

**Task Force on Strengthening the Child Welfare Workforce for Children and Families**

**Springfield**  
 7<sup>th</sup> Floor Conference Room  
 406 E. Monroe St.  
 Springfield, IL

**Chicago**  
 Conference Room 275  
 100 W. Randolph St.  
 Chicago, IL

**Date: December 12, 2019**  
**Time: 1:00p.m.**  
**MINUTES**

<b>MEMBERS PRESENT (in person)</b>	<b>MEMBERS PRESENT (via phone)</b>	<b>MEMBERS ABSENT</b>
Sen. Robert Peters	Sen. Julie Morrison	Sen. Steve McClure
Anne Irving	Sen. Craig Wilcox	Rep. Karina Villa
Royce Kirkpatrick	Rep. Steven Reick	Rep. Mike Marron
Betsy Goulet	Rep. Mary Edly Allen	Lisa Jones
		Paola Baldo

- I. Welcome and Call to Order**  
 The meeting was called to order.
  
- II. Review and Approval of Minutes**  
 The minutes from the October 29, 2019 were reviewed and approved. No amendments were needed.
  
- III. Scope of Time Log Analysis**  
 The legislation that created the task force requires that a detailed time log analysis be completed. The task force needed to define what types of staff to include in the sample for time log - intact, placement, licensing, etc. all fall into categories in the legislation, though it may not have been the original intent to include all of them.  
  
 Deb McCarrel with ICOY stated that the intent was for investigations staff (DCP) and foster care workers to be included for sure, but that she did not remember licensing being a part of the discussion.  
  
 Rep. Edly Allen stated she supported concentrating on DCP and foster care.  
  
 Royce Kirkpatrick supported not including licensing but asked about intact workers.

Deb stated that the intent was to include intact, foster care and DCP workers.

Sen. Morrison agreed that the focus should be on the front end, not licensing workers but wanted to ensure the group is looking at bigger picture. It was clarified that the time log analysis is just one piece of a system-wide analysis. Sen. Morrison asked Tamara Fuller from University of Illinois Child and Family Research Center (CFRC) if the task force will be able to see what was gleaned/the raw information when the time log analysis is complete. Dr. Fuller reported that the time log will be some sort of online portal, but it can be very detailed, up to 15 minute increments throughout the day, then that data can be analyzed to see what percentage of time staff are doing paperwork, transportation etc., broken down into categories. She stated there is no reason for the task force not to see it, but is not sure how helpful the raw data would be.

Rep. Reick expressed that he would not want the info prepared to CFRC going to DCFS first due to concerns of the agency protecting its self-interest. Royce reported that that anything where information is going from CFRC to the task force, it does not need to come to DCFS staff first. Rep Reick agreed that was okay.

Sen. Wilcox reported that when he experienced work studies in the military, when someone is observing and workers know they are being observed, there is a tendency for a skewed result. He suggested including cameras in offices for independent assessment, stating that reliability is suspect unless there is an ability to verify small portion.

Dr. Fuller stated that the analysis reliant on self-report; staff are reporting on what they've done throughout the day.

Anne Irving pointed out that the work the task force is addressing – child protection investigators, for example, are interviewing families and collaterals. She stated that a camera in the office may not do much to help with what workers are doing since they are often in the field.

Deb McCarrel stated that the background behind the analysis was that ICOY heard workers complaining about the burden of paperwork. She stated that rules contain things that the workforce doesn't do because of constraints, which then creates contractual issues. She said the time study is one thing, but it will not get to what staff are doing vs. what they should've been doing.

Rep. Reick said that depending on the sample size, it would be possible to do a margin of error assessment, because it is critical if staff are not doing what is in procedures. He stated that the task force should be able to take data about what staff are actually doing, apply that against the template of procedures in place, and find out where staff are complying or not complying, or where there are bottlenecks.

