

PUBLIC SERVICE
WORKSHOPS PROGRAM

Providing Professional Development for
New York State Employees Since 1983



Office of
Employee Relations



Public Service Workshops Program

Liaison Handbook

Thank you for serving as a Public Service Workshops Program (PSWP) Liaison. Liaisons are important members of the statewide PSWP team and are the primary contacts between PEF-represented and Management/Confidential (M/C) employees and PSWP. Liaisons are responsible for promoting and implementing PSWP in New York State agencies.

Introduction to the Public Service Workshop Program Liaison Handbook

This handbook provides information about the Public Service Workshops Program (PSWP) and the PSWP Liaison's role and responsibilities.

Public Service Workshops Program

The Public Service Workshops Program utilizes private and public colleges and universities, professional associations, consultants, and for-profit companies throughout New York State to develop and deliver workshops to meet the professional development needs of the PEF-represented and Management/Confidential (M/C) employees. These workshops are provided at no cost to the employee or to the agency. PSWP workshops are provided in both classroom-based and online formats. To the greatest extent possible, workshops provide occupational-related Continuing Education Units (CEUs), such as Continuing Legal Education (CLEs) for attorneys, Professional Development Hours (PDHs) for engineers, and other specialized, license/credential-related CEUs. These are for professionals who must complete specified continuing education activities to renew their license to practice in New York State, such as social workers and mental health counselors.

Administration of the Public Service Workshops Program

Article 15 of the collective bargaining agreement between the Office of Employee Relations (OER) and the Public Employees Federation (PEF) designated the oversight of the PSWP program to the Professional Development Committee (PDC). OER assumes administrative responsibility on behalf of the PDC, and contracts with the Professional Development Program (PDP), Rockefeller College, University at Albany, to coordinate PSWP. PDP is responsible for the development of workshops and is the primary point of contact for Agency PSWP Liaisons.

What is a Public Service Workshops Program Liaison?

Each state agency has a PSWP Liaison who serves as the agency's primary contact and information resource for employees who wish to enroll in PSWP workshops. In addition, liaisons work with agency managers to help identify training needs of PEF-represented and M/C employees and guide the development of PSWP workshops to address those needs in alignment with agency goals. Large, decentralized agencies should establish a network of personnel at regional, facility, and work site locations to assist the central office PSWP Liaison. There are approximately 50 PSWP Liaisons making up the PSWP Liaison network. For convenient communication between PSWP Liaisons, their names and phone numbers are listed on the PSWP website at <https://www.pswp.info/Liaisons.cfm>. The PSWP Liaison network meets periodically with OER, PEF, and the PDP to discuss program-related issues.

Responsibilities of a Public Service Workshops Program Liaison

The Public Service Workshops Program Liaison plays an essential role by working closely with PDP and has the following responsibilities:

A. Articulate the Agency's Professional Development Needs

The Public Service Workshops Program Liaisons' primary function is to use resources within their agencies to identify and articulate the professional development needs of PEF-represented and M/C employees. To do this, the liaison should:

1. Establish an agency committee consisting of managers and other appropriate staff who are best able to understand and articulate the professional development needs of PEF-represented and M/C employees. An existing agency committee may be able to serve this purpose.
2. Use this agency committee to identify professional development opportunities by exploring agency mandates, requirements, and impending changes.
3. Provide PDP with workshop requests that address the professional development needs identified by the agency committee.

B. Assist Professional Development Program in the Development of Workshops

The Public Service Workshops Program Liaison is the contact person for PDP and, either directly, or by involving others, maximizes the value of PSWP workshops. To do this, the liaison should:

1. Identify agency subject matter experts to guide the development of workshops by suggesting case studies, providing relevant agency materials, or developing workshop objectives. The PSWP Liaison will provide PDP with the names and contact information of these subject matter experts once they have agreed to serve in this capacity.
2. Attend PSWP Liaison meetings to develop cross-agency strategies to address shared professional needs.

Based on information gathered from the agency committee, the *PSWP Workshop Request Form* (see end of document) should be used to advise PDP of the agency's needs. All relevant information gathered by your agency committee should be included, as this perspective enriches the workshop development process. PDP will work closely with the PSWP Liaisons to develop specific workshops.

In addition to these "agency-directed" workshop development activities, PDP and OER may work with different agencies and facilities to arrange meetings or focus groups with PEF-represented and M/C employees and designated agency subject matter experts to identify topics of interest for future workshops. As the point of contact for these visits, PSWP Liaisons are responsible for inviting staff to attend, as well as for arranging a location for these meetings. Each PSWP Liaison can request as many meetings as necessary to assess training needs.

