



DSHS Children's Administration

Addressing Employee Concerns

Action Plan Progress Report

February 28, 2007

FOCUS AREAS:

- Communication
- Confidence in senior leaders
- Resources to do the job effectively

Field Operations is visiting offices to find out what you want in an action plan. We will visit the remaining offices over the next five months.

So far, they've completed visits to three Division of Licensed Resources (DLR) offices and 17 Division of Children and Family Services (DCFS) offices.

- Region 1 DCFS – Omak, Wenatchee, Moses Lake
- Region 2 DCFS – Richland, Toppenish, Yakima, Regional Office, Ellensburg, Sunnyside
- Region 3 DCFS – Regional Office
- Region 4 DCFS – King East, Office of African American Children's Services, Office of Indian Child Welfare
- Region 5 DCFS – Tacoma, Bremerton
- Region 6 DCFS – Shelton, Tumwater
- DLR offices in Regions 5, and 6

Through these visits we've learned that you share common themes.

- You appreciate these visits and would like more, from regional as well as headquarters management.
- There's a lack of understanding between headquarters and the field about roles and working conditions. There is a similar lack of understanding between DLR and DCFS.
- You want headquarters to communicate why and how decisions are made regarding work requirements. You want management to help you prioritize.
- There's a lack of basic infrastructure such as office equipment, supplies, space. There's dissatisfaction with training and with the personnel system.
- You like Informal, frequent recognition for the good work you do.



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What we've been doing

- HQ and Regional management have been keeping you updated with news through all-staff email and newsletters.
- The Area Administrators and Deputy RAs/SHPM4s.
- Nearly 300 new staff will be hired by the end of June 2008. About 116 more social workers were carrying cases in November 2006 than in January 2006.
- Management has decided to limit new policy roll-outs to twice a year, April and October, when at all possible.
- Since November 2006, peer support team members responded to 40 requests for help following critical incidents. Thirty were responded to within 24 hours.
- Data collection for the workload study is almost complete. Groups are meeting in March to examine the data and estimate how long it would take if you had the time to do all the work that is required.
- Through regional focus groups and other avenues you are helping decide what elements to include in the new practice model.

Future actions

- The statewide action plan will be complete by August 2007.
- The workload study will be complete in June 2007. It will result in a projection of current staffing needs and a tool to determine needs on an ongoing basis.
- Additional resources worth are included in the Governor's proposed budget. A final budget will be released in the spring after approval by the legislature.