbody>
<tr>
<td>Owner: ___________________________</td>
</tr>
<tr>
<td>Address: _________________________</td>
</tr>
<tr>
<td>City: ___________________________</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>INJURED PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: ___________________________</td>
</tr>
<tr>
<td>Address: _________________________</td>
</tr>
<tr>
<td>City: ___________________________</td>
</tr>
<tr>
<td>Occupation: ______________________</td>
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</table>

Injured taken to: _____________________________

<table>
<thead>
<tr>
<th>WITNESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: ___________________________</td>
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</table>

<table>
<thead>
<tr>
<th>FACTORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premises: dry wet snow covered icy other: __________________________</td>
</tr>
<tr>
<td>Surface: concrete asphalt metal carpet tile other: __________________</td>
</tr>
<tr>
<td>Lighting: indoor ( on or off ) outdoor ( sunny or overcast ) other: __________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DESCRIBE INCIDENT FACTS IN DETAIL</th>
</tr>
</thead>
</table>

USE A SEPARATE SHEET OF PAPER IF NECESSARY

Students Only: I hereby grant authorization to The Pennsylvania State University to release this Incident Form to its insurance carrier(s) if warranted for their use in evaluating a claim. I understand that I am entitled to a copy of this Form upon request.

Signature: ___________________________ | Date: ____________

Report Taken By: ___________________________ | Date: ____________

(06-02-05)
INCIDENT REPORTING

• If an individual or organization complains about an injury, property damage or some other incident:
  - IT’S YOUR ROLE TO ASSIST THE PERSON.
  - IT’S THE CARRIER’S ROLE TO INVESTIGATE, DETERMINE AN OUTCOME AND COMMUNICATE A FORMAL RESPONSE.

• What we need from you is the “WHO, WHAT, WHERE, WHEN and HOW”, so we can respond appropriately to the individual and/or organization.

• Timely and accurate incident reporting allows for possible defense of the claim.
WHAT WE DON’T NEED

• **DO NOT** *SPECULATE* AS TO INCIDENT CAUSE OR **DRAW CONCLUSIONS**

• IT IS PERFECTLY NORMAL TO EXPRESS YOUR PERSONAL CONCERN, BUT **DO NOT COMMIT TO THE INJURED PARTY THAT PENN STATE WILL REIMBURSE!**

• DON’T PUT INTO AN EMAIL WHAT YOU DON’T WANT TO READ IN THE SUNDAY NEWSPAPER.

• **DO NOT SHARE COPIES OF THE INCIDENT REPORT**
IF IT IS **REALLY** SERIOUS

- CALL US IMMEDIATELY, IF YOU OBSERVE, AS THE RESULT OF AN ACCIDENT:
  - CRITICAL INJURY
    - Significant fracture or amputation
    - Fatality
    - Spinal or brain injury
    - 2\textsuperscript{nd} or 3\textsuperscript{rd} degree burns
    - Sight or hearing loss
    - Sexual molestation, assault or rape
  - SOMETHING VERY STRANGE

- DAYTIME: 814-865-6307
- AFTER HOURS: 610-790-7729
OTHER TOPICS

• 4-H extension
  • P.W. Wood provides GL coverage for volunteers

• Youth camps
  • $5,000 accident/health policy limit provided through AIL
  • Coverage is primary
YOU ARE THE RISK MANAGER!

• IN YOUR DAILY ACTIVITIES ON BEHALF OF THE UNIVERSITY
• INTERACTION WITH STAFF, STUDENTS, VENDORS, VISITORS AND VOLUNTEERS
• LET COMMON SENSE BE YOUR GUIDE!
• THE RISK MANAGEMENT DEPT. IS YOUR TECHNICAL RESOURCE
WHAT A TEAM!

