

## **Is Your Organization Ready for STEPS?**

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14:06:37 Welcome to the Webinar Is Your Organization Ready for STEPS. I'm looking forward to talking to you about the STEPS program. I'm Cherie Cook. I also have with us Alex Collins and Alex is professional development manager at AASLH. She manages all of your training events, she

14:06:45 works with me on the STEPS program and does a lot of other things for us with the association.

14:07:03 Want to give you an outline of what we'll be talking about today. You can see it on the screen, start out with the introduction and then I will talk in a moment about enrollment and STEPS and then we're going to get into a lot of the details of the program -- the work book, the

14:07:20 online community, lots of other resources we have for you. So, again, feel free to post questions as we go and as I'm talking, I will try to mind the Q-And-A box as well to see if anyone has a question.

14:07:43 So over the next 50 minutes we'll talk about all of these things on the screen and I also have examples to show you of how some organizations are using steps to help them make meaningful improvements. But first, I want to ask a quick question and you can just post your answers

14:08:12 in the -- in the Chat box. I'm wondering, has anyone -- either the one you are with now or perhaps one that you worked with or volunteered for in the past, has it taken part in any other assessment programs like M.A.P. or C.A.P.? If so, can you post in the Chat box and let us

14:08:21 know and we'll kind of see where everyone is with assessment programs.

14:08:53 I -- Allison says her former museum went through M.A.P.. You are familiar with that program. You can continue to post in the Chat. Anyone else? There's one thing that we need to acknowledge from the get-go in the Webinar, and that is that work needs to be done in the museums

14:09:22 here in our country -- and PROBABLE blibli across the world -- but we all know in the U.S., the work is absolutely endless. However, our energy and our resources are not limitless. So STEPS can be valuable. Because they provide a structure for helping

14:09:51 everyone within the organization move in the same direction towards a set of common goals. So organizations that connect their planning, decision making and fundraising to an assessment program like STEPS and as a result of that to national museum standards can gain a lot of

14:10:09 credibility. Vendors like to know that your -- your plan. Whether that's a set of annual goals or a strategic plan, they like to know that that plan is based on something that can be justified and that your organization's progress can be measured. You will have a much easier

14:10:27 time articulating your organization's goals and your success when you can connect all of that to the same benchmarks that museums across the country are also striving for.

14:10:52 I have to say in these difficult times with increasing financial stress for many organizations, the loss of staff at some of these organizations and also the loss of volunteers with people deciding it's no longer safe for them to volunteer. All of that makes the need for

14:11:05 an assessment program that more necessary and that can guide you, something that can keep your organization moving forward during these difficult times.

14:11:28 So I would like to know, again, in the Chat box if there are any issue, that you are hoping a Bram like steps will help your organization address. Feel free to post your comments in the Chat box. If there's anything in particular that you are really hoping to work on,

14:11:40 let us know what that is and it could be that there are other people within the Webinar that share those same ideas.

14:12:08 So let's move into talking about exactly what is STEPS. So STEPS actually stands for standards in excellence program for history organizations. So it is an assessment program that's offered by AASLH. It was developed back from 2005 to 2009 when this was launched and it was

14:12:20 an absolute grassroots effort. We had 135 people from across the country, actually 37 states that who helped to --

14:12:24 -- audio difficulties ]

14:12:50 >> CHERIE: Most recently we had 65 volunteers help us to upgrade the workbook. So it is a program that was created by the field for the field. So people from all different sizes, organizations, played a role in creating the STEPS program. It's a self-study program for

14:13:10 organizations. It's mainly intended for small and mid-sized organizations. That's the target audience, especially those who do not feel ready for other assessment programs. That's why STEPS was created. We knew there were historic at societies and museums across the country

14:13:33 that didn't feel ready for the other assessment programs and certainly did not feel ready for the accreditation program. So STEPS was created to help the smallest of the small so they, too, could find a way to begin working toward meeting national

14:13:54 standards. Larger institutions will find STEPS helpful also. Some larger organizations use it as a check list or a refresher. They can use it as a training tool for entry level staff and volunteers and interns. There are a lot of ways to use STEPS. It's a very flexible

14:14:06 program. Unlike other assessment programs, STEPS does not have an application and there are no eligibility requirements. You sign up and you get going.

