



CRP-OCS Monthly Meeting
January 17, 2023 – 12 PM to 1 PM
Via Zoom

MEETING NOTES

Tuesday, January 17, 2023

CRP Participants:

Cameron Adams, Chair
Retchenda George-Bettisworth
Sharon Sparks
Colin Underwood

OCS Participants:

Kim Guay, Director
Travis Erickson, Division Operations Manager

Coordinator Staff:

Tricia Minnick, CRP Coordinator/Denali Daniels + Associates

- Call to order; read rules and conduct of the meeting (Chair)
 - The meeting was called to order at 12:05 pm
- Roll Call (Chair)
 - As above
- **Q3 Meeting Minutes**
 - **Colin made a motion to change the word “unfounded” to “unsubstantiated” in the Healthy CPS note about policies around claims. Retchenda seconded the motion to approve the notes with that change. No discussion.**
 - **CRP 2023 Q3 meeting minutes have been approved.**
- CRP Leadership Update
 - Retchenda George-Bettisworth was voted in as Acting Chair at the Q3 meeting. She will take on that role in March when Cameron steps down and a new Chair will be voted in for the next fiscal year at the May Annual Meeting.
- Round Table Discussions (Chair)

- Cameron provided a review of preliminary broad takeaways from the December 7th round table follow up discussion with past frontline worker participants.
 - Workers continue to report a lack of awareness around recruitment efforts or a reluctance to take advantage of referral bonuses.
 - Participants feel like OCS does not foster an environment that allows them to focus on wellness.
 - Workers report facing challenges with mental health and access to mental health services.
 - Workers shared discrepancies around critical incident debriefing.
 - Participants reported intense oversight and lack of support from Supervisors and Managers that led to them seeking mental health services.
 - Workers feel like there is a lack of follow-through by leadership in particular regarding bonuses, on-call changes, the mental health clinician and the PSS III position.
 - Vacancies force staff to work outside of the scope of their position.
 - Participants report continuing to not feel valued at work.
 - They shared safety concerns in rural areas and small communities.
 - One worker shared they felt supported by their Supervisor and Manager and appreciated a Supervision tool that was being used to track cases and work.
- A question and answer period between OCS and the CRP followed.
- A formal report will be developed after all round table discussions are completed.
- OCS Response to 2021-2022 CRP Annual Report
 - The Panel requested clarification and elaboration from OCS regarding the Staff Advisory Board, staff training, on-call, telework and how the leadership team communicates changes.
 - Director Guay shared that the statewide executive leadership team meets with each region via Zoom on a quarterly basis to share updates on initiatives and hear about successes and priorities in that region. They're looking for different ways to engage staff.
 - The Staff Advisory Board has members from each region; Travis Erickson is the liaison from the statewide executive team. He joins their meetings each month and shares highlights of what is happening from the executive team's perspective and is on hand to answer questions as they arise.
 - Supervisors and managers are given a lot of autonomy regarding allowing workers to telework, with the exception of some general guidelines that are statewide. There is a rule that they have to be in the office 3 of the 5 days. Some positions, such as intake, are full time telework.
 - OCS is working on ways to alleviate the strain of on-call. They are standing up a foster parent hotline to assist with some of the calls and are

instructing intake workers to problem-solve as much as possible before passing a call on to the Supervisor that is on-call.

- Staff are required to do six weeks of initial training called SKILS in their first year. They try to not assign cases to the new workers in the first two weeks of training, but that's not always possible. They're working on standing up a field training officer program; it has not been launched yet.
- Director Guay shared that Representative Prax contacted them with the suggestion that the OCS response to the CRP Annual Report should include more details. OCS would appreciate feedback from the CRP regarding specificity in future reports.
 - The Panel will discuss this more in-depth at a future meeting.
- Public comment**
 - No public comment
- Adjourn (Chair)
 - Meeting adjourned at 1:01pm

***Public testimony occurs at the end of the agenda; however, agenda topics do not have specified times. We encourage members of the public to listen to the entire meeting to hear the discussions of the CRP members.*