HOW CAN WE WORK EVEN BETTER IN THE FUTURE?
HUMAN RESOURCES

Christy Helms
Interim Director
HR Operations

Beckie Folk
Manager
Talent Acquisition
The Hire and Onboard Process

February 8, 2018

Christy Helms, Interim Director HR Operations
Beckie Folk, Manager Talent Acquisition
Topics

✓ Roles
✓ The Process
✓ Communication and Notifications
✓ Clearance Management
✓ General Items
Roles

Hiring Manager
- Position Approval (budget)
- Request to Post
- Salary Analysis
- Submit Initiate Hire Form
- Monitor Hire/Onboarding Status

Proxy
- Submit Initiate Hire Form on behalf of Hiring Manager (no Workday visibility)

Unit HR (HR Strategic Partner and Consultant)
- Position Approval (classification)
- Position Creation
- Salary Analysis (partner with HRSS)

HRSS
- Validate data as needed with Hiring Manager/Proxy
- Send Pre Hire Email
  - Gather Personal data
  - Background consent
  - Clearance requirements
  - Access Account Process
  - Onboarding Expectations (temporary)
- Enter hire in Workday

Onboarding Partner (HRSS or Unit Representative)
- I9
- Collect Clearances
- Review Electronic Paperwork
Process

- Request To Post and Position Creation
- Recruit, Interview, Verbal Offer
- Pre Hire
- Hire
- Onboard
Process – Request to Post and Position Creation

Who: Hiring Manager, Unit HR, FO and HRSS

What: Job Posting and Position Creation

Workday Actions: Request to Post (Manager to Unit HR to HRSS), Create Position or Job (Unit HR in Workday)

Communication/Notification: Posting confirmation email to Hiring Manager and Unit HR

✓ NEXT STEP: Recruit, Interview and Verbal Offer
Process – Recruit, Interview and Verbal Offer

**Who:** Hiring Manager, Unit HR, and HRSS

**What:** Search, Salary Analysis, and Verbal Offer

**Workday Actions:** None

**Communication/Notification:** Salary Analysis and Verbal and/or Written Offer from Unit to Employee

✓ **NEXT STEP:** Pre-Hire
Process – Pre Hire

Who: Hiring Manager and/or Proxy and HRSS
What: Submit Initiate Hire Form via WorkLion Portal (Hiring Manager)
Workday Actions: Pre-Hire Record created and background check information initiated Workday (HRSS)
Communication/Notification: Pre Hire email sent to Employee (HRSS)
  • Offer Letter (if required)
  • Contact Us (if personal data needed from employee)
  • Checks or Clearance Statement (describes action needed)
  • Consent for Background Check (First Advantage to Employee, if needed)
  • Access Account Activation (what to expect)
  • Onboarding (what to expect)

✓ NEXT STEP: Hire
Process – Hire

Who: HRSS and Employee (as needed)

What: Create Workday Record (HRSS)

Workday Actions: Employee Action may be required for HRSS to proceed
• Enter Personal Data to complete record (SSN, DOB, Gender)
• Verify Clearances in Progress/Background Check Eligibility
• Approve and Submit Hire

Integration runs to auto assign/verify/activate PSU ID and Access Account

Communication/Notification: Hire email sent to Employee (HRSS)
• Access Account Activation Email (Identify Services to Employee)
• Hire Complete Notification (Workday to Hiring Manager)
• Onboarding Notifications or “To Dos” (Workday to Employee)

Future plans to add “To Do” with scheduling information as well as Workday notification to Onboarding Partner

✓ NEXT STEP: Onboarding
Process – Onboard

Who: Employee and HRSS/Onboarding Partner
What: Complete paperwork and I9 and verify/collection clearances (as needed)

Employee Actions:
• Activate Access Account (Employee)
• Obtain Clearances – if needed (Employee)
• Complete Electronic Paperwork in Workday (Employee)
  • I9 Section 1, IPA, W4, Direct Deposit, Workers Comp, etc
• Schedule Onboarding on or before first day of work for pay (Employee)

HRSS/Onboarding Partner Actions (during onboarding session):
• Complete I9
• Verify Electronic Paperwork is complete in Workday
• Verify and Collect Clearances (if needed)
• Update Workday with I9 and Clearance statuses

Communication/Notification: no formal communication

✓ STATUS: Clear to Work
Communication and Notifications

Position Creation and Request to Post
- Posting Confirmation Email

Recruit, Interview and Verbal Offer
- Salary Analysis
- Verbal and/or Written Offer from Unit

Pre Hire
- Offer Letter from HRSS
- Pre Hire Email from HRSS

Hire
- Access Account Email from Identify Services
- Background Check from First Advantage
- Hire Complete from Workday (Workday to Manager)
- Onboarding Notifications or “To Dos” (Workday to Employee)

