

Meeting Agenda / Minutes / CI Sheets

LDMS Pilots: "All Leadership Review Team (ALRT)" - Wednesday, November 13, 2013

Workgroup: ALRT Wed. Time: 11:30-1:00 Facilitator: Jana McLellan & Vicky Foster

Agenda:		
11:30 – 11:35	Introductions	Facilitator
11:35 – 11:40	Last Meeting review Action Items	Facilitator
11:40 – 12:00	Work group check – in (5 minutes for each Pilot) <ul style="list-style-type: none"> • Central Office • Discovery • Milton • Hawthorne 	Facilitator will indicate when you have 30 seconds left to help keep to the agenda
12:00 – 12:20	Review CI Sheets (5 minutes for each Pilot) <ul style="list-style-type: none"> • Central Office • Discovery • Milton • Hawthorne 	Facilitator will indicate when you have 30 seconds left to help keep to the agenda
12:20 – 12:25	Open Issues / Problem Solving	All Members
12:25 – 12:30	Wrap up / Adjourned	Facilitator

Introductions/ Attendance: 5 minutes

Central Office/Admin Team: Jana McLellan, ~~Michelle Patton~~, ~~Debbie Aljets~~, Vicky Foster LDMS –Fiona Tilgner

Discovery Team: Connie Hetrick, Cindy Barnett, ~~Tina Bossy~~, Anne Augsburger, ~~Cathy LaFournaise~~, LDMS Bernadette

Milton Team: Jonathan Graf, Allen Burris, ~~Deborah Garland~~, Laura Traeger, LDMS - Matthew Whiteman

Hawthorne Team: Krystal Lyon, ~~Karina Brink~~, Anne Augsburger, LDMS – Nancy Watkins

OCI-Lane County: Stephanie Primacio

Web link: <http://www.dhs.state.or.us/spd/tools/dd/socp/training.html>

Actions Moving Forward: 5 minutes

ITEM	Person(s) Responsible	Due Date
ACTION: From this point we will meet for one hour every week and the scribe will route, we will use a time frame agenda to ensure the success of this change.	All members	NA
ACTION: SHIFTS Present @ LaborMngment/HR/Contract/ Program/Business needs	Jana	Nov. 21?
ACTION: ALRT Members to provide – Feedback to Originators of CI sheet for consistency	All members	Ea.Week
ACTION #7 CI Sheet Omlid & Swinney Vs. Western State Fire Protectors > <i>Will take more time to coordinate.</i>	Michelle / Krystal coordinating	11/06
ACTION: #11 #11CI Milton Potholes information/ minutes/discuss with Jana > Forward Jana's recommendation to Stephanie > Patrice..... Film from Jonathan	Debbie > Jana > Stephanie > Patrice	11/06
ACTION: #12 CI Sheet –CONFIDENTIAL papers Shredding responsibilities. Houses with confidential shredding (above and beyond what the house shredder can handle) the Administration Office has extra "shredding" bins for use. Ensure clients do not have access to the information. Strongly recommend that "shredding" is placed in black garbage sacks, tape closed with duct tape, and place the bags in the trunk (or passenger seat if no trunk is available). Once at Administration, the bag can be removed and brought into the reception desk for disposal. Any of the office staff can assist you. If you have any questions please contact Michelle Patton.	SOCp Admin > House Staff	11/13

Workgroup Check In: 20 minutes

CENTRAL:

DISCOVERY:

HAWTHORNE:

MILTON:

Concern: Communication/Celebrating when come to next ALRT level – NEED to report back to staff.

- **ACTION(s): Anne** – will you share/discuss with other houses “Crisis preparedness& possibility of future Manual.”

