

Meeting Agenda / Minutes / CI Sheets

LDMS Pilots: “All Leadership Review Team (ALRT)” - Wednesday, October 23, 2013

Workgroup: ALRT Wed. Time: 11:30-1:30 Facilitator: Krystal Lyon

Agenda:

- Introductions – middle initial
- Last Meeting review Action Items
- Work group check - in
- Review CI Sheets
- Open Issues / Problem Solving
- Round Table

Introductions/ Attendance:

Central Office/Admin Team: ~~Jana McLellan~~, Michelle Patton, Debbie Aljets, LDMS –, Nancy Watkins, 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

Visiting: Randy Phillips – Office of Continuous Improvement Manager

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
MID-POINT Check-in (30 attendees) <ul style="list-style-type: none"> • Who: ALL LEAN Field Liaisons/Pilot houses • Purpose: Team building and collective pilots” • When: Tuesday, Oct. 29th 10 a.m. – 3 p.m. • Where: Winema Chemeketa Campus – Building 50, Room 227-228 	LDMS leaders/Pilots	10/29
ACTION: SHIFTS Present @ LaborMngment/HR/Contract/ Program/Business needs	Jana	Nov. mtg
ACTION: Nancy will sent out meeting reminders	Nancy Watkins	11/06
ACTION: ALRT Members to provide – Feedback to Originators of CI sheet for consistency	All members	Ea.Week
ACTION: Anne – will you share/discuss with other houses “Crisis preparedness & possibility of future Manual	Anne	11/06
ACTION #7 CI Sheet Omlid & Sweeny Vs. Western State Fire Protectors > <i>Will take more time to coordinate.</i>	Michelle / Krystal coordinating	11/06
ACTION: #9 Annual Air Duct Cleanings Michelle Patton will be coordinating annual duct cleaning and will provide information to houses as is available.	Michelle	11/06
ACTION: #11 #11CI Milton Potholes information/ minutes/discuss with Jana > Forward Jana’s recommendation to Stephanie > Patrice	Debbie > Jana > Stephanie > Patrice	11/06
ACTION: #12 CI Sheet –CONFIDENTIAL papers Shredding responsibilities. ACTION: Deborah Garland contacting Office of Information Security. ACTION: Debbie Aljets check OARS/DWSS Transmittals ACTION: Katrina Brink/Krystal will email/submit Client paperwork to end job and coordinate one time shredding at Warehouse. ACTION: Portland Houses NIGHT SHIFT do their own shredding do not transport to Hawthorne. ACTION: ANNE know today if OK to combine in Central Office’s Locked bins.	Deborah, Debra, Kartina, Krystal, Portland houses, Anne	11/06

Workgroup Check In

CENTRAL – Going well. Working on Support Staff personalized 5 keys as part of the 20 keys and will be reviewing skills. Huddles are going well.

DISCOVERY – Cathy LaFournaise – staff was anxious at first and now are engaging. Have worked out issues with original CI sheets. Improving.

HAWTHORNE: Krystal – staff is getting engaged. Not fully understanding but getting there.

Concern of Huddle timing was addressed - Some (BVS/SM) felt they were being left out. To resolve the Day shift huddle was broken into two huddles – to include the “outing” discussion/planning. This increased dialog. Nancy meet with night shift will have at beginning at shift tonight.

MILTON: Jonathan – staff with initial negative temperament have been meeting and when they are providing meaningful input. House celebrated “Done” CI sheets. SEEING and experiencing the fact(s) that the progress is documented – engages more staff. CI Meeting Minutes are typed up and distributed thru out MILTON. Suggest ALRT member will take notes back to the house.

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

More BUYIN: –with the beginning of mini committees (menus – all 3 shifts) (crisis preparedness – doesn’t happen all the time and drift happens between each crisis – Developed in Huddle Review of crisis planning/points during Huddle –

CONSIDERING: Creation of a manual and having Drills)

Matt suggestion - determine if successful and then present for everyone.

DRAFT form/doc

How getting feedback to the house – for all levels

Jonathan – examples – house minutes – notes from ALRT

ACTION: Debbie – Add column to Tracking Sheet – REPOSE to ORIGINATOR

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

Review of New CI Sheets

- **#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.
 - **Concerns:** storage and transport of Confidential info. **ACTION:** Deborah Garland contacting Office of Information Security. **ACTION:** Debbie Aljets check OARS/DWSS Transmittals
 - **Transitional fix: ACTION:** Katrina Brink/Krystal will email/submit Client paperwork to end job and coordinate one time shredding at Warehauser.SP?
 - **Transitional fix: ACTION:** Portland Houses NIGHT SHIFT does their own shredding do not transport to Hawthorne.
 - **Long Term consideration:** CONSOLIDATING to one place and contact vendor to shred. Increase CONFIDENTIAL Shredding in Central Office > bring here to the locked bins. **ACTION:** ANNE know today if OK to combine in Central Office's Locked bins.

OPEN ISSUES / SHARING:

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.