14:14:36 So enrollment. Everyone always wants to know what does it take for enrollment? You have a one-time knee of \$195. So no matter if you are in the program for two years or ten years, I pay the fee only one time. And so we hope that you will be an institutional membership

14:14:58 through participation. You do have to be an institutional member when you enroll in the program. After that, it's optional but I really hope that you will continue to be an institutional member because you get so many resources with the "history news magazine" and a lot of

14:15:04 different things that they put out and publish that will help you as you are working on STEPS.

14:15:30 We currently have 1100 institutions enrolled in the program and so we expect to gain several -- at least between 100 and 200 more this year. So a lot of organizations and we can talk later about STEPS groups and where you can find out if other organizations within your state are

14:15:45 already enrolled in stretches. The STEPS work book is included in the fee and the STEPS community, the online site. Alex will tell you more about that in a few moments.

14:16:19 You also get recognition for your organization for all all of the progress centers that you earn and discounts on Webinars, and other training that AASLH puts out. I will talk about this in a little more detail in a few minutes. Alex, I think you are up?

14:16:28 >> ALEX: Yeah. I'm happy to be here today. I'm going to talk about the STEPS workbook.

14:16:50 >> It's an easy-to-use spiral-bound book. There are six standard sections. You can see them listed on the corner. You can address them in any order but we recommend starting with the first section, mission, vision and Governance. A nice benefit, it documents an organization's

14:17:30 progress which is very nice. Our updated work book edition will be ready to ship in the next few weeks. And it has information about inclusivity, digital collections, financial management. Fundraising and a lot more. The workbook also now uses a learning taxonomit of the

14:17:37 action verbs that helps your organization understand more.

14:18:04 Starting on the left, we have performance indicators. And they help answer the question, how do we know when an organization is meeting a standard? The boxes you cannot check off are opportunities for improvement. You can use those items in your list of annual goals. And the

14:18:23 great thing about the STEPS program is that with the basic good and better levels, you have a flexible way of working incrementally towards making improvements. AASLH understands that every organization is not going to reach the Gold level in every part of the workbook. But

14:18:45 with STEPS, you know what you are striving for. The action verbs, I mentioned, I want to point them on the slides. You can see them circled. At the basic level, action verbs recognize and describe, encourage the organization to reflect on and discuss topics that might be new

14:19:02 to your board members. At the basically level, group discussion is really important. We'll show you another example of that in the next slide.

14:19:20 You see in the circled word, that's emphasizing the importance of conversation in your organization.

14:19:43 In the next slide, we're going to talk about how you can make meaningful progress about spending a lot of money. So whether your organization works on STEPS or within a group or a loan, it can make significance progress without spending money and this involves, communication and

14:20:03 consensus building instead of spending money. You can see a list of potential projects that might not need as much money but need more time. So a board orientation manual, a code of ethics or a maintenance plan are good projects to get started on.

14:20:20 So each section of the workbook stands on its own. You can start where any section you prefer and work vertically through the basic, good and performance levels.

14:20:29 So if you would like to earn Bronze, Silver and gold in one section before moving onto pt next, this is the vertical method.

14:20:52 Another method of working through the book is called a horizontal section. This is where you earn a Bronze in all six sections and then move to Silver and then Gold. This can quickly elevate your organization to that level. Many performance indicators are about awareness as

14:21:15 opposed to doing something. So by working at all six sections of the work book, you have the ability to fill in important gaps early on. You might learn the organization is need of a correction management policy. This method helps people from getting overwhelmed if they focus

14:21:27 on fixated performance that might seem hard to reach.