Onboard
- No formal communication
Clearance Management – Standard

• Determination of need is made by unit in partnership with OEC
• HRSS is notified of need by unit using the Initiate Hire Form
• HRSS notifies the employee of need in the Pre Hire email
• HRSS/Onboarding Partner verifies original clearances during onboarding session
  • Copies are made and retained
  • Workday is updated to show clearances verified and on file
• Paper copies retained in HRSS
• HRSS/Onboarding Partner will only accept originals
• HRSS/Onboarding Partner cannot accept volunteer clearances for employment purposes
• HRSS does not reimburse for clearances – handled at the unit level
Situation #1: Copies of receipts only = Provisional Hire
- Applies for any missing original (1, 2 or all of the clearances)
- Unit HR completes the Provisional Hire Form
- Employee brings form to onboarding session
- Employee has 90 days to obtain and present the missing clearance
- Employee must present the missing clearance to HRSS/Onboarding Partner

Situation #2: DOE FBI clearance provided = FBI Clearance Review
- Request for Review of FBI Clearances Provided by DOE – complete form
- Submit to HRSS
- HRSS will run RAP sheet for DOE – no cost to employee or unit

Situation #3: Valid Clearances on File from Prior Position at PSU = Self Disclosure Form
- Still valid (within 5 years of issuance date)
- Individual does not need to present original clearances again
- Complete self-disclosure form and bring to onboarding session
- HRSS retains form
Clearance Management - Resources

- OHR: https://ohr.psu.edu/recruitment-and-compensation/background-checks-and-compliance
- OEC: https://universityethics.psu.edu/background-check-information
General Items – Start the Hire

*How soon can we start?*

- 90 days prior to the hire/start date
- Changes to hire/start date impact benefit selections and other “downstream” processes. Don’t submit until you are certain.
- Hire date is the date the position or job will start. It is not the date the employee originally started at Penn State.
General Items – Timekeeping

*With the new Worklion, how do other programs project staff time with shift differentials?*

• Submit inquiry via WorkLion Portal. Question will be directed to the Absence Management team.
General Items – Process Details

What would be helpful is a checklist or flow chart of the new Workday/WorkLion process for exempt and non-exempt youth program staff for our use and information. The checklist would include what happens from the Initiate Hire Form to the individuals need to meet with the campus onboarding partner. What emails they receive and from whom (i.e., recruitment@psu, HRsharedservices@psu, etc), what those emails say, what tasks they need to complete etc. etc. etc.

• Process is the same for exempt and non-exempt. However, there are different forms for Full Time and Part Time appointments – Initiate Hire Full Time and Initiate Hire Part time

• Pre-Hire email provided as handout
• Slides are available if desired
• Manager and Employee Checklists are being rewritten
• Onboarding Webpage is being updated

Can we have a concise, job aid for this process

• See above
How do I contact HR? What response can I expect?

• General questions should be directed to HR Services:
  • Inquiry: worklion.psu.edu (Worklion Portal)
  • Email: AskHR@psu.edu
  • Phone: 814-865-1473

• Business Forms (Initiate Hire (FT/PT), and Request to Post) must be submitted via the WorkLion Portal using the appropriate Manager Form.

• Responses to inquiries and emails will be provided via the WorkLion Portal in inquiry format. Please check “My Inquiries” for updates.

• If you would like to know the status of your request and have not heard back:
  • Do not submit an new inquiry – add information to existing ticket
  • Resend your email or submit an inquiry referencing your original email
  • Call HR Services and be prepared to provide inquiry number (if appropriate) or email details
General Items – Transaction Volume

Does central HR realize the volume of hiring that’s about to come their way?

• Yes, we are preparing for volume
• December 11 – January 31 we have processed nearly 9,000 Manager Forms
WorkLion Usage

December 10, 2017 – January 31, 2018

<table>
<thead>
<tr>
<th>Users</th>
<th>Sessions</th>
<th>Page Views</th>
<th>Ave. Time per Session</th>
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<tbody>
<tr>
<td>74,906</td>
<td>284,745</td>
<td>690,807</td>
<td>3:21</td>
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Note: “User” is defined by unique IP address, which means one person can have multiple IP address, depending on device and network usage.
Manager Forms

