

DHS DV COUNCIL

Nov. 18, 2008

Present: Rhonda Culley, Dave Flock, Carol Krager, Diane Lia (for Therese Hutchinson), Julie McFarlane, Stephanie Merhib, April Scott and Chris Sielieky.

Absent: Susan Hughes, Jayne Downing, Carol Camfield, Teri Herndon, Linda Pursell

Introductions:

Introductions were conducted.

Team Building

Carol lead the team in a group exercise.

Considerations

Rhonda announced that for now there is no co-chair for the council. A volunteer is needed to fill the vacancy. She also explained that the communication plan needs updating. **Update: Carol K. has agreed to be the interim co-chair until the council has full membership re-established.**

- Carol mentioned that she has an application for the DV Council Recognition award, if the council would like to nominate someone for good service. The form could be sent out to service providers for their nomination. It was suggested that a link to the form should be added to the web page. Carol said that the criteria would need to be established. Diane said that AMH gives out a service award every year and she would be happy to forward some information and criteria for their award for the council to review. Julie also offered to send the criteria for the Diversity Council award as well. Future discussions will be held on the criteria. This action will be added to the strategic plan.
- Carol sent out the communication plan. It needs to be updated using the strategic plan. Rhonda asked members to think about whether they would prefer to go back to the committee structure for projects or if they would like to work as a group.
- Rhonda announced that Mickey Serice is the council's new sponsor. He sent a message to Rhonda requesting that they meet to discuss the future of the council and his role.

- Carol led a discussion on the Line Manager's Meeting and whether the council would like to get on the next agenda to discuss the standards. Julie stated that she would like to decisions to be made in terms of the strategic plan. The discussion was put on hold until later in the afternoon.

Updates:

Meeting with Employee Development Council Update:

Carol reported on the Employee Training Council Meeting. They are working on their strategic plan. They held a discussion about the *DAS Workplace Effects of Domestic Violence, Sexual Assault and Stalking Policy*. She mentioned that there has been confusion with regard to the required training. Some thought that HR was providing the training and therefore wouldn't allow staff to attend Jayne's training.

The following is a summary of the ETC meeting discussion:

- Carol & Judy presented information on the training piece of the DAS policy
- Feedback from several participants that though they were aware of the state wide training DAS put on they were not necessarily aware that it impacted all managers (field & central office).
- HR training plan intended just a training on the policy and did not recognize the need for the dynamics training that should be conducted by an advocate...(the policy lists the advocacy piece under the training for employees only)
- There didn't appear to be a plan to address either the new employee piece or the on-going employee piece.
- They did like the thought of a tool box specifically for DHS.
- Handed out overview of the standards...e-mailed the web page link
- New plan is that HR will do the training for the policy and help coordinate the other piece with local providers.
- The question came up about if the managers already had training...Carol expressed caution that even if the manager had DV training it didn't mean they had training on sexual assault and stalking. Also discussed the 5 year refresher piece.
- Offered the council's support if needed.

Update on how training is going:

Carol explained that the DAS committee is scheduled to reconvene to review and revise the policy to clarify confusion.

She also announced that Jayne's evaluations are coming back with good feedback and maybe we should consider using that feedback to market the training. ETC will add the training to the Learning Center to facilitate better access. A

discussion was held on possibly obtaining some funding for Jayne's training, since she has trained between 2500-3000 managers without reimbursement.

Discussion with Kathy Iles related to Performance Measure #11:

Discussions were also held around Key Performance Measure #11 that refers to a reduction in the number of women who experienced domestic violence in the past 12 months. The legislative council requested that DHS look at this performance measure to see how DHS directly impacts the number. Since DHS does not directly impact the numbers the performance measure will discontinue as a Key Performance Measure next biennium, although CAF will continue to track the number internally.

Carol spoke with Kathy Isles about the measure. Kathy would like the council to look at key players and what impact DHS has on domestic violence. She requested that we look at developing another performance measure with her assistance. She will not be available to work with the Council until after legislative session is over. It was agreed to include this as an activity in the strategic plan. Further discussion will be held at the next council meeting. This new measure would take place in the 2011-2013 biennium if one is established.

Discussion on the New Member Process:

The council held a conversation around the new member process. They have received three applications. Verona has those on file. It was proposed that we look at mentorship for the new members. Verona will be asked to send out an acceptance letter and invitation to the January meeting. Discussions were held around new member packets. Suggestions were made around putting the packet on CD and adding it to the web page.

Updated on Recruitment of DHS Members:

Dave drafted a letter to the council sponsor regarding membership. The purpose was to provide guidelines and expectations for participation. The letter will go to cabinet members for distribution to managers. Under the old sponsorship, members were appointed rather than applying to serve on the council. Rhonda will confirm with Mickey what process he would prefer to use and then find out if he is on the cabinet.

It was decided that the letter would be given to Mickey to distribute to managers in an effort to recruit three more members for the DV Council. Stephanie proposed preference be given for an SPD staff person experienced with both physical and developmental disabilities. The council would also like to see representation from Child Welfare and OVRs.

It was suggested that a meeting schedule be attached to the letter along with a mention of expectations for participation. Rhonda will make additions to the letter and mark it draft pending review by Mickey and the council before distribution.

Web Page Questions

The council brainstormed questions for the 1 p.m. web page discussion with Mark Tinsley and Pam Rouske.

- Can we post new member packets on the web?
- Can we add a visitor counter?
- What is Wiki? Can you use it and how is it maintained?
- Can we suggest changes in the web page layout?
- What format do they prefer for the tips?
- Find out more about the subscriber element.

