

CCASSC Meeting
San Luis Obispo Office of Education
October 24, 2024

Present:

Reuban Addo	Ali Adebiyi	Tracey Belton	Yvonnia Brown
Sanja Bugay	Erlinda Casiano	Flor Mariana Castro	John Cecolli
Christina Chow	Roxanna Cruz	Devin Drake	Sydney Forga
Flor Marina Castro	David Foster	Richard Garcia	Vivian Garcia
Maria Gardner	Antoinette Gonzales	Heidi Hall	Kathy Harwell
Josh Hernandez	Christine Huber	Samuel Kaish	Amy Krueger
Cesilia Leon	Donna Lutz	Rebecca Maietto	Deborah Martinez
Francena Martinez	Christopher Narez	Kristine Maxwell	Dawn McLeish
Lito Morillo	Lupe Rubalcava	Miriam Ocampo-Arreola	
Cindy Uetz	Latosha Walden	Kelly Woodard	

1. Introductions

2. CCASSC Student Stipend Presentations:

Richard Garcia, MSW, PPSW, Student Stipend Recipient. Provided Presentation on Cultural Impacts on Traumatic Grief: An Exploratory Study on Machismo, Marianismo & Suicide Bereaved Latinx. Power point, and recording will be on the CCASSC site.

Flor Marina Castro, MSW – Echoes of the Valley: A Substance Use Disorder Needs Assessment in the Central Valley.

3. Human Services Staff as Disaster Service Workers – Rebecca Maietto, Cesi Leon, Dawn McLeish

Topics today taken from notes of meetings throughout the year. This topic is important because 63 disasters have occurred in California since 2020. Staff impacts discussed. Impacts include fatigue, disorientation, personal impacts, and secondary trauma. They received a large amount of money tied to a long-term event. Helpful to rotate for a break along with having a backup system. It is important to have 3-4 people trained. Sometimes the disaster worker can be impacted as well.

Mitigation Techniques. Planning is the key. Providing Training and Employee Assistance is important. Winter is coming! Make sure roles are assigned in advance. Leaders need to check in with staff. Prepare and understand the roles. It means a lot to interact, allowing venting. Some staff love disaster work and have gone to OES. Tulare discussed concerns with pulling child welfare staff.

Fresno had creek fire in 2020. Others have had smaller disasters. They are working on a disaster handbook. Coding sheets and forms presents a challenge. Fresno has a list of staff and their zip codes. They could reach out if their area is impacted. It also provided people from whom they can draw.

Madera county they had training 2-3 months ago. The training helped staff understand and volunteer. The list of staff and where they live has helped develop the response team.

Mariposa – Rebecca Maietto the county understands who lives in which areas. People are spread out. Mariposa brings in contracted counselors to help their staff. Mariposa, disaster statistics discussed. Their county has a great relationship with the Red Cross. They put disaster packets together. They mostly use the registration form. Discussion of what happens when a disaster is not declared. Mariposa has experienced this, and they fill out 214 forms. Give forms to HR who keeps them. The process takes time. Mariposa, they understand who lives in which area, so people are spread out.

Merced - John Cecolli the County is now having staff sign that they are disaster service workers yearly. Merced had to work on their staff assuming the disaster worker role. Many staff members were impacted as well. Flood victims are not usually their clientele. Disasters create fatigue among staff. They are not used to wearing this hat.

Kern said they had a large fire this year that took out a small town. The Red Cross was a good partner. The residents were angry, mad at the firefighters. One resident was angry and frightened of staff.

San Joaquin, Dawn McLeish, they sent binders home with staff. They also have a copy at the office and in digital format. Their county has used eligibility workers as disaster workers. Having the forms together helps. Assigning people in advance was helpful.

Stanislaus, staff got trained through red cross. The Red Cross Provides Shelter Worker Training. This training has been helpful to staff.