December 10, 2017 – January 31, 2018

<table>
<thead>
<tr>
<th>Sub-category</th>
<th>Open</th>
<th>Transferred</th>
<th>Pending Other Parties</th>
<th>Closed</th>
<th>Total</th>
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<tbody>
<tr>
<td>Initiate Hire - FT</td>
<td>190</td>
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<td>158</td>
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<td>2683</td>
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<td>Request Comp Change</td>
<td>32</td>
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<td>10</td>
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<td>Initiate A Separation</td>
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<td>19</td>
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<td>1216</td>
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<td>Request Sup Org Change</td>
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<td>10</td>
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<td>737</td>
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<td>Change Job - PT</td>
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<td>65</td>
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<td>11</td>
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<td>Appoint Grad</td>
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<td>Change Job - FT</td>
<td>21</td>
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<td>Request Background Check</td>
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<td>Request One Time Payment</td>
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<td>Add Contingent Worker</td>
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<td>Notification of TT or Alt Work</td>
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<td>405</td>
<td>42</td>
<td>312</td>
<td>8801</td>
<td>9560</td>
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</table>

42% of forms submitted
Total Inquiries via WorkLion

As of Feb. 1, 2018; Since Dec. 10, 2017

Total team effort to resolve inquiries:
- HR Services
- Centers of Expertise
- Professional Services
- Payroll
- HR Consultants
- IT

<table>
<thead>
<tr>
<th>Category</th>
<th>Open</th>
<th>Transferred</th>
<th>Pending Other Parties</th>
<th>Subcontracted</th>
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<tr>
<td>Manager Forms</td>
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<td>42</td>
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<td>Benefits</td>
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<td>Recruitment/Hiring/Transferring</td>
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<td>516</td>
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<td>Talent Management/Workplace Learning</td>
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<td>Leaving/Retiring Penn State</td>
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<td>PLEASE CHOOSE...</td>
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<td>489</td>
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<td>22895</td>
<td>24398</td>
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</table>

76% of total inquiries
Calls Handled by HR Services

Note: Not all weeks have five working days (i.e. 11/19-25 had only three working days).
A Reminder...

The HR transformation is a strategic initiative that is focused on creating a more efficient and effective HR function that increases the value the HR Community provides to the University.
Questions?
AD03 CONDUCTING EDUCATIONAL PROGRAMS USING THE NAME OF THE UNIVERSITY

Pam Driftmier
Interim Executive Director
Professional and Community Education (PACE)

https://policy.psu.edu/policies/ad03
HOUSING & FOOD SERVICES

Jennifer Garvin
Director
Ancillary Services

Pam Richards-Visnovsky
Assistant Director
Conference Services
HFS CONFERENCE SERVICES

• University Showcase
• Academic Mission Support
• Athletic Development
• Future Penn State Students Recruitment
• Utilization of Facilities
• Generate Revenue
• Provide Staff and Student Jobs

#1 Big Ten Conference Services
• Sport Camps
• Academic Groups
• Research Groups
• Professional Adults
• Youth Groups
• New Student Orientation
• Penn State Students

# Guests Served: 34,000
GUEST BREAKDOWN

- Sport Camps, 44%
- Youth Camps, 37%
- Special Groups, 13%
- Adult Groups, 6%
Fall Arrival
• Check-in over 14,300 in 4 days

Largest Groups:
• Special Olympics 3,067
• Happy Volley 2,839
• PJAS 3,072
• FFA 1,344
• ARML 1,379
• PAJCL 624

Summer Arrival
• Check-in over 2,000 in 1 day

Fall Arrival
• Check-in over 14,300 in 4 days
RELATIONSHIPS

• Conferences & Institutes
• ICA – Sport Camps
• University Colleges
• Housing Areas
• Residential Dining
• Campus Catering
• id+ Office
• Police Services
• Laundry Services
• Accounting
• IT

• Housing Assignment Office
• Housing Access Control
• Office of Physical Plant
• Risk Management
• Admissions
• University Relations
• Central Pennsylvania Convention & Visitors Bureau
• Special Olympics
CONFERENCE SERVICES STAFF

☆ Administration

☆ Customer Service Representatives

☆ Residence Life Coordinators

☆ Desk Clerks

☆ Student Managers

☆ Summer Conference Assistants (SCAs)
FUNCTIONS

**Commons Desk**
- Room Keys
- Building Access
- US Mail & Packages
- Temp IDs
- Customer Service

**Conference Services**
- Contracts
- Room Assignments
- Building Access
- Meals
- Packet Prep
- Check-In

^US Mail Service and Package Processing is not available for youth camps unless prior arrangements have been made.
CONFERENCE SERVICES AGREEMENT

