

Citizen Review Panel
Tuesday, December 3, 2013
3:30 to 5:00 p.m.
Teleconference

Present: Margie, Diwakar, Ben, Kristin, Dana, Susie

Absent: None!

Agenda

- 1) Bethel trip planning
 - Who? Diwakar and Sylvan (Dana maybe)
 - When? Thursday and Friday, January 30 and 31st (or maybe Wednesday)

- 2) Agenda items for call with Christy and Travis on Friday, the 13th
 - Discuss Barrow trip report
 - Reminder of guests on the call
 - Brian Houston, Barrow office supervisor
 - Coleen Turner, Northern Region CSM
 - Joanne, supervises North Region non-Fairbanks field offices
 - Bethel trip will be rescheduled, will inform Christy about new dates asap
 - Had training with Kim
 - Have training scheduled with Travis and Bernita
 - Update on turnover and vacancy
 - How is new ORCA person?
 - St. Mary's two on/two off?
 - Kotzebue supervisor?
 - Family services assessment case planning
 - Christy's choice

Margie: Timing of the work is the issue, not the amount. Things will slow down; they have to.

Diwakar: Let's keep it and re-evaluate at the end of the year. What do others think?

Kristin: It's the timeline on there. I can't make the timing. We are moving forward, we got the training.

Diwakar: We are moving along on the work plan.

Kristin: Can we make sure Dana and Diwakar will be there so we don't do it again?

Dana and Diwakar: I will be able to make it.

Dana: I think we're kind of on track. At least with training?

Diwakar: I have a sinking feeling, but I think we're on track.

Dana: If there anyone who feels we can't accomplish this work plan?

Margie: The timelines weren't realistic, not the work.

Dana: I'm not as tied to the dates and the activity and getting it done this year. I think we're doing well.

Diwakar: Assess where we are at the end of the year and see how it went.

3) Work plan review

Leave as is for now, chip away.

Margie: Got training from Kim, was good. Attended training with Tammy on new family services model. More touchy feely, too much for cases going to court. I understand the therapy model, but we have to go to court and you have to tell people what to do.

Sylvan: They are trying to be less proscriptive with parents?

Margie: They are trying motivational interviewing, trying to get parents there on their own. The problem is parents only have 15 months to get things together to reunify. If the state is expecting them to do something, they should tell them that. They are trying to not tell parents what to do. Trying to build a relationship between case worker and parents, trying to get to root causes, but need to be explicit.

Dana: That is how change occurs. External motivation never works.

Kristin: Need a relationship, but also need to be clear with people what is needed.

Margie: In a perfect world, this would be a good model, but OCS workers turn over too much and don't have the skills to do this successfully. I'll send the explanation of the new model.

Ben: Let's ask Christy.

Margie: I don't know

Dana: Kim's presentation...there is no consistent model for the state.

Diwakar: They didn't mince words on it and Travis didn't either. No consistent intake model.

Dana: Do they have a plan to fix it?

Diwakar: I think they are working on it, but I'm not sure they have a plan.

Dana: First we need to understand and then how do we try to hold them accountable? Kim admits it's not consistent. How do we get a commitment from them so we can come back to it? To hold them accountable?

Diwakar: They acknowledged that it's in the works. Before 2008, when an intake worker for a report they didn't have to put anything into ORCA. Sometimes the supervisors approved it, sometimes they didn't. If the worker thought it was good it got into the system.

In 2008, they started having a supervisor sign off on everything. Everything get entered into ORCA. Not everyone did, even though they were supposed to. Now they have better track record at getting things into ORCA. But in 2011, changed to regional intake. Not totally consistent. Now two people look at every report

before decision is made on screening. The trend nationally is many state operate on local intake, many have regional and some have moved to statewide. OCS is thinking about moving to central, statewide intake.

Dana: SO what do we want to do? Put this on the agenda for a few months and keep tabs on it?

Diwakar: We need to get a little more comfortable with it and track OCS progress.

Susie: Since that training, I've had two cases with huge numbers of PSRs. I asked for the manager's review. It would be more productive if that effected some change.

Margie: In SE, if there were 20 or more PSRs Sharon Fleming is reviewing the whole history.

Susie: Kim said ten.

Dana: When will they have that information for us?

Susie: I've taken it off the court calendar. I'm not contesting efforts. Maybe the end of January. Case in Anchorage with 41 ROH!

Dana: This kind of quest seems ideal for research. It seems like the numbers would be easily attained. They should come out with more than an impression. They should come out with some data.

Diwakar: They have better data since everything is in ORCA.

Susie: I want to revisit it in 6 months. I was thrilled after that presentation by Kim. Directly or indirectly they paid attention to everything in the annual report.

Dana: 6 months is a long time. Maybe three months. I thought Kim was really good. She was very clear. I figured out why I don't do so well over the phone listening to stuff. It's like trying to talk to your dog over the phone. The dog needs the smell and the context.

4) Kodiak – January 8-10!!!

5) Recruiting? Ideas?

Rodreshia will send application in the next week.

Dana: She's very busy, but she said yes to special projects, not to full membership. She can't travel.

Diwakar: For anything to happen she needs to first be a member, but then discuss the terms of her engagement.

Dana: It's be good to test the special projects idea and then see how it works.

Diwakar: I pestered Amanda. She's very interested, but very busy. She wanted work plan. She can do a special project, if foster care related. She might know someone to be member. We might want someone whose been through the foster care system.

6) BIA conference—sent presentation to them

Diwakar: I asked for survey questions. I have clickers with instant response. Sylvan sent questions—mainly about how much they know about CRP, do hard copy surveys.

7) Next meeting dates

- Monday, December 9th Noon to 1:00 p.m. Teleconference with Bernita
- Friday, December 13th Noon to 1:00 p.m. Teleconference with Christy
- Friday, December 13th 1:00 p.m. to 1:30 p.m. Teleconference to debrief about Christy
- Monday, December 23rd Noon to 1:00 p.m. Teleconference to Travis