14:21:47 So in the next few slides, we're just going to point out some of the topics that are addressed in each of the workbook section. We're not going to send a whole lot of time of these. We're going to provide you a copy of the slide so you can review these lists on your own that

14:22:18 -- which will be in the recording. We have technology, and management. You will notice there's overlapping topics. Some are addressed throughout the workbook. That can be another helpful way of moving through the program as you are addressing similar topics in

14:22:43 different sections. I will show you a few more topics in the next works it books as well. So interpretation, community engagement. You can see some overlatching topics there as well and accessibility, accountability, public trust, research and then visitors and audience and

14:22:45 community engagement.

14:23:04 And in the last two sections, which I would like to point out -- you can look at the topics here -- but some history organizations do not have collections or do not manage historic structures in landscape. If you are an organization that doesn't have collections -- in

14:23:15 landscapes. These would not apply to you. Don't feel like you have to have those to work through the program. You would only focus on the other sections of the workbook.

14:23:37 >> We do want you to understand the workbook is not going to tell you everything that you need to know about dleks storage or any of the topics that we pointed out. We would have to print out encyclopedias for that kind of information. We do have the partner component, the

14:23:55 STEPS community, which Su an online component of the program. I want to talk more about that. So with the online community or what we call the STEPS community, you can see a screen shot here of what the community looks like. You get unlimited access. Any paid or unpaid staff,

14:24:20 volunteers or board members can access the community through their own profile. Within the community, you will find not only a P.D.F. copy of the workbook. You can see a list of STEPS' participant, and lept to know fellow community members and share a discussion

14:24:37 with them. It's a group forum space where you can share questions or if you have having trouble in a particular section and you want to reach through another organization working in the program, you can do so here as well. I don't know how well you can see it but there are

14:25:01 section, broken up by resources where we have a collection of links and download teams to help you move through the program as well. There's also tis count codes for our professional development and you will submit for your progress certificates. I will talk about that in the

14:25:03 next slide.

14:25:21 One of the other big components of the program are the Bronze, Silver and Gold progress certificates. Once your organization is meeting all of -- for example, the management section, you can apply for your Bronze certificate within the STEPS community that we just talked about.

14:25:47 Same thing for the Silver and the Gold. These certificates can be printed and framed and displayed in your facility oral you can share them on your Social Media.. The certificates work well as leverage when you are requesting funds, and grants and justifying why you need more

14:25:51 equipment, more exhibits, more staff, or more storage teams.

14:26:12 I want to clarify, however, the difference between a certificate and a certification. STEPS certificates recognize completion of the section of the workbook at either the basic or good level. They are earned on the honor system. Therefore, we do not grant certification, a seal

14:26:26 of approval or endorsement. The purpose of the Silver, bronze and gold are to highlight your STEPS through the program.

14:26:49 And you will receive discounts on some of the AASLH development. One of the many resources they offer is to help I in -- help you earning is our year-round calendar of professional development which include Webinars, workshops and courses. As you explore the AASLH. You will

14:27:25 observe other opportunities for training. AASLH is excited to begin a new venture where we're transinsing our programs around the STEPS program. Before we move onto the next portion of our presentation, I want

14:27:36 to check if there's any questions? I'm going to just look at the chat real quick.

14:27:57 >> CHERIE: Alex, Marianne asked once you complete the basically level in mission, you work onto governance and work often the basic -- yes, that's the idea. Now, mission, vision and governance is one section. Once you finish at the basically level or you checked out as many

14:28:35 boxes as you can you can begin to work and check off the boxes. You can work on the audience section. Some organizations are, you know, kind of working in several sections AT a and you may have noticed there's duplications throughout. That's because, as you all know, working

14:28:59 in museums and Historical societies, a lot of topics cross over into all different areas. See you have to look at things whether it is environmental sustainability or accessibility across a number of different sections. So yes, you can choose to complete the basically level,

14:29:28 let's say, in the collections section, and it is your choice if you want to check off the boxes and earn a basically certificate. You can then stay in that section and then approach the good around the better or the horizontal and you can move onto the

14:29:32 next section. It's really your choice how you want to do this.