4. Recruitment/Retention Strategies.

Fresno – technology discussed. Spot hire process tried. Feedback candidates did not like this approach. They preferred in person vs. spark hire. Fresno has 1,000 EW positions. Looking at MQs, by revising they can get more EWs. Their focus includes looking at experience and career paths. They have suffered high vacancies. Now I am looking at OA lead worker. They created a staff advisory committee. They produced management connection strategies. All staff meeting in person and Teams. Board approved step 6. County is putting in more toward health insurance. Used a Great Place to Work Survey. They established Management exchange meeting, shared learning, and a staff advisory committee.

Mariposa staff in eligibility got a nice raise. Did research on comparative positions, staff went to union. Burnout was an issue. They are not fully staffed. The increase helped with recruitment.

Merced County – Initial compensation trying to bring in at a higher tier for Eligibility staff. Not known if this will help with retention. Transitioned to Task based on CalFresh and CalWORKs programs. They have added Clerical support which they did not have previously. Moved to OA III positions through attrition. The current vacancy rate is 13 % vs. 20 percent. Their county has a high number of LOAs. They have five steps in their range.

Kings County – Chris Narez Virtual reality is not only for training, but it can also be used for recruitment and retention. Virtual Reality is used in training applications, allows for standardization of visualization, and provides training in a safe environment. Benefits turnover, training time, improved observation, reduction in training resource costs. They have used this in training in Kings. When recruiting they show a VR on what an eligibility worker does. Virtual Reality can be used in training applications; allows for standardization of visualization and alternate reality; provide training in a safe place. Other benefits include reduction in turnover, less stress in an immersive environment; reduced training time; experienced worker report improved observation, inquiry, and interpretation. Reduced training costs. Kings County has a video that they use in the interview process for new recruits.

Kern has a realistic VR job overview. Suggest simulation, on “what a good eligibility worker” looks like.

San Benito – discussed salary issues tied to recruitment. At one point they had over 30 percent vacancy rate. Raised salaries in the Eligibility realm. They went from 24 vacancies to 6. They believe the raises helped. They have a contract with Solutions West.

5. Morale & Wellness

Kern – Cindy Uetz discussed work life balance, employer cares, leads to retention. Supervisors are very important. If they are engaged, they are part of team. They initiated a Blue Zone project. Designed to create a culture of wellness. Workplace more inviting, they want to be there. Increasing their engagement so they want to stay. Blue Zones are areas reaching 100 years of age. Healthy eating. In Bakerfield, they have lots of unhealthy factors. Working with departments to get them engaged. Move around. What is my purpose. How do I contribute to the good of the agency. Stop eating when 80% full. Eat plant based. Socialize. Feeling attached. Take care of your family. Financial Wellbeing. Do people have a connection.

Kern – Social Services department did a health check. Over half liked what they do. See the Blue Zone PowerPoint. The Department was approved as a blue zone organization. Doing a lot of their activities. They have created Blue Zone Door Dash with healthier foods. Walking is encouraged. Nice break rooms were created. Updated outdoor spaces. Offered cooking classes. Blue Zone did classes on healthy eating. They held a financial workshop, mental health workshop and EAP workshop. Volunteer opportunities being presented. Under the desk pedals have been approved. Salad potluck day. Created a walking map. Blood pressure monitor at stations; water fountains with filtered water. Bike racks. Commitment to organizing employee social gatherings. They held a huge resource fair for their employees. Blue Zone provides some incentive goodies, the swag the prizes. Adventist health sponsors blue zone.

Merced - Heidi Hall their county has a pep squad. They do fundraisers, send a cake pop to an employee. Main objectives to create positive morale. They had a picnic with families. Also have a dinner dance. Their county has a committee across programs, they have events, Team HSA. They have a canteen at agency; they get a portion of the canteen revenues for their activities. Way to Glow is another campaign. Quarterly service celebrations occur. Merced county wide activities, walking challenges, ugly sweaters, wellness revolution. Newsletter. Merced is refreshing their breakroom. Passed around miniature ducks at meeting, these are passed out anonymously at the agency. Rock Art was shared. They have Karaoke on Tuesday. UC Davis trainings to encourage career growth. Heidi Hall celebration lunches.