Anne Irving suggested that the group focus on the scope of time log analysis, not the issue of what staff should be doing.

Deb McCarrel clarified that the time log analysis is not meant to be a performance study or a “gotcha” for staff.

Sen. Wilcox reiterated the desire to have cameras on a couple of individuals to see how accurate the time taken for tasks is.

Betsy Goulet asked if there can be timestamps, for example time of logon/logoff that could be used to verify when workers are using SACWIS. This will be followed up on with DoIT.

Rep. Edly Allen stated that there are two things, performance and procedure. She stated that the task force needs to identify procedures and what they are before it can get to performance. She said that staff may be doing repetitive or cumbersome tasks. She said the task force should get to procedure first, and then look at production.

Rep. Reick clarified that he was speaking about compliance not performance, as it relates to regulations/procedures. If the analysis determines the majority of staff are using shortcuts, it will find procedures out of place and determine the redundancy. He stated he was not talking about performance, but the desire to get rid of things not truly needed if people aren't doing them anyway.

Royce Kirkpatrick talked about Random Moment Sampling (RMS) and how they are designed to know what someone is doing at any given time, then be put together. He inquired if this is the same or if it will have more capability.

Dr. Fuller stated that the two are similar, but this analysis will be just another methodology. It will be able to tell how much is spent engaging families, filling out forms, typing case notes. They will need to come up with list of possible activities and collect data on how much time is spent doing each of those activities.

Royce noted that once there is some quantitative data, there would need to be follow up with a second step to figure out the efficiencies. The efficiency wouldn't be addressed in the actual time log analysis, there would be follow up.

Dr. Fuller said that makes sense. The group would use the data from time log study to raise additional questions to get answered through additional means.

Rep. Edly Allen asked how long will it take for the time log study to be designed and complete. Dr. Fuller reported that it is a big undertaking because they have to map activities, and that it will probably take up until the draft is due in October. The sample size can be random.

Sen. Morrison stated that maybe if employees were made aware that it will benefit them at the end of the day they will be more likely to complete it.

Anne Irving said she understood the sample would need to be random geographically, because of the difference in time spent traveling in certain regions, among other factors, and asked how would data be collected?

Dr. Fuller said she was not sure at this time. Anne suggested that workers from each program have input into this to figure out how to make it as easy as possible to participate. Dr. Fuller agreed.

Deb McCarrel asked if there is a more logical way to do this than a time log analysis.

Dr. Fuller said that there can be focus groups, but they are not likely as accurate as having a report throughout the day. She said the time log is the most accurate way to get data but it is intense and time consuming to get and provide.

Deb McCarrel asked if the task force can pick teams around the state and choose certain groups.

Royce Kirkpatrick stated the group can talk about what confidence level we want, and then get numbers for the private and public sector. To get an entire team may be too time intensive, but the task force can talk with people doing Operations for that input.

Sen. Peters suggested that if the work is spread out, the group will get the best results. He gave the example of a tech company, where different departments report back on what they are doing; even though it might be over a shorter period, you can get data back. He stated the importance of not getting bogged down in details, which can get away from what the group is looking for. He noted that there is a lot of pressure to do perfection with DCFS, and stated whatever the task force does, it should not let the perfect be the enemy of the good.

Royce Kirkpatrick stated that there is trust in the input of the university because they are experts on statistics, etc.

Anne Irving stated that to some degree, data will have to be regionalized because of bigger travel spaces etc. and reported out that way. Dr. Fuller agreed that the data could be broken down that way – regional, sub-regional, whatever is most logical.

In closing, it was summarized that the time log analysis should include DCP, foster care and intact staff. Sen. Peters made a motion to accept this; Betsy Goulet seconded the motion. The motion passed.

**IV. Schedule of Future Meetings**

The option was discussed to have the next meeting the first vs. the second week of session (the last week of January or first week of February). Most workgroup members reported a preference for February. The schedule is forthcoming.

**VIII. