



Action Plan Update – December 2008

Children's Administration

Addressing Employee Concerns



Our Progress

Our goal is to continue to make improvements in communication about our work and to find ways to help staff have resources to do their job effectively. Several months ago we laid out a plan to address some items that came up in the Employee Survey. We have taken steps to improve communication with you and to increase some resources.

On the following pages you will find the progress on the CA Action Plan on several administration-wide areas on which we will continue to focus our improvement efforts.

I appreciate your continued willingness to share your thoughts and opinions.

– Cheryl Stephani, Assistant Secretary

CONTACT INFORMATION

For more information, please contact Dana Phelps, 902-7653



Action Plan Update

Focus Issue: Communication about work processes and policies

Children's Administration

December 2008

So far, we've:

- **Provided biweekly updates nearly every month to all staff from Cheryl Stephani, Assistant Secretary.**
- **Gathered more information through listening visits by Randy Hart, Director of Field Operations**
- **Conducted Union Management Communication Committee meetings around the state**
- **Established a process to review business process changes connected to the implementation of FamLink with a group of CA managers and union representatives from around the state**

As with any plan, following through on every item identified on the plan has been challenging. Items where our efforts will be increased include:

- **Maintaining the bi-weekly schedule of updates from the Assistant Secretary**
- **Exploring new ways to gather input from staff**



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Focus Issue: Resources for staff to do their job effectively

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So far, we've:

- Hired 12 additional CHET screeners
- Expanded contracts for visitation services
- Added 7 additional licensors
 - Hiring process nearly complete
- Worked with human resources to identify ways to improve the hiring of social workers to decrease the time it takes to fill vacancies
- Continued work to implement ideas generated through ad hoc UMCC meetings
- Submitted a report to the Legislature, prepared jointly by CA and the Statewide Ad Hoc UMCC, with recommendations on how to reduce workload for case carrying social workers
- Began identifying ways to continue to support staff with resources given the tight fiscal times



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Focus Issue: Staff Safety

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We have continued efforts started in 2006 including:

- **Having NCIC access for use in CPS investigations**
- **Updating protocols with law enforcement agencies**
- **Maintaining a peer support team for critical incidents**

This update provides information on what steps have been taken at the statewide level to respond to items in the 2007 Employee Survey. The plan will be refined as we learn more from visits to local offices.

Thank you for your thoughtful input!