14:29:57 I will say that for organizations, you may have board members or volunteers who might feel anxious about GETTING started in the assessment program like STEPS. Just look, at the basic indicators can be reassuring to them that your organization won't

14:30:17 try to tackle too much at one time. Working at the basically level to get started and get some early success under your belts to seem to work well. I hope that answers your question, Marianne. Alex, I will hand it back to you.

14:30:48 >> ALEX: Awesome. Thank you, Cheri. I think we're ready for the next slide. During the pilots phase, STEPS participants find working within a group to be especially helpful. It's the supports group or the community of practice model offering the accountability, shared

14:31:02 learning.

14:31:28 Before I worked at AASLH, I worked at historic house museum here in Tennessee and we were part of a local cohort and I know for myself. Found it incredibly helpful to discuss issues we are facing. Most of us are facing the similar issues and work through problems together. I

14:31:34 wanted to throw that out there.

14:32:07 Some states that have groups are Connecticut, Kansas, and Tennessee. Some are structured and funds like connet Connecticut. Utah has a wonderful problem with that. The handouts with the recording will include information about STEPS groups as

14:32:33 well. Be on the lookout for that. I'm going to turn things back over to Cheri. Who will be walking us through questions.

14:32:48 >> CHERIE: "Is my organization in a rut"?

14:33:08 And I hear this from a lot of Historical societies and museums when someone from the organization calls and is asking me about STEPS. It's not uncommon that organizations feel like they've grown stagnant. They don't know where to go and which direction to go in

14:33:46 and unfortunately, this stage of life for the organization can sometimes continue for years. If you believe your organization is stagnant and it needs rejuvenation, I encouraging you to using an assessment program to help you refocus and came out of that rut, there are many

14:34:06 reasons why an organization can become stagnant. It can happen over a couple of years and even longer, and certainly the Pandemic is creating a lot of issues for many small museums, historic houses and sites. There's not enough staff or volunteers. And that's not a new

14:34:32 problem. We all know that. But it could even be made worse with the Pandemic. Your organization may be seeing even fewer volunteers than you had before if there are people who don't feel like it is safe enough right now to get out and volunteer at their local museum and, of

14:34:54 course, we have the funding issue as well. These things, you know if -- if your organization was going along at good clip and the Pandemic has showed you down and you are not quite sure where to go, I encouraging you to think about getting into steps now so that you don't let

14:35:21 too much time go by as your organization is closed or on really limited hours. This is actually a really good time to start an ansesment program because it can help you to focus and kind of ward off that stagnant stage that happens to so many organizations. Feel free

14:35:46 to comment in the Chat box if you feel like there are any organizations holding you back from making progress and being creative or completing projects. Maybe it is something else. Let us know not Chat if you think there's something holding your

14:36:10 organization back. Praw another question to ask when considering if you are ready to enroll in an assessment program, is your organization open to discussing issues that some people may find uncomfortable because those discussions may involve talking about change or ending

14:36:30 long-held traditions or practices. You know, it is the old, that's the way we've always done it program. Do you have people that don't want to give up control? Or perhaps you have -- you have a lack of division between board and staff and so people's roles are kind of spilling

14:36:55 over into other areas where they shouldn't be making decisions. It makes having discussions difficult because perhaps people don't want to give up control or they are -- they are having trouble separating out what their role is versus other people's roles. So these things can



14:37:25 be uncomfortable and difficult to talk about an -- to talk about and Andres. A STEPS program can help you with this with discussions as long as your group is open to having discussions. But STEPS' workbook raises the topics so you don't very to do that. Within the

14:37:52 STEPS community, we're going to be posting what used to be in the hard copy workbook but we're moving it into the community. We have a series of fiction am stories about the Middletown Historical society and some situations and other things that Hanked to this Historical

14:38:14 society and there's one for each section of the workbook. You can use those to stories along with the group discussion questions to begin talking about some issues that perhaps are bubbling under the surface within your organization but by talking about it in a fictional group

14:38:37 it helps people to feel more comfortable talking about that. Sometimes it takes talking about a fictional scenario to help up move past personality issues and other issues within an organization. So that's a question to ask -- are you ready to sit town and talk?