Online Request by Department

Contract
  • Terms
  • Signed

Update Master Calendar

Conference Programmer
  • Block Rooms & Rosters
  • Create Meal Plans

Information Shared

Conference Prep
  • Room Keys & Meal Cards
  • Registration Form

Conference Check-In
CONFEREnCE PROGRAMMER

Police Services
- Building patrol
- Rosters - emergencies

id+ Office
- Conference Cards order
- Meal setup

Commons Desk
- Prep Sheet
- Room Blocking

Conference Services
- Room Blocking
- Invoicing
COMMONS DESK OPERATIONS

- Group roster and data prep sheet
- Sort participants and process room assignments
- Enter data into Conference Program system
- Update changes, verify information
- Print registration cards
- Prepare room keys and registration cards
- Check-in group!
• Each guest receives:
  • Room Key
  • Access & Meal Card
  • Lanyard
HOUSING AREAS

NORTH
- Youth Camps
- Conferences

EAST
- Youth Camps
- Renovations & Construction

WEST
- Youth Camps
- Conferences
- Maintenance

NITTANY APTS
- Summer School
- Conferences
- Maintenance

POLLOCK
- Summer School
- NSO
- Youth Camps

SOUTH
- Summer School
- Youth Camps
- Maintenance

EASTVIEW
- Summer School
- Conferences
COMMONS DESKS & FOOD SERVICES

NORTH
- Commons Desk*

EAST
- Commons Desk*
- East Food District

WEST
- Commons Desk*

POLLOCK
- Commons Desk
- Pollock Dining

SOUTH
BUILDING IS CLOSED

*Commons Desk open limited hours during specific groups
CONTACT US!

☎ 814-865-8218
✉ conferenceserv@psu.edu

Thank you for your support!
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Assistant Director
Membership & Outreach

Nick Petrone
Assistant Director
Facilities and Operations
Youth Program Director Conference
UNIVERSITY POLICIES

- AD73 – Accessing Athletic and Recreational Facilities
- AD39 – Programs Involving Minors Housed in University Facilities
GENERAL ACCESS

• Minors are not permitted access.

• Facilities access controlled w/gated turnstiles.

• Students, faculty, staff, community with a Campus Recreation Membership – swipe w/ PSU photo ID.
FACILITY TOURS

• Lion Ambassadors – conduct tours of the IM Building

• Minors and their families/guardians are escorted through the facility.

• Walk up tours – not permitted.
SPECIAL EVENTS

- Minors are permitted to access our facilities for scheduled special events.
- Scheduled in advance.
- May not utilize informal recreation areas, such as fitness centers, during these events.
- Sign in at the main desk of the facility.
- Wrist band to identify the individual with a group.
University approved youth programs must adhere to proper AD39 ratios when entering our facilities.

The current approved youth programs that Campus Recreation supports are:
  - SWIMMING LESSONS
  - CENTRAL PA FENCING ASSOCIATION
  - SUMMER CAMPS
SWIMMING LESSONS

- Swim lessons are held at the McCoy Natatorium.
- Parent/Guardian
  - Must provide emergency contacts when registering their child.
  - Encouraged to accompany their child to the lesson.
- Only individuals whose names are on the child's emergency contact list are permitted to enter the facility with the child.
CENTRAL PA FENCING ASSOCIATION

- Utilizes the White Building
- Parents drop their children off at the main entrance of the White Building
- A list of all participants is kept at the main entrance desk. Only those on the list will be permitted inside.
- Coaching staff is waiting to collect them and escort them downstairs to practice.
SUMMER CAMPS

- Must comply with AD39 ratios.
- Parents will at times accompany their children during summer camps.
- Parent cards are issued by Summer Camps.
- Name of the camp.
- Dates of the camp.
- Presented at the main access desk of White, McCoy, IM Building and/or Rec Hall.
- Required to sign in on the visitor sign in sheets every time they enter the facility.
Camps must provide a minimum of **TWO** supervisors (Authorized Adults) regardless of group size.

Groups:
- 1 Supervisor for each **EIGHT** campers aged 9-14 years (1:8).
- 1 Supervisor for each **TEN** campers aged 15-17 years (1:10).