EXCELLENCE
*FROM WITHIN*

# STATE OF MISSOURI EXTERNSHIP PROGRAM

# MEET THE TEAM

**BOBBY BAUGH**
*DSS*

**JACOB BROOKE**
*OA*

**KATIE LONG**
*DHSS*

**TRUDY PARKHURST**
*DMH*

**DR. SARAH REINKEMEYER**
*MDA*

**JESSICA CATRON PUGH**
*DPS*

**MEGAN WADLEY**
*DESE*

**JOSH WARD**
*MDC*

EXCELLENCE
*FROM WITHIN*

**“WE HAVE SOME OF THE BEST OF THE BEST WORKING ON OUR TEAM IN STATE GOVERNMENT, AND WE ARE CONFIDENT THEY CAN SOLVE ANY PROBLEM THAT MAY COME OUR WAY.”**

Governor Michael L. Parson

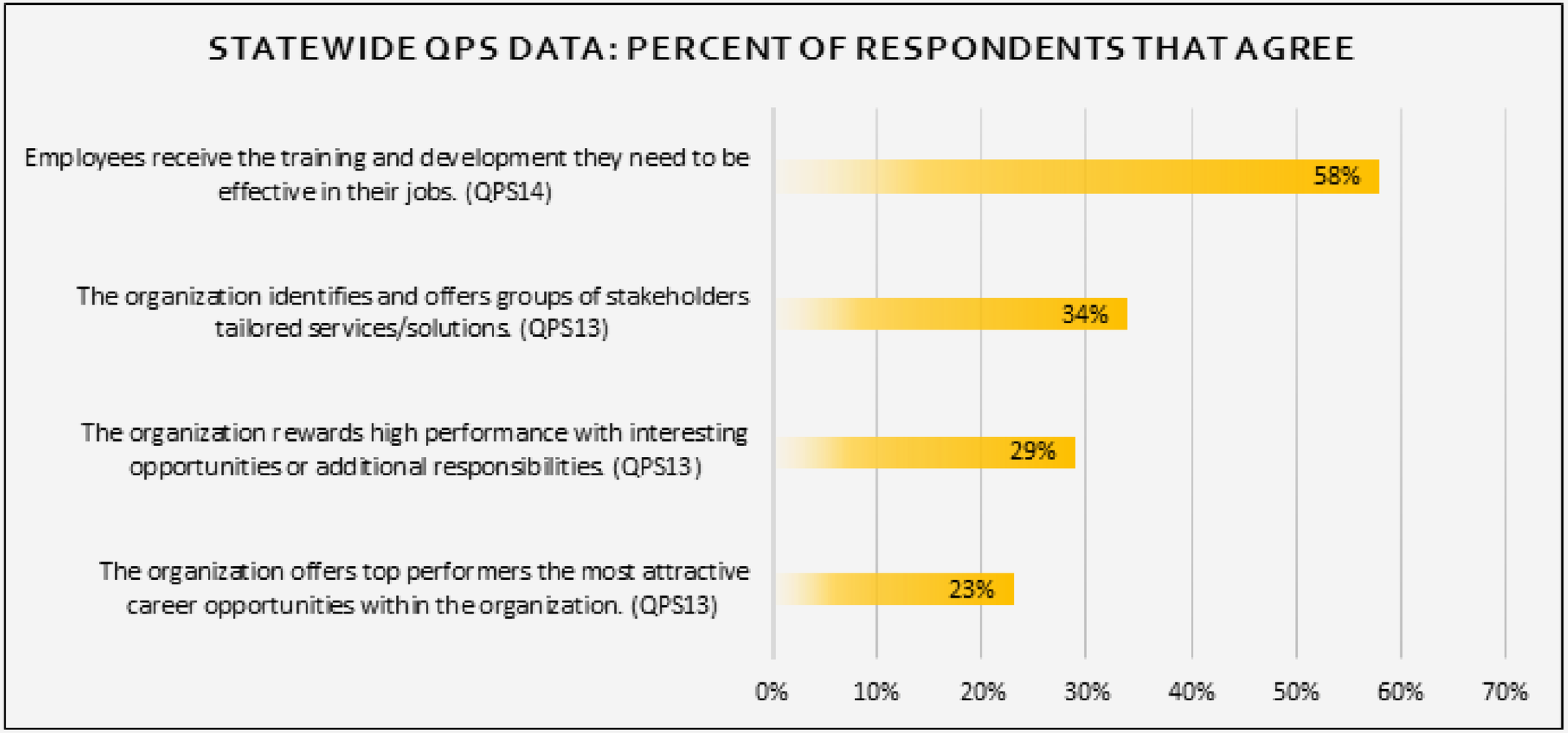
EXCELLENCE
*FROM WITHIN*

# How we defined “externship”

An experiential learning opportunity for emerging leaders to gain knowledge of state government resources while assisting with multi-agency project management.

EXCELLENCE
*FROM WITHIN*

# QPS AND EXECUTIVE INTERVIEW FINDINGS




EXCELLENCE
*FROM WITHIN*

# MAIN TAKEAWAYS

1. There is existing OA and Cabinet-level support for cross-agency externships

2. Successful externships exist in the private sector

3. There is no structured way to sustain and re-create successful problem-solving externships

# PROVEN SUCCESS

Missouri Department of MENTAL HEALTH

MISSOURI STATE PARKS

- COLLABORATION CONTINUES ON 2 YEARS POST-EXTERNSHIP
- EXPANDED CROSS-AGENCY COLLABORATION & PROFESSIONAL CONNECTIONS
- IMPLEMENTED RECOMMENDATIONS ARE VAST
- A SMALL INVESTMENT IN TIME AND RESOURCES YIELDED TREMENDOUS RESULTS

**The missing piece is a sustainability system.**

EXCELLENCE *FROM WITHIN*

# BENEFITS OF EXTERNSHIPS

Leadership Development

Cross-Agency Collaboration

Investment in Current Team

Team Building

Identify Potential Talent

Reward Emerging Leaders

## PRIVATE INDUSTRY

GE Corporate Audit Staff Program (CAS)