14:39:05 And I think Alex mentioned earlier, a lot of what STEPS is about is communication and assessment building. You have to have those discussions about what is conflict of interest? And what is my role as a board member when it comes to perhaps collecting artifacts and objects that

14:39:28 may be in direct conflict with with what the organization collects. Those are difficult discussions to have but they need to be had. This book helps with that.

14:39:54 Let's move to another one. Do I want to help my organization improve long-term sustainability and better serve our community? The Black Heritage Society has reported on this and they said that where STEPS helped them is opening up communication within their board

14:40:27 of directors and STEPS gave a common language to talk about the issues. The workbook asks a self-assessment question, and everyone is using the language within the workbook to have their discussions. Helping a board of directors to communicate more clearly is really good

14:40:54 but it also helps those board members to learn more about operate operating a museum or Historical site. That's probably the number one comment I receive from people where they see the most benefit, is helping members of the board understand how a museum operates.

14:41:19 And, you know, our board members for -- for museums and historic sites. They come from all walks of life. They are accountants and insurance people and retail people and attorneys and -- so they are not expected to go know how a museum operates and all of a sudden, they are

14:41:46 thrown on to serve, on the board. We don't expect them to -- perhaps we expect too much of them when they come on the board day one. We think they know how a museum is operated. It's no fault of their even that they -- that they don't and this program can

14:42:14 really help people to see their role within the museum or historic at society. In a new way. Another question, are we willing to take a close look at our policies and practices? Here's another one where, you know, people have differences of opinion. There are some -- there



14:42:37 are some issues with people within an organization who feel like looking at policies and practices are not needed. Or -- or they think, you know, if it ain't broke, we don't need to fix it. But they don't realize that not having a certain policy is like it is broken. If you

14:42:59 don't have a collections management policy or, let's say, a space rental policy where you actually have a policy how you are going to be renting out our facility or any number of things. Those types of things really help your organization to operate much more smoothly than when

14:43:00 you don't have them.

14:43:30 So the New London public museum in Wisconsin, they reported back to us, that their board of directors had a better understanding of how museums work. They reported back that their strategic planning became more meaningful and I think -- I see where Paul asked in the comment box,

14:43:50 if STEPS helps with strategic planning. Paul, equipartition it does, I will say with the caveat --

14:44:34 [audio difficulties. ] in the old edition of the workbook, strategic planning was kind of sprinkled at. Sometimes at the good level. Sometimes at the better. But know that many small museums may not be able to do a full-blown strategic plan. We have at least one example in

14:44:59 the STEPS community of a strategic plan and we will be adding more examples to the community because planning is such an important part. For museums to get ahead and to keep moving ahead. One note I want to add about the New London museum, I remember their director telling me

14:45:24 that they began to structure their board meeting agendas around STEPS. So that were reports on how the organization was progressing in steps and then they would also take one part of the work book, one topic, and they would have a -- spend time in the board meeting addressing

14:45:38 the topic so everyone could learn more about the topic whether it was a code of ethics or strategic plan or any number of policies or forms or things.

14:45:48 Another question to ask, do you believe that addressing national museum standards can build credibility and generate new opportunities?

14:46:13 This question is very important and I think it's important to -- for me to mention that the STEPS' program like other assessment programs in the field. Meeting national standards is the means but it's not the ends -- the end. It's -- what we really want for organizations to be

14:46:49 the best museum or Historical society that they can be. The fact that they are meeting national standards. That's not the real goal. That's part of the measurement. It's part of how you can articulate. National standards are important only in the sense that that's how we

14:47:22 measure and articulate. It's what you do within your community that is really most important. So this example in the slide Brentsville Court house Historic Centre, they were in Virginia and they needed a way to demonstrate to the county administrators, their bosses, that they

14:47:29 were actually meeting some type of benchmarks and STEPS fit the bill for that for them.