6. AI and How it Can Work in the Human Services Field – Joshua Hernandez

Fresno is a Task based county. They use a Gen AI Tool. Discussed before and after GEN AI. Did time and motions for 5-10 minutes. With use of AI Tool, shorten the time and summarize the call. Tool does not take work from staff. Journal entry review by staff. Video shown. The system only in English currently. No system flaws with implementation. Fresno changed from Client to Customer. How they launched included messaging, training, phased in implementation approach, implementation approach. Post implementation and lessons.

CCASSC
October 25, 2024
Sea Venture
100 Ocean View Avenue
Pismo California

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David Foster
Sam Kasich
Francena Martinez

1. Round Table Discussion Directors

Those present discussed changing meeting times to start earlier and leave earlier. The next meeting, the start time will be 9 AM and the meeting will adjourn about 3:00 PM.

Next Self Sufficiency wants more call center management. Reduction in employment services. Linkages. Leverage Cal Aim. Why linkages are important?

Action: Kelly will discuss with Chairs

Child Welfare

CANNS implementation on the agenda – are county staff using Behavior Health Staff? Are they entering CWS. Any intersect IFC? How many counties are implementing? What are their strategies?

Action: Kelly will discuss with Chairs for December 2024 meeting.

Wrap around Services. Requested a presentation on December 12, 2024, meeting. How are non CWS children handled? What about after-care services? How does QI intersect. Are they connecting wrap to Aftercare services. Christine Huber will discuss with Jeff Davis and ask him to do a presentation.

Family finding, FFPSA block funding. How do counties using this? Realignment is going down. Send to Fiscal and child welfare. Ask Fiscal to present in February.

Action: Kelly will discuss with Chairs for December 12, 2024, Child Welfare and February 27, 2025, Fiscal Focus meeting.

Mariposa, program integrity. They are trying to find out what others are doing. Fraud internal external. Some fund the District Attorney; they have an internal program integrity as well. Mariposa, staff resources, is an issue. San Benito has had a couple of models. Contracting is a concern; some felt better internally. Stanislaus handles it internally.

San Joaquin has a one point of contract.

2. Managed Care Mou – Group

San Benito is making progress. Working with five counties. They will be meeting with the provider. Stanislaus has chosen two ECM providers. Fresno is doing meet and greets. They want them to refer to ECM. Engaged with my entire family. Some are experiencing the providers wanting the MOUS to be broad. Some counties do not have a Kaiser. Possible language of working only with providers the county has approved. Still a lot of unknowns. Discussion of making IHSS/APS more generic. IHSS concern putting more responsibility of case coordination. No ability to take on. Child Welfare and Meds automatically switching to fee for service.

Action: Agendize for December 13, 2024

3. Rates Changes – carry over from last month. The group discussed and asked the group to share their agreements. Send to Kelly Woodard.

4. FFA are sub recipients and subject to monitoring. The state does not require insurance. Discussion of implementing financial monitoring.

5. Special Project

Discussion of use of reserve funds for special convening/projects. Previous topics included Race Equity and Inclusion and Cal Aim. It was agreed an email survey would be sent out asking the CCASSC members what topic their priority is. Several topics were discussed, to include working with parents of children/babies substantial injuries:

engagements of teen youth and Dr. Anita Barbee, recruitment/retention, and Fiscal management. The survey results will be discussed again on December 13, 2024

6. Space for Thursday's meeting. The group discussed options for moving the Thursday CCASSC meeting closer to the Hotel. The group discussed and agreed to start the Thursday meeting at 9:00 am and end around 3:00 pm. It was agreed that options for meeting space closer to the Hotel would be explored and discussed on December 13, 2024.
7. Statewide Judges Dinner
Donna Lutz discussed the Statewide Judge meeting
8. RTA/TSU Strategic Plan – Donna Lutz
The plan was sent out to this group. Academies are coming together. CALWise is a possible name. Have we felt the impact of not Having CalSWEC? Discussion of VR for training. We have embodied lab. Allyson Book is now coordinating MSW programs. Getting feedback 4e preparation. Currently looking at workforce Development. Evaluating common core.
9. Discussion of CCASSC Specific Materials
The group discussed ordering binders/mugs with the CCASSC label on it. Kelly Woodard will explore options.

Meeting Adjourned. Next meeting:
December 12 & 13 - Pismo