Missouri S&T Cooperative Education Program

Eli Lilly Job Rotation Study

## PUBLIC SERVICE

DOLIR FUSE Executive Fellow

DNR/DMH Externship project

Law enforcement externships

Citizen-Focused Solutions

Knowledge Transfer

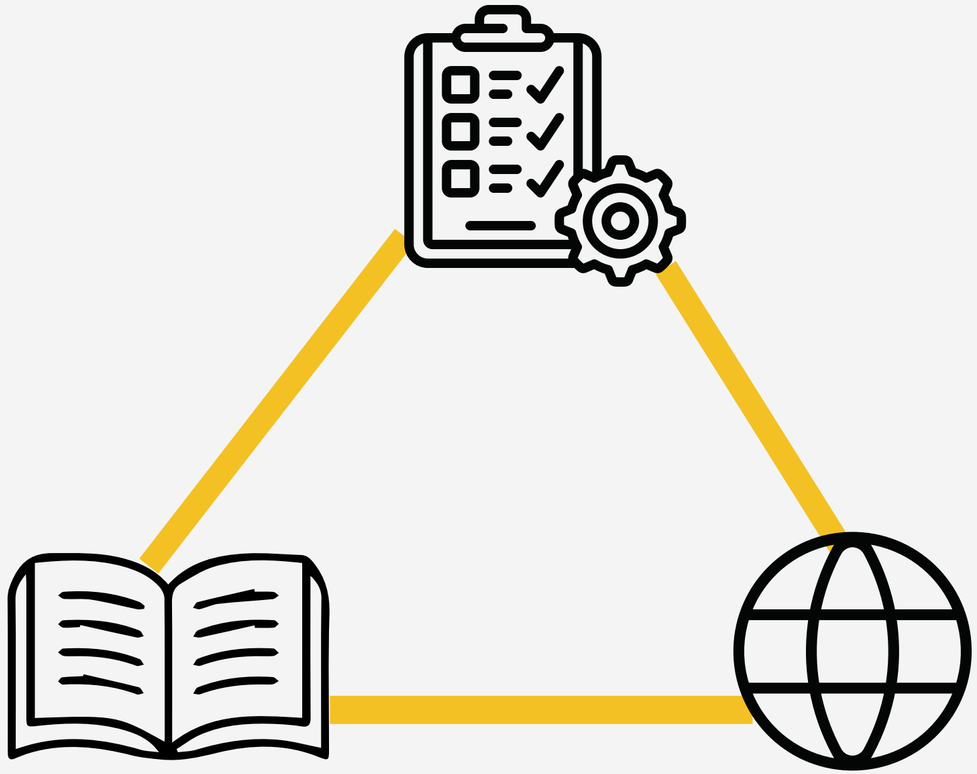
Cross-training and Succession Planning

Time Savings

EXCELLENCE *FROM WITHIN*

# WHAT IS DIFFERENT?

**Project and Extern Identification**



**Project Framework**

**Connections Website**

EXCELLENCE *FROM WITHIN*

# PROJECT PROPOSALS

1

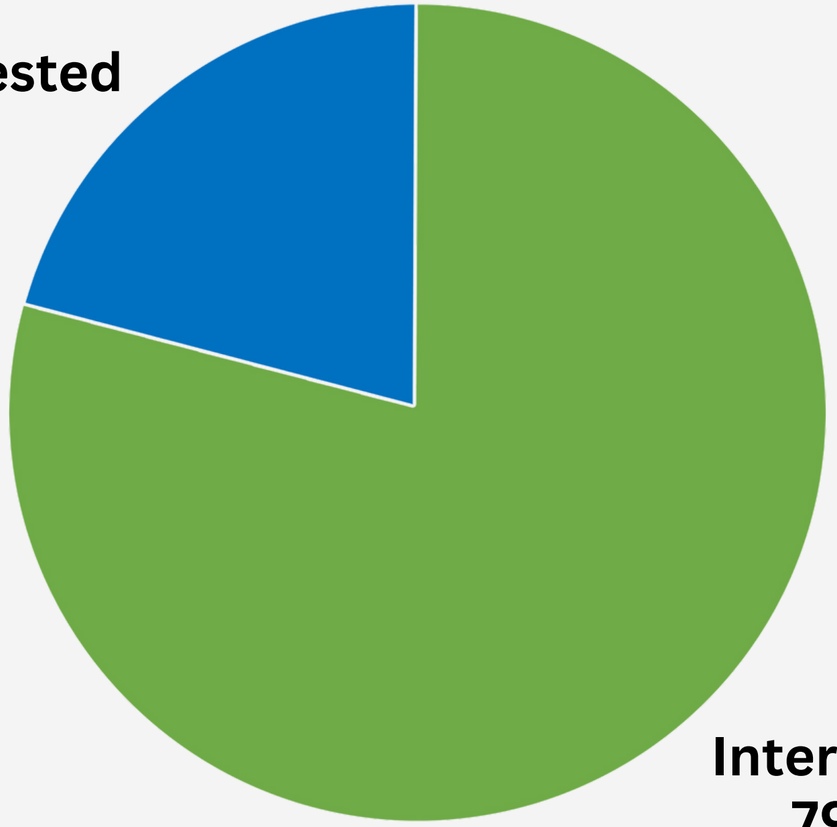
Each Department Director can determine the most appropriate method for identifying/processing project submissions

2

May designate an employee to manage project proposals and track progress/completion of initiated projects

