

Task Force on Strengthening the Child Welfare Workforce for Children and Families
 Department of Children and Family Services
 100 W. Randolph St. Room 275
 Chicago, IL

and

406 E. Monroe, 7th Floor Conference Room
 Springfield, IL

February 6, 2020 – 9:15a.m.-10:15-a.m.
MINUTES

MEMBERS PRESENT (in person)	MEMBERS PRESENT (via phone)	MEMBERS ABSENT
Dana Stoerger (for Sen. Julie Morrison)	Rep. Mike Marron	Rep. Steven Reick
Sen. Steve McClure		Jan Stepto-Millett
Sen. Robert Peters		Rep. Karina Villa
Rep. Mary Edly-Allen		Rep. Craig Wilcox
Royce Kirkpatrick		
Paola Baldo		
Anne Irving		
Betsy Goulet		
Mark Stutrud		
Deb McCarrel		

I. Welcome and Call to Order

The meeting was called to order at 9:48 due to inclement weather and need for a quorum of participants.

II. Review and Approval of Minutes

The December 12, 2019 minutes were approved.

III. Data Collection and Analysis Update

Dr. Tamara Fuller from the Child and Family Research Center reviewed the draft data collection methodology. There are three components: a policy and literature review, a survey of child welfare employers and a detailed time log analysis.

The policy and literature review are detailed in the draft document; the process is standard.

The survey of employers is detailed mostly in statute; the topics are covered and specific questions are included. CFRC would just need contacts to send the survey to.

The time log analysis requires the most input from the task force. According to statute, this analysis is intended to determine how much time is available to complete each task and how much time is actually spent on each task according to statute.

There are two research questions to address:

- How much time is spent on tasks throughout the day?
- What tasks are duplicative in nature?

Illinois Collaboration on Youth (ICOY) confirmed that this was the intent of the legislation. Advocates wanted to determine how much of the work is paperwork that might be overburdening or contributing to turnover, and what the sector can work to make more efficient. There was also interest in exploring instances where someone may be covering for multiple people because of the workforce crisis and as a result, doing duplicative work.

CFRC investigated other states and counties who have done time studies and determined that there are two methodologies that could be used.

- Detailed time log/report of daily activities
 - Sample of workers who report on what they did in 15 min increments.
 - Can be labor intensive to train workers to do this.
 - Need to come up with possible daily tasks to choose from to report on first. Need a sense of what the universe of possible activities is – from that list, staff select what they do in increments.
- Random Moment Time Study (RMTS)
 - Staff report at random moments throughout the day – what they are doing at that moment
 - Once enough data is collected over a long enough period, the study will result in ranges/percentages spent on certain activities depending on what's reported at that moment.
 - There is a process in place now for Title IV-E requirements, but it does not capture everything in this statute.
 - Methodology has been in use for a long time, workers are familiar with it.

Neither method can get at the duplicative nature of tasks but focus groups can help gather this information.

We would need to combine the info from the time log analysis with conversations with staff or add another layer to get a true understanding – with just a time log analysis, we will just find out how much time staff are spending on certain tasks.

Mark Stutrud reported that workers leave because the qualitative experience of the job is not working for them, some days are awful and they leave because they can't do this work. There is also a difference between the safety work that's necessary in child welfare and the generative work that leads to permanence. Social workers love the generative part, working with everyone to bring about change within structures.

Paola Baldo requested that any surveys or questions to staff include protective factors in the variables along with negative variables (like level of stress, etc).

Paola also asked how many researchers would be assigned at CFRC to work on this. Dr. Fuller replied that it depends, but CFRC has around 25 employees.

Rep. Edly-Allen stated that a time log analysis seems redundant, and that the RMTS plus exit interview and other qualitative data would be best.

The DCFS Office of Learning and Professional Development (OLPD) reported that they have a list of tasks for competencies, as well as information that's been collected from the Child Welfare Advisory Committee (CWAC) Immersion Site subcommittee on process change recommendations. They can share this with CFRC and the group.

Deb McCarrel suggested that workers be engaged in identifying tasks, as it may help alleviate fears about participating in the process.

Royce Kirkpatrick requested that if the group is moving toward selecting the RMTS, to let the Department finance team know what expectations would be.

Dr. Fuller described that the RMTS will provide a breakdown of percentages of time spent on certain tasks. Descriptive info on how much of a worker's time is spent on each task is developed in the first step of the process, but the categories could be collapsed. For example, there may be 163 activities in one list – results will include percentages on safety assessments, different kind of assessments. We can collapse that into "paperwork/documentation" so you can get a different breakdown. RMTS won't provide the qualitative information mentioned throughout the meeting, so focus groups will be needed.

Paola asked if the task force could review survey protocols; Dr. Fuller said yes.

A motion was made to select the following data collection methods:

- 1) Random moment time study
- 2) Focus groups
- 3) Exit interview data

The motion passed.

IV. Review of Rate Models

This agenda item was tabled due to time constraints.

V. Schedule of Future Meetings

The group discussed the schedule of meetings going forward and decided that meetings would be held on the first Wednesday of the month. Location will be the Capitol on session days, with a video conference option. Meetings may be cancelled if there are no agenda items to discuss.

VIII. Public Comment

None

IX. Adjournment

The meeting was adjourned at 11:12a.m.