Additional current and emerging professional development needs of PEF-represented and M/C employees are assessed using the following methods:

- Scanning the environment to identify issues and trends that impact the education and training needs of the State workforce

- Reviewing the demand data that comes from over-enrollment in workshops
- Analyzing the responses from Participant Reaction Surveys completed at the end of each workshop offering
- Reviewing requests from PSWP Liaisons and individual PEF-represented and M/C employees

C. Work with Professional Development Program to Schedule Workshops

The Public Service Workshops Program Liaison is responsible for the administrative infrastructure that leads to effective communication channels and customer service. To do this, the PSWP Liaison will:

1. Establish an electronic communication system to notify PEF-represented and M/C employees of PSWP workshops. If electronic communication is not available, the liaison will establish other means to make the information available to employees. PSWP Liaisons should contact OER at (518) 474-6772 if assistance is needed.
2. Assist PDP with scheduling agency workshops and assist employees with registration.
3. Identify appropriate times and locations for workshops that best suit PEF-represented and M/C employees and meet agency needs.
4. Serve as the agency's PSWP expert, developing the resources to anticipate and answer employee questions as well as assisting PDP to continually improve PSWP marketing, visibility, and accessibility to PEF-represented and M/C unit employees in the agency.

D. Administrative Responsibilities of a Public Service Workshops Program Liaison

The Public Service Workshops Program Liaison is responsible for promoting the program so that all PEF-represented and M/C employees in his or her agency are aware of the benefits available to them through PSWP. Promoting the program includes the following:

1. Publicize Public Service Workshops Program

To ensure that PEF-represented and M/C employees are aware of PSWP opportunities, the use of a multi-dimensional public relations approach is suggested. This may include publicizing the program through the following methods:

- Agency and/or facility-level publications, such as newsletters or electronic bulletin boards
- Agency intranet or email lists
- Bulletin boards around the worksite
- Agency or facility-level education fairs

2. Distribute Electronic Flyers

New workshops are continually being scheduled due to special requests or over-enrollment in popular workshops. On a monthly basis, PSWP Liaisons will receive an electronic flyer from PDP announcing the new workshops. It is the PSWP Liaisons' responsibility to distribute these flyers electronically or by printing them, whichever method is appropriate to PEF-represented and M/C unit employees in the agency.

Additionally, the PSWP Liaison should encourage employees to use the Statewide Learning Management System (SLMS) to stay up-to-date regarding new PSWP workshop offerings.

3. Coordinate Registration in the Statewide Learning Management System

The Statewide Learning Management System (SLMS) offers employees easy access to training opportunities by giving them the ability to enroll and take training, as well as view and track their training history.

PSWP Liaisons should be able to assist users with registering for a workshop.

- **How to log in:**

Employees can visit the SLMS website <https://nyslearn.ny.gov/> and use their NY.GOV ID username and password to log in.

- **How to search:**

To search for PSWP offerings, type in 'PSWP' into the search bar. All PSWP classes appear with the following logo:



If an employee has technical difficulties, or issues with their SLMS account, they can contact the SLMS Help Desk for assistance at (518) 473-8087 or SLMSHelpdesk@its.ny.gov.

4. Understand Workshop Eligibility and Acceptance

PEF-represented and M/C employees are eligible to participate in PSWP. Some workshops have been designed to meet the specific needs of eight broad occupational groups (administration, supervision, management, and leadership; accounting and auditing; social work and counseling; education and research; engineering, transportation, and environment; health care; information technology; law, criminal justice, and investigation). However, there is no requirement that a workshop directly relate to an applicant's job in order for an employee to participate. Some workshops do require prerequisites, while others do not.

In general, PSWP workshops require supervisory approval which is managed through SLMS. After approval is granted, acceptance into a workshop is based on the principle of first-come, first-served. When a workshop is enrolled to capacity, SLMS will automatically generate a waiting list. PDP will monitor the waitlist and attempt to offer additional classes or schedule future workshops to meet the demand.

5. Understand the Notification Processes and Requirements for Confirmation and Withdrawals

Employees must register for workshops before the deadline. Once enrolled, the employee will automatically receive a confirmation email that is generated through SLMS.

In the event that an employee needs to withdraw from a workshop, they can use SLMS to update their enrollment status. Failure to withdraw from a workshop may impact an employee's acceptance into future workshops. Therefore, applicants are encouraged to check all workshop dates carefully when registering to ensure that they can participate.

6. Assist Employees with Release Time

Time shall be granted to attend PSWP workshops held during regularly scheduled working hours unless the employee cannot be spared from the workplace due to operational needs. Consistent with prior program years, employees should make sure that their immediate supervisors approve workshop attendance before registering.

When approved, time is granted for attendance at the workshop and for reasonable travel time to and from the workshop. Employees should not receive any time off from work to offset workshops taken outside of their normal working hours. Similarly, employees shall not be granted time off from work to complete assignments or study outside the classroom.

Employees who believe that the denial of their request to attend a workshop is not consistent with this policy should be encouraged to get feedback from their immediate supervisor. If the employee still feels that the denial is unwarranted, the PSWP Liaison should contact Linda Underwood, OER PSWP Program Manager at (518) 474-5887.

7. Assist Individuals with Disabilities

Training locations must be accessible to all employees, including employees with disabilities, pursuant to the Americans with Disabilities Act (ADA) and the New York State Human Rights Law. Reasonable accommodations will be made available, upon request, in all aspects of training to ensure that every participant is able to gain maximum benefit from the training experience. It is the PSWP Liaison's responsibility to call and make arrangements with PDP for employees who need a reasonable accommodation.