EXCELLENCE
*FROM WITHIN*

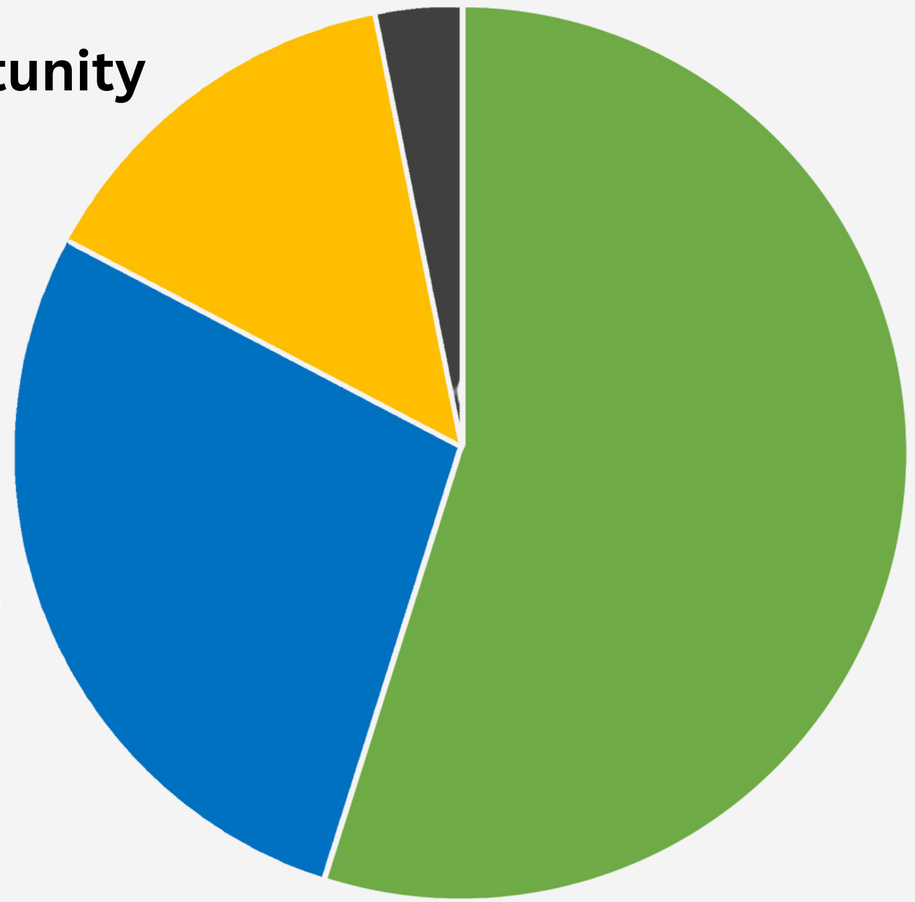
# ELIGIBLE EXTERN CANDIDATES




- Graduates of the Missouri Leadership Academy
  - Can be expanded as needed
- Department approval required