14:47:56 I have one last example that want to show and then we'll move into Q-And-A. I really like what the Essex Historical society in Connecticut has been able to do and I will say that they are part of a STEPS group. So they did have extra step, I would say, they had a facilitator

14:48:16 and they had guidance as they went through the STEPS program. But I want to tell you a little bit about what they have been able to do. They reported back to us that they spent a lot of time in the beginning working and rewriting their mission statement. They went over their

14:48:39 bylaws, they crafted a vision statement for the first time. And they reported back that they now believe that their organization's activities and goals are based on those documents and, you know, this can be a huge step in helping an organization maintain its focus on

14:49:00 mission-related activities. I think we've all been there when we've been approached by someone in the community who wants us to undertake a project or join in on an activity that -- it sounds great for the community. But it's related to our mission and so -- so you have a

14:49:31 difficult time saying no. Because you want to do it but you know it will draw your attention away from -- possibly funding -- what is in your mission. So this organization, the Essex be Historical society found that STEPS helped them to really begin to focus on their mission.

14:49:51 Another thing that they talked about was space allocation. They had an empty first floor but they were renting off-site storage space. Again, it was something that they knew they needed to talk about but there were such differing opinions, that they really couldn't even begin

14:50:08 the discussion. So steps provided the foundation for that awkward discussion and they were able to come to a resolution that it was time to stop paying for offsite storage and use the space that they had. They also finally came to an agreement within the board that moving

14:50:29 offices from the second floor of one of their blockth down to the first floor would improve visitor and volunteer accession. Offices had always been upstairs. They finally started discussing, well, make they should be downstairs. These things sound like they would be easy

14:50:50 decisions. But as -- you know, you are all aware, I'm sure when you have an conversation that's been around for a long time, everyone is used to doing things a certain way. These can be tough decisions. They reported back that making these accomplishments, let alone just

14:51:11 talking about them would have been unheard of before they started in the STEPS program. So with STEPS they addressed issues in the past had left them in a stop stalemate. They used STEPS as the to the to guide their decision making. Als they said to me, STEPS gave them the

14:51:31 opportunity to think creatively and it gave them permission to experiment and take risks and I remember -- they started out taking it risks, things that they could undue if they decided it was too much. It was too radical. They knew they could undue them. As they got more and

14:51:57 mere confident, they really started looking AT STEPS as that tool that gave them that permission to do that. So I thought that that was really interesting -- interesting comment that they gave us about how STEPS had helped them. So lastly, I want to put on the screen this quote

14:52:19 from Tori Mason. When she enrolled her organization in steps. This was an historic site being run by zoo administration. They had no collection management. They had donor forms. They didn't have a collection management policy. They didn't have any type of collections,

14:52:42 registration OR cataloguing systems. So she was able to use steps to convince zoo administration that what she needed was a number of things to get started in bringing this historic house up to speed when it came to managing those things and taking care.

14:53:02 Management structure. As she says, you will likely be able to check off more boxes than you first think is possible. That was her experience. She really felt like she was starting from square one, that even know, you know, zoos and museums tend to be lumped together for

14:53:22 some things. There are off rakeses that are very, very different for the two types of institutions. We have several minutes for Q-And-A. We'd love to have you all talk and, of course, my dog is starting to bark. I'm going to put it on mute. Alex, if you want to moderate for

14:53:27 a few minutes, that would be really helpful.

14:53:29 >> ALEX: Sure.

14:53:31 [Laughter]

14:53:52 >> If you have any questions, post those in the Q-And-A box. While you are thinking of your questions and posting those, I want to remind you that today is -- today's Webinar has been recording. We will be sending you an E-mail when it has been uploomntded in your AASLH

14:54:16 dashboard and we'll be posting a copy of the slides, so you can have that. And we'll have the forms like the enrollment form, information about STEPS groups. All of that will be available at your dashboard within the within the next 4, 48 hours. You will

14:54:35 get an E-mail notification when it is all available. I'm not seeing any questions. Let's say. Hows to one validate your ratings?

