

# Rock County Steering Committee Meeting 4/25

## Welcome and Opening Remarks – Charmaine, Ashley

There are six members on the Butler team, and we're introducing them gradually. Today, we're welcoming Emily Campbell. She is social worker and knows Wisconsin practice. She's important on our team.

## Introductions

- Joan Vetter – Rock County foster parent
- Rachel Belanger – Foster partner
- Robin Gleason – Case mgr with Rock County
- Jamie procter – CPS supervisor, family support unit. Just over a year with Rock County. In the field close to 10 years.
- Harriet Everette, kinship foster parent.
- Kate Luster – HS Director, Rock County
- Tera O'connor – Deputy director HS, acting program director
- Lisa Line – Assistant Corporation Counsel. Legal work for CPS with Rock since 2015.
- Sandy Johnson – Executive Director CASA Rock County. With CASA 9 years.
- Amber Johnson – Social worker with Rock County for 7 years.

## Review of Group Agreements & Decision-making – Ashley

The group was asked for reactions to three documents shared with the group via email: session notes from the previous two Steering Committee meetings, and *Responses to Concerns about the Case Review Project*.

- Member Comment: A member expressed a concern about accuracy of the information being shared:
  - The Questions and Concerns document shares a story about a conflict in a case that is false statement about me. I'm unhappy it's in there, because it's not accurate and untrue.
  - Charmaine – This was a comment expressing concern about a member's presence on the committee. We have a commitment to addressing all concerns, and want to get this on the record. It's courageous and kind of you to share that.
- Member Comment
  - Asked if I felt comfortable with supervisors being in the meeting, this person expressed concern whether voices (birth parents) would be stifled. But I actually have found this to be an inviting environment, a warm group, where we're able to get our voices out. I hope my voice was heard.
  - Charmaine: I'm so glad you feel that way. Your voice is important. And I'm glad you feel heard. We're listening.
- Emily Campbell – is there anything we can do to continue allowing for this level of comfort?
- Member Comment: Jamie is not my direct supervisor. She is one above. She supervises parent partners. She has let us know she supports us completely. I know she supports changes in CPS. She openly invites me to ask questions. It might sound intimidating from the outside, but really I think they don't understand

how our system works, the positive changes that have been made. I work for the parents. I also work for CPS and the social workers.

## Research Questions and Protocols – Ashley

- Review of project values: Integrity, Equity, Transparency, Competence, Partnership.
- Ashley presented the group agreements:
  - Communicate with respect
  - Speak for yourself
  - Honor differences
  - Participate intentionally
  - Engage in the process
  - Call people in
  - Have candid conversations
  - Listen to understand, not to respond
  - It's okay to disagree. Everyone is different.
  - Maintaining a safe space
  - Respect confidentiality when personal and professional experiences are shared and opinions expressed
  - Acknowledge power differences and maintain steering committee space as a safe space
  - Share ideas and perspectives free from ridicule and retribution by others
  - Agree on the takeaways to be shared publicly at the meeting's conclusion as well as what is confidential
- Review of five-finger approach to decision making previously approved by the group:
  - Group members express their level of agreement by holding up fingers on one hand. 5 fingers = completely agree, 4 = almost completely agree, 3 = I can live with it, 2 = this is not worth agreeing on, 1 = do not agree at all.
  - Group agreement is signified when each participant holds up at least 3.

## Protocols Review and Input

Ashley – We created six separate documents each with the full set of questions, organized into focus group participant types. These questions all present great places for us to focus.

- To review, with the questions, the goal was to:
  - Make sure they are open-ended (rather than questions easily answered yes / no)
  - Try to keep the list to the number questions that can be covered in 75 mins.
- For today in the breakout groups, here's what we're asking from you:
  - Are details missing?
  - How might the questions be better tailored to the individual focus group audiences.
- Participants in the focus groups can point us to what we should be looking for as we do the case review. With that in mind, please:
  - Help us make sure we're getting what we need to do the case review.

- Bold or emphasize elements you feel are more important. To prioritize the most important questions to be asked first, knowing we might not finish.
- Member Question: What is a protocol?
  - It's the list of questions that we'll ask. We call it a protocol because it's how we plan to do something. We want it to be a conversation guide. The list of questions we ask participants to get them talking. Good questions help you prompt participants to think about the topics you're interested in.
- Ashley shared a link to questions organized into focus group participant types. [https://drive.google.com/drive/folders/1tyY0T3\\_f98JWxomOyQmSRh3OBroj3Yzr?usp=sharing](https://drive.google.com/drive/folders/1tyY0T3_f98JWxomOyQmSRh3OBroj3Yzr?usp=sharing)
- Three breakout groups were created for the group to add their input to the documents.
  - Group 1: Foster Parent, Human Services
  - Group 2: Birth Parent, Provider, Other Interested Parties
  - Group 3: Youth, Court Personnel
- Charmaine – any ideas for who should be included in the 'other interested parties' focus group?
  - Alia have done a variety of support and assessment services, and I'm wondering if they should be included.

When the groups returned to the main room, Charmaine asked the group how the feedback process worked for them?

- Member comment: The process was a bit overwhelming and our group worked on editing.
  - Decided: the link will be available to the group to do additional editing.
- A member raised a concern about the challenge of getting to more than a few questions in the focus groups.
  - Ashley – A typical focus group covers 6-8 questions in an hour, and we have 75 minutes. Facilitation and prompting help keep it on track. Also, instructions and guidelines about contributions and input are provided to participants – keep answers brief, etc. Resulting from of all those factors, we likely will get to 10 questions in that 75 mins. Also, providing a list of questions in advance is a possibility.
  - Emily – often we get all the information we need from participants talking about their experience.
  - Ashley – A point of 'saturation' gets reached, and questions become redundant. That's our goal. Get to that place when new themes aren't being introduced.

## **Next Steps – Future meeting Date; develop focus group schedules**

Charmaine—

The next Steering Committee meeting is May 9. We'll give the group until Wednesday 4/27 to make changes.

Focus groups in 1<sup>st</sup> or 2<sup>nd</sup> week in May. If you can review the protocols prior to our next meeting that would be great.

Ashley – anything discussed today that you want to keep confidential? The caseworker said that she was fine with being transparent]