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																					

MID POINT meeting: Wednesday, October 29, 2013 – Winema

NEXT ALRT Wednesday meeting: November 6th, 2013 (NO meeting October 30th) unanimous

Facilitator: Michelle Patton – Central Office

Adjourned: 1:30

REFERENCE HANDOUT – For Pilot Houses LDMS Evaluation / 30 Day Review – Worksite Roll-up.doc – Nancy Watkins

Attach & Post Minutes to SOCP Training Web Page

- CI Sheets #11 & 12 // Updated CI Tracking Sheet




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

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

Topic House - Person	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	✓	✓	Connie 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 Consistent Shift Starts (D)10/2/13 (2 ISSUES)	HOUSE		<ul style="list-style-type: none"> • Connie/Tina Discovery Staff discussion House Schedules • Jana Labor Management discussion (Program wide) 	CLOSED@ HOUSE		CLOSED	YES
#7 Omlid&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 Duct (H) Annual/Systematically for all		✓	<ul style="list-style-type: none"> • Michelle/Krystal coordination in progress 	In PROGRESS –Time to		CLOSED	YES

homes-10/2/13				implement			
#10 CI Sheet – (M): LAKE MILTON – 10/23/13		✓ 	● 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		✓ 	● 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 Blacktop	Discuss with Jana > upward recommendation			
#12 CI Sheet – (H): CONFIDENTIAL Paper Shredding 10/23/13		✓ 	● MULTIPLE actions in review before next meeting with short and long term fixes considered (see MINS). Office of Information Security consideration	Being RESEARCHED			

CI Sheet & LDMS ALRT process being established and refined:

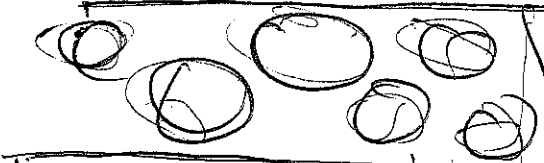
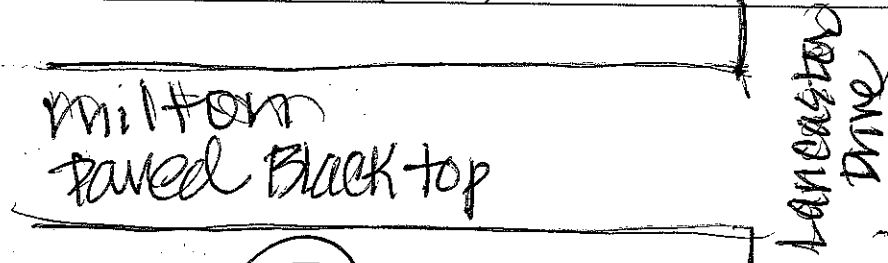
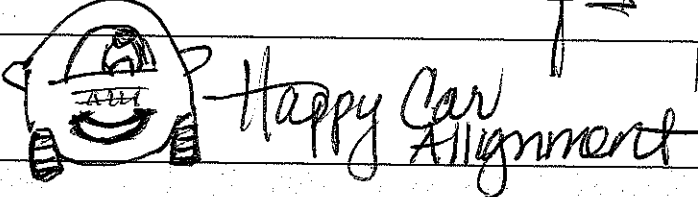
- 1. HOUSE (intact work unit) CI Sheets** – Require ALL Staff ALL shifts AGREEMENT to proceed
 - a. ALL Staff/Shifts agreement with signatures & date on Back of CI sheet > Resolve IN HOUSE > Agree to SUBMIT to ALRT Wed. Meeting
 - b. ALRT Meeting representative to inform ORIGINATOR of Progress and when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

- 2. ALRT 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.

Continuous Improvement Sheet

Date: 10.10.13 Item number: 6

Manager or supervisor	Area or process name	Person doing this sheet
Jonathan	Milton	Clara Harris
Problem description	Actions to be taken	Expected results/benefit
From Drive Way to Pavement. Road is Horrible. Bumpy, Alignment - Out	Put Gravel From W950 Milton to Pavement	State Cars wont need wheel Alignment as often.
Before improvement (draw picture)	After improvement (draw picture)	
 Holes in Road		
Outputs measured/to be measured to determine impact of changes:		
		
Actions		
Submitted to unit on date:	Submitted to: Date:	Submitted to: Date:
Resolved:	Resolved:	Resolved:
Referred on:	Referred on:	Referred on:
Resolution action:		

Bring up to ALERT. 10/11/13 swing handle.

Bring this up at meeting - move on this -

Dog shift handle okay 10/23/13



→ ALERT → Raise to the Next Level. 10/23/13

Continuous Improvement Sheet

Date: 10/18/13 Item number: 3

Manager or supervisor	Area or process name	Person doing this sheet
<u>KRISTAL L.</u>		<u>JANELLE B.</u>

Problem description	Actions to be taken	Expected results/benefit
<u>WERE ALL COMPOST CAN WAS BAGS OF CONFIDENTIAL PAPERS THAT NEED TO BE SHREDDED * SEE BACK</u>	<u>FIND A WAY TO GET THOSE SHREDDED</u>	<u>COMPOST CAN CAN BE USED FOR COMPOST (OUR ROTTING GARDEN)</u>

Before improvement (draw picture)	After improvement (draw picture)
	

Outputs measured/to be measured to determine impact of changes:

Actions



Submitted to unit on date: <u>10/23/10</u>	Submitted to:	Date:	Submitted to:	Date:
Resolved: <u>TO ALRT-</u>	Resolved:		Resolved:	
Referred on:	Referred on:		Referred on:	



Resolution action:



Things needed for Shredding.

* Short term solution

- Find a place to Shred

DAY   Why/reason _____

SWING   Why/reason _____

NOC   Why/reason _____

Date	Shift	Action or Notes	Person	Due Date
		• night shift has been shreds		
		> call contract company to pick up shred wherehauser		
		Call Call wherehauser	Katrina	
10/23	DAY	take to wherehauser	Matt	
10/23	DAY	Share at ALRT	Kristal / Nancy	10/23/13
		> noc to shred		
		> keep at own houses & shred		
		Deborah Gold OAR confidential w/ office of information security		
		> stop pick up		

> Katrina will send email re job stopping

> 1 x to wherehauser -
Anne confidential shred expand out of central office