14:55:02 >> CHERIE: I think I know what you are asking. So STEPS is on the hospitaller system. It's like a correspondence course. When you tell us you've been able to check off the boxes in, let's say, the management section. We're taking your organization at its

14:55:26 word. We don't check to see that you have knowledge of your policy and forms and -- with the thousands and thousands of small museums, we don't have the staff to do that so we knew this had to be a program on the hospitaller system.

14:55:52 Now, what I can say what's a great program to go through either while you are doing STEPS or after, is the M.A.P. program. They have a peer member come out to the site. That can kind of, the -- the -- the next step in terms of seeing whether or not an organization has been able

14:56:14 to accomplish getting the correct policies and forms. And they have the documents program which collection management policy, emergency and disaster preparedness plan. Those things are all in step. The core documents program will review those policies for you. So there are

14:56:38 some -- you know, like checks and balances if you go onto other assessment programs. But STEPS is on the hobber -- the honor system. So those certificates that you receive are progress certificates. They are not any kind of certification or endorsement. You can use

14:56:55 those to your organization's advantage to build credibility locally and with vendors. I hope that answers your question.

14:57:07 "If the museum is within an organization does it make sense for the museum or the archives part of the organization to have its own strategic plan and governance documents or bylaws"?

14:57:44 >> CHERIE: That's an excellent question. And one of the things that we have done in the new workbook. We do address in several hours what we call nontraditional-- Nan traditional traditions., whether it's a University, college, city,

14:58:10 county government and so those parent agencies oftentimes have very different goals different missions than the museum or historic site or archives. I would say that -- you may want to have your own strategic plan or other mission statement if the parent agency will let you have

14:58:40 your own mission statement because your site is different from that parent agency. So yes, if you are allowed to, I would encourage it.

14:58:50 >> Let's go to the contact information -- It looks like we have one in the chat. Let me read it and make sure.

14:59:14 Asking about an outline or summary of what is new or changed with the newly updated stretches network. I don't think we have anything listed out? We don't.

14:59:32 >> CHERIE: Originally we planned to use an Aden Dutch to outline the team in STEPS, but what's happened is that almost all of the material in STEPS, it's not -- I won't say it is new in terms of -- we haven't changed everything like what we expected at the basically level or the

14:59:51 better level. The language has been changed. As we mentioned earlier, we're using a set of action verbs like recognizes and develops and creates so it's -- it was impossible to create an addendum because everything has changed in the workplace. Which raises aing good point.

15:00:13 If an organization is already enrolled in steps and it would like to get a copy of the new workbook, there are two Deys to do that -- you can go into the STEPS community as soon as we upload the P.D.F.s, we'll do that as soon as we can, you can have access to those. If you

15:00:31 want a hard copy of the workbook and you are already enrolled in the program, they can purchase it at a 50% discount. If your organization is not currently enrolled and you want to enroll in the program, then you enroll and you will get the new workbook.

15:00:54 For the next 18 months we'll be operating with both editions of the workbook. The new one and the first one. So those organizations that are already in STEPS, if they want to, they can continue to work in the original work book for another 18 months. Early in 2022, we'll

15:01:17 switch completely over to the new workbook. But for those, like I said, who are already enrolled, we're not going to make them switch or relearn certificates. All of that to say, no there is not an agent dumb but you will have access to those P.D.F.s.

15:01:31 That was a long way of answering your questions.

15:01:34 [Laughter]

15:01:58 >> If you have followup questions, be sure to reach out. Our E-mails are on the slide. Feel free to send us an E-mail and any questions that you have. Otherwise, I want to thank you all for spending your afternoon with us, for your questions and your comments. Just as a

15:02:15 reminder, you will get the E-mail about the recording in the handouts soon. When we close out today's program, you will be directed to a survey, brief survey. We really appreciate you taking a few minutes to complete that. Otherwise, I want to thank you all, thank you, Cherie

15:02:19 for being a wonderful cohost.