Review of New CI Sheets: 20 minutes

- **#1 CI Sheet - Discovery:** Additional VISA for house – **RESOLVED/CLOSED** > **Respond to Originator**
- **#2 CI Sheet - Discovery:** Additional Staff during Training – **IN HOUSE – in review** – NOT to ALRT level
- **#3 CI Sheet - Discovery:** House in discussion > Client History forms given to parents to fill out before appoint > – **IN HOUSE – in review** – NOT to ALRT level
- **#4 CI Sheet - Discovery:** Client Picture ID > HOLD > SOCP Program Business Case Jana decision
- **#5 CI Sheet - Central:** – (Bulk Form Processing) LifeCycle Software > Business Case study combined with other agencies submitted at higher level > updates to come
- **#6A CI Sheet - Discovery:** Change Discovery House “Staff Start Times” > proposed to all staff all shifts > 2 staff declined > **CLOSED no consensus** – All must agree to move forward. Bernadette: use Discovery as a sample with a copy of the Original CI Sheet with information on the back with notes.
- **#6B CI Sheet – Discovery:** Change All Group Home start/end times to be consistent “Program Wide” for overtime bidding purposes. DISCUSSED at All Managers – continuing discussions. HOUSE AGREED they want and want it brought to the next level – ALRT. Consistent Shifts – 15 mins overlaps build into shifts for communications and pertinent info.
- **#7 CI Sheet - Hawthorne:** Omlid & Sweeny Vs. Western State Fire Protectors > Michelle and Krystal coordinating: **Will take more time to coordinate.**
- **#8 Coastwide orders - Hawthorne:** Store purchases vs. Bulk online ordering. **In TEST mode.**
 - MICHELLE – **new provider available** to see if they can provide better service than COASTWIDE. Donna discovered at the Conference – Vendor tables - May be better more efficient for us. **In Consideration**
- **#9 Air Duct Cleanings - Hawthorne:** Being considered for all houses: **ACTION:** Michelle Patton will be coordinating annual duct cleaning and will provide information to houses as is available.

Review of New CI Sheets

- **#10 CI Sheet - Milton:** LAKE MILTON – PARKING lot flooding > ongoing 13 years > lack of ownership by city/county. Issue exists. Staff has dug out and removed debris from grid. (About 4 feet) **NEXT STEP** This is a **SAFETY issue** and concerned it hasn't been brought forward before. Go IMMEDIATELY to Michelle/SAFETY ... DO NOT WAIT for an ALRT meeting not CI Sheet worthy. Take directly to Michelle. **ALRT DETERMINATION:** Forwarded to **SAFETY and HOUSING** > CI sheet is **CLOSED**

- **#11 CI Sheet – Milton:** POT HOLES > SAFETY issue and fiscal issue as well. Not city or county road. Community came together for rocks & may not be receptive at this time because of our clients. Many of the houses are not occupied. Liability issue > fiscal issue > responsibility issue > **NEEDS to be a Blacktop**
 - Same as issues at CADE > Housing paid for ½ and they did a cheap fix. Have pot holes again. Jonathan has talked to housing years ago in one of the previous fixes. Grating and more gravel will not improve.
 - CAN'T be fixed > Contacts have been involved.
 - **ACTION:** Debbie will delivered the minutes/discuss with Jana > Forward Jana's recommendation to Stephanie
 - **UPON Jana Approval:** Stephanie will take to Patrice Botsford/Patricia Baxter
- **#12 CI Sheet – Hawthorne:** CONFIDENTIAL Shredding > stacking up with changes in Client responsibilities.
 - **Resolved:** SOCP Admin email > to All Staff Wednesday 11/13/13 "Shredding"

OPEN ISSUES / PROBLEM SOLVING: 5 minutes

NANCY: 30 Day review for CI LDMS leaders – starts at 0 – do not compare to other worksites. These are REALLY good scores. EXPECTATION – go back to homes and work with handout scores for ACTIONS items to get to NEXT level.

- HANDOUT attached to minutes **30 Day Review – Worksite Roll-up.doc**

MATT: workgroups using adaptation > House is taking to LDMS/Huddles/Processes – and applying to the SOCP non-traditional work place. No CONCERNS – SOCP House(s) are *more on par* than other traditional offices "Cubelandia." Not necessarily what LDMS leaders were expecting. **KUDOS to everyone.**

ANNE – how to roll out to all the group homes? NANCY: Will consider at the Mid-Point check in – Discuss how successful are the PILOTS and how to apply to all 23 homes – FUTURE thinking when meeting with all 23 homes > bigger room > more snacks. Can we feasibly have a 30 plus meeting each week. What will it look like. Veggies trays. Video chat – Vcon. May be an option. Sometimes lose in translations. Face-to-face always preferable.

WRAP UP/ADJOURNED: 5 minutes

October	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
2013																																
November	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
2013											HO																	HO				

NEXT ALERT Wednesday meeting: November 20th, 2013 (NO meeting November 27th) unanimous

Facilitator: Jana McLellan and Vicky Foster – Central * **Next meeting – Jonathan Graf**

Scribe: Vicky Foster – Central * **Next meeting – Connie Hetrick**

Adjourned: 1:00

Continuous Improvement (CI) Sheets – SUBMITTED to ALRT Wednesday Central Office Meeting

PILOT LDMS GROUPS: Admin (A), Discovery (D), Hawthorne (H), Milton (M)

**DATE: Wednesday, October 23, 2013 –added (2 sheets) 3 CI Sheet discussed #10, #11, #12
Wednesday, November 13, 2013 – No CI sheets submitted**