EXCELLENCE
*FROM WITHIN*

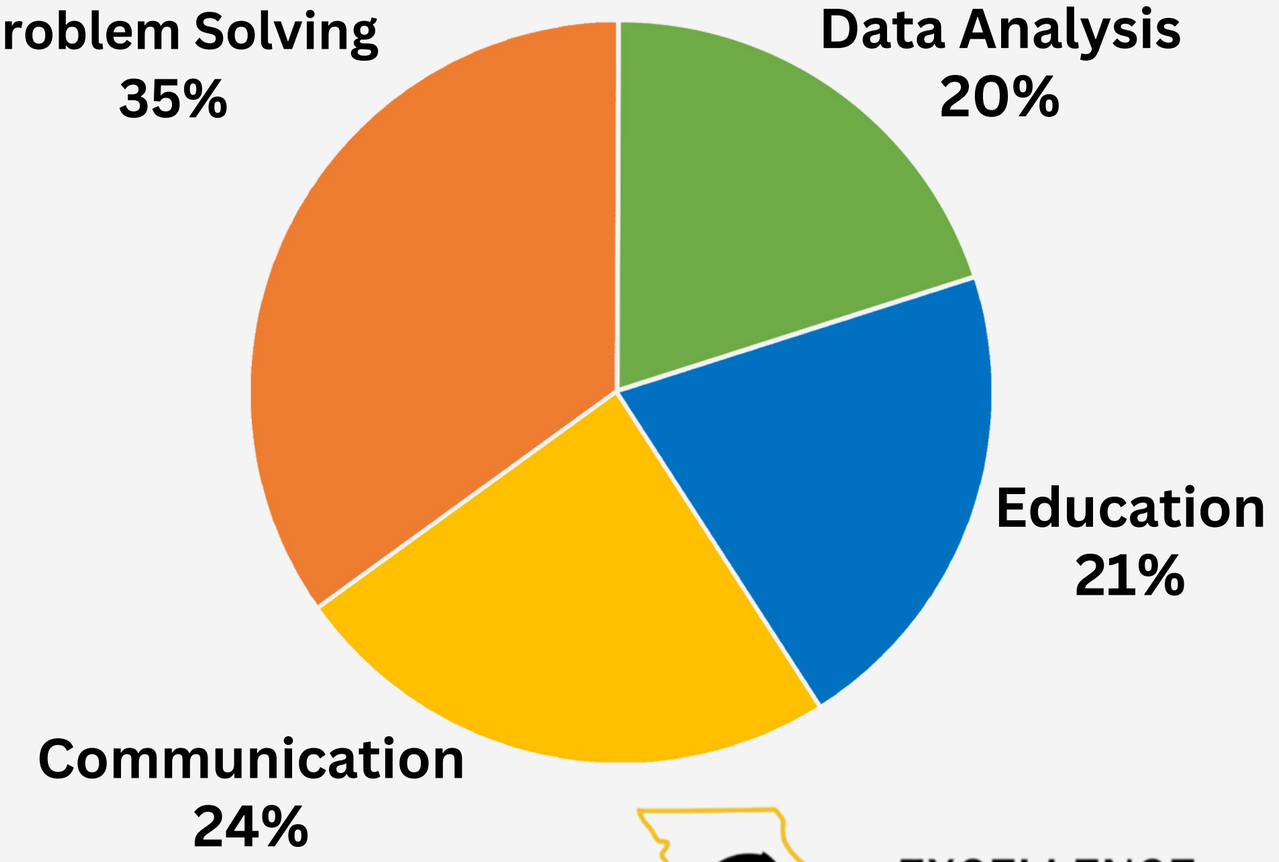
# WHAT ABOUT THE EXTERNSHIP PROGRAM INTERESTS YOU MOST?




EXCELLENCE
*FROM WITHIN*

# PROGRAM AND PROJECT INTEREST

- Obtained high-level info on program area interest
- Several specific project idea suggestions
- Skilled staff have ideas and are ready to do the work




EXCELLENCE
*FROM WITHIN*

# Project Criteria

- Not daily or administrative tasks
- High-impact/high citizen benefit
- Address problem solving across multiple agencies or departments
- Not already in progress
- 1-3 hours a week for 4-12 months

EXCELLENCE
*FROM WITHIN*

# MAKING EXTERNSHIP CONNECTIONS EASY

One-stop-shop website to help connect projects to skilled externs

**FOR AGENCIES:**
Outline proposed projects

**FOR EXTERNS:**
Summarize skills and availablity

EXCELLENCE *FROM WITHIN*

# MAKING EXTERNSHIP CONNECTIONS EASY

1

**Easy to use**

2

**Flexible**

3

**Designed for longevity**

EXCELLENCE
*FROM WITHIN*

# MAKING THE EXTERNSHIP PROJECT SUSTAINABLE

## Framework

- Guides **partnership** and endurance
- Mirrors successful **cross-agency** externships
- Post externship **recognition**

# BEST PRACTICES FRAMEWORK

## Framework Model

Kickoff Meeting → Onboarding → Project Execution → Return to Home Agency → After Action Report → Ongoing Collaboration

EXCELLENCE *FROM WITHIN*

# FRAMEWORK EXAMPLE

1

**Meet with the agencies**
Establish project parameters
Must-haves for the project
How will success be measured

2

**Define project goals**
Project description
Project length
Business analysis and project viability

3

**Build your team**
Key staff from state agency partners
Office of Administration Designee
Operational Excellence Team

4

**Develop your project plan**
Deliverables and Milestones
Schedule
Status Reports

# CONCLUSION

A flexible process for identifying projects and externs

A simple website for connecting externs with projects

A tested framework to promote successful project management

EXCELLENCE
*FROM WITHIN*