PSWP Contact Information

Professional Development Program

Public Service Workshops Program

Rockefeller College, University at Albany

4 Tower Place, 4th Floor

Albany, NY 12203

Phone: (518) 442-6537

Fax (518) 442-6647

PSWP Web: www.pswp.info

Email: PSWPHelp@albany.edu

PDP Web: www.pdp.albany.edu/PSWP/pswp_overview.cfm

Office of Employee Relations

Linda Underwood, OER PSWP Program Manager

Workforce and Organizational Development Unit

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2 Empire State Plaza

Albany, NY 12223-1250

Phone: (518) 474-5887

Email: linda.underwood@oer.ny.gov

Web: www.oer.ny.gov

Public Employees Federation (AFL-CIO)

Kimberly Loccisano

1168-70 Troy-Schenectady Road

P.O. Box 12414

Albany, NY 12212-2414

Phone: (518) 785-1900 ext. 240

Email: kloccisano@pef.org

Web: www.pef.org

SLMS

Phone: (518) 473-8087

Email: SLMSHelpdesk@its.ny.gov

Web: <https://nyslearn.ny.gov/>

PSWP Workshop Request Form

PSWP workshops are tailored to the diverse professional development needs of PEF-represented and Management/Confidential (M/C) employees. This form can be used by PSWP Agency Liaisons, management representatives, or union representatives to request delivery of a workshop on behalf of your agency.

Requests for workshops will be evaluated by the PSWP Advisory Committee, which is comprised of representatives from OER and PEF. The PSWP Advisory Committee will review requests at meetings held at least quarterly. The process may take several months. Please plan accordingly.

NOTE: Please complete one form for each offering; i.e., if requesting delivery at two locations, complete one request for each. You can also submit this form online at <http://www.pswp.info/requestTopic.cfm>.

Date of Request: ____ / ____ / _____

Title of Requested Workshop/Training Program:

Description of Requested Workshop/Training Program:

Primary Contact Person for this Workshop Request

First and Last Name:	Check all that apply to primary contact person: <input type="checkbox"/> Agency Liaison to PSWP <input type="checkbox"/> Management Representative <input type="checkbox"/> PEF Representative <input type="checkbox"/> Subject Matter Expert <input type="checkbox"/> Other: _____
Agency & Job Title:	
E-mail:	
Work Phone: () _____ - _____	

Is there a secondary contact person for this Workshop Request? If so, list his/her contact information below.

First and Last Name:	Check all that apply to secondary contact person: <input type="checkbox"/> PSWP Agency Liaison <input type="checkbox"/> Management Representative <input type="checkbox"/> PEF Representative <input type="checkbox"/> Subject Matter Expert <input type="checkbox"/> Other: _____
Agency & Job Title:	
Email:	
Work Phone: () _____ - _____	

PSWP Workshop Request Form

Location: Where would you like this workshop to be delivered?

City/Region: _____

Facility: _____

Timeframe: What is the preferred timeframe for delivery of this workshop? _____

(e.g., "in 8-10 weeks" or "summer 20**")

Delivery Method: What is the preferred delivery method for this workshop?

- Instructor-led Classroom
- Videoconference / Webinar
- Online
- Other: _____

Continuing Education Units (CEUs): Are you seeking CEUs for this workshop? No Yes

If so, what type of CEU? _____

Target Audience: Estimated number of participants: PEF-represented _____ M/C _____

Job titles of employees in target audience for this requested workshop:

Please describe the need for this workshop and how it will benefit the agency and participating employees.

Please describe any agency-specific content requested for this workshop request such as case studies, reports, data sets, reference to specific laws/policies, etc.

PSWP Workshop Request Form

How will your agency measure the effectiveness of this training?

Are you aware of any reasonable accommodations that must be provided? If so, please describe:

Thank you for submitting this application. PSWP staff will follow up with you to determine how best to meet your agency's professional development needs.

Email your completed workshop request form to: PSWPRequest@albany.edu

You may also fax the form to: 518-442-6647

Please save a copy of the completed workshop request for your records.

To contact PSWP by phone, call: 518-442-6537

Primary funding for the Public Service Workshops Program (PSWP) consists of joint labor/management funds negotiated by the State and PEF. Additional support comes from funds allocated by the State for professional development of management/confidential (M/C) employees. The program is administered by the Professional Development Program (PDP) of the Nelson A. Rockefeller College of Public Affairs and Policy, University at Albany, under a contract with the Office of Employee Relations.

The Office of Employee Relations (OER) and the State of New York provide equal access to its programs for all persons and is an equal opportunity employer. It is our policy to maintain an academic and work environment free of discrimination and harassment against any person on the basis of race, color, national origin, age, disability, sex, religion, gender identity, sexual orientation, genetic characteristics or information, political beliefs, status as a victim of domestic violence, and veteran, marital or family status or any other discrimination prohibited by law. Harassment of any individual will not be tolerated.

Reasonable accommodations are available, upon request, in all aspects of state training, consistent with the Americans with Disabilities Act and the New York State Human Rights Law, to ensure that every individual is able to gain maximum benefit from the training experience.