POSTINGS Web link: <http://www.dhs.state.or.us/spd/tools/dd/socp/training.html>

Topic	In-House Resolved	ALRT Submitted (S)	Additional data requested / who / what	Resolved (R) ALRT	FWD:	Closed	Response to ORIGINATOR
#1 Additional Visa – D-09/25/13	✓	✓	Gennie check with Donna after Mtg-	Resolved		CLOSED	YES
#2 Addtl Staff during training – D 09/25/13	HOUSE						
#3 Med forms b4 appointment D 09/25/13	HOUSE		Letter & PCP Family History >send home with guardian at “Entry”	@HOUSE			
#4 Client Picture ID info-D 09/25/13		✓	<ul style="list-style-type: none"> How often needed (additional data) Safety Piece conversation Determine Problem & level to resolve 	@Jana			
#5 Bulk Forms Processing – A 09/25/13		✓	<ul style="list-style-type: none"> Jana – Business Case information provided to Nick Kern > proposal > Submitted at STATE level 	@Higher level	Nick Kern/STATE		
#6 Coasistent Shift Starts (D)10/2/13 (2 ISSUES)	HOUSE		<ul style="list-style-type: none"> Gennie/Tina-Discovery Staff discussion-House Schedules Jana Labor Management discussion (Program wide) 	CLOSED@HOUSE		CLOSED	YES
#7 Omild&Sweeny vs. Western State Fire Protections = (H) Response time Eugene/PDX 10/2/13		✓	<ul style="list-style-type: none"> Michelle/Krystal coordination 	In PROCESS			
#8 Coastwide Orders, (H) Quantities, Phone Orders, Delivery 10/2/13		✓	<ul style="list-style-type: none"> Krystal - Testing out – next months orders 	InTEST MODE			
#9 Air-Duet (H)		✓	<ul style="list-style-type: none"> Michelle/Krystal coordination in progress 	In-PROGRESS		CLOSED	YES

Annual/Systematically for all homes-10/2/13							
#10 CI Sheet – (M): LAKE MILTON – 10/23/13		✓	<ul style="list-style-type: none"> PARKING lot flooding > ongoing 13 years > lack of ownership by city/county. Issue exists. Staff has dug out and removed debris from grid. (About 4 feet) NEXT STEP This is a SAFETY issue 	Submit to Michelle/Safety CLOSED		CLOSED	YES
#11 CI Sheet – (M): POT HOLES > 10/23/13		✓	<ul style="list-style-type: none"> SAFETY and FISCAL issue. Private Road Not city or county . Community came together for rocks & may not be receptive second time because of clients. Many houses not occupied. Liability issue > fiscal issue > responsibility issue > NEEDS to be a Backtop 	Discuss with Jana > upward recommendation			
#12 CI Sheet – (H): CONFIDENTIAL Paper Shredding 10/23/13		✓	<ul style="list-style-type: none"> Houses with confidential shredding (above and beyond what the house shredder can handle) the Administration Office has extra “shredding” bins for use. Ensure clients do not have access to the information. Strongly recommend that “shredding” is placed in black garbage sacks, tape closed with duct tape, and place the bags in the trunk (or passenger seat if no trunk is available). Once at Administration, the bag can be removed and brought into the reception desk for disposal. Any of the office staff can assist you. Questions please contact Michelle Patton. 	Closed		CLOSED	YES – Email to ALL staff Wed. 11/13/13

CI Sheet & LDMS ALERT process being established and refined:

1. HOUSE (intact work unit) CI Sheets – Require ALL Staff ALL shifts AGREEMENT to proceed
 - a. ALL Staff/Shifts agreement with signatures & date on Back of CI sheet > Resolve IN HOUSE > Agree to SUBMIT to ALERT Wed. Meeting
 - b. ALERT Meeting representative to inform ORIGINATOR of Progress and when Resolved and/or Closed

2. ALERT Wednesday Meeting > HOUSE(S) Present CI Sheets (Number & Track) > Discuss solutions/options

- a. DETERMINE collectively > RESOLVE > SUBMIT to HIGHER LEVEL
 - b. ALRT Meeting representative to inform ORIGINATOR of progress and when resolved
- 3. ALRT Meeting Status Reports to be communicated at**
- a. All Managers Meetings >
 - b. Site Manager's to inform House(s) of Issues/Progress
 - c. ALRT Meeting Minutes, CI Sheet Scans, Tracking Sheet and Meeting Handouts to be posted to SOCP Website for ALL STAFF review.