Web Page Discussion

Introductions were held for Mark and Pam. Questions were posed around web site navigation and the difficulty in finding the council web page. Pam offered to look into it. She asked for more information about who were trying to reach. Carol explained that the council website is for the general public use with some pieces more directed to staff use. Pam mentioned that the “Get Help Now” link on the main page will guide the reader to the domestic violence web page. This link is located on the right hand menu on all home pages for each program.

Rhonda requested information on tracking visitors. Pam mentioned that she could provide reports on a monthly basis. They have access to new reports. Visitor reports run for the month of October, and after, will have more details than previous ones. They include both accessed links and downloaded documents. Rhonda asked Pam about the process of posting tips and what format is needed. Pam responded that she would need to take a look at what was compiled and then figure out how it can be done. She explained that subscribers would receive tips once a month.

In order to attract subscribers we would want to do some marketing. She suggested that Rhonda work with Gary Whitehouse or Lauri Stewart. She also advised that we keep an archive of tips so they can be used as a resource.

Pam described two options for the tips process. The web team could either send the subscriber an email with a link or embed the tip into the email. The council expressed a preference for the 2nd option. Pam explained that Rhonda would send the tip to DHS-Web. A lead in paragraph will need to be written. Marketing would be an important factor. Carol responded that she could use the DHS list serves to get the word out.

A discussion was held regarding archived minutes on the web. It was concluded only one year of minutes will be posted. All others will be removed and archived elsewhere.

An inquiry was made on the internet tool called Wiki. Pam responded that the web-team does not use or recommend its use due to security risks. She mentioned a second year pilot project for a statewide jive collaboration tool that's being tested at the enterprise level and may be available for use.

Rhonda asked about changes to layout and was assured that some changes could be made. Discussions were also held around posting training video via link from the webpage. Suggestions were made around using U-tube for video streaming. Pam responded that although we have no policy, at this point, it is preferred that medium not be used due to the potential linking of inappropriate and unrelated materials.

Mark offered to install a folder of rotating graphics that represent our client demographics. Further conversation was held around posting video. It was concluded that we could post a link to training video.

Carol asked about adding an additional page for the Workplace Violence Policy and Training. Mark responded that we could add as many pages as we have content for.

Strategic Plan Action Steps

Rhonda led a discussion on the changes to the strategic plan action items. The task list has been removed and put into a separate document listing the tasks, who is responsible and the time involved, as well as a performance indicator. Carol would like to see check boxes added, along with a process of moving completed items to the bottom of the list. It was concluded that the document would be renamed "DHS Domestic Violence Council Strategic Plan 2008-09 Action Steps". It will be marked draft and sent out for input.

The conversation evolved into the best way to communicate plan changes in the minutes. Stephanie suggested that the minutes track all incomplete action items. It was agreed that attending members will be given the opportunity to review minutes and provide feedback prior to distribution.

Next meeting:

- Review revised strategic plan for new members.
- Develop criteria for the DHS DV Council recognition award.

- Discuss the impact of the council on Domestic Violence and explore ideas for a new performance and data sources for collection and tracking.
- Finalize new membership information.
- Work on update for the DAS Policy and Training.
- Work on developing a Mock web page.
- Review and finalize the strategic plan and action steps.

Actions Items:

- Carol will make sure that the form for the DHS DV Council recognition award gets posted on the web page once the criteria has been established.
- Diane Lia will send out information and criteria for the AMH award for review.
- Julie will send out information and criteria for the Diversity Council award for review.
- Rhonda will forward Mickey a copy of the strategic plan.
- Carol will contact Linda Weight about getting on the Line Manager's Meeting agenda to discuss the standards.
- Carol will ask volunteers to work on a presentation for the line managers.
- Carol will contact Michelle Johnson in HR to check on the status of the policy tool kit piece.
- Julie will put together a report of the trainings that Jayne has done in the past year to facilitate efforts to obtain much needed funding.
- Council will review Child Welfare practices guide that is currently under revision.
- Pam will forward to Carol a subscriber link for testing.
- Pam will check to see if the visitor counter can be set to track public vs. staff visitors.
- Carol will bring visitor numbers to the next meeting for review.
- Pam will send purged minutes to Carol for archiving.
- Carol will access the DV list serves to get the word out about subscribing to the DV monthly tips email.
- Rhonda will send Carol a list of compiled DV tips for her to review and forward to the web team.
- Pam will send Rhonda some design options for changes to the web page layout.
- Pam will send Rhonda some sample graphics that could be used to the web page.
- Carol will send Mark a link to a web based training tool used by Multnomah county as a sample to be considered as a link.
- Rhonda will work on a mock web page to send to Mark for review.
- Carol will send Mark a link to the Workplace policy.

- Stephanie will check on the length of the movie “Norman” for future addition to the agenda.
- Rhonda will make changes and additions to the sponsor letter and email out for feedback..
- Carol will make needed changes to the strategic plan action item document and send it out for council input.
- Carol will send Judy Gerrard her section of the minutes to approve.
- Rhonda will send a request to members to write up an overview of what they do.
- April will send Stephanie a reminder that she volunteered to do the ice breaker for new member orientation.

Next Meeting:

Date: January 20, 2009
Time: 9:00-4:00
Location: D3 Conference Room-
 Upstairs
 4074 Winema Place - Blding 53
 Salem, OR 97305

Facilitator: Stephanie
Snacks: Carol
Team Building: New member orientation w/each person giving an overview of what they do. Bring any handouts or other information you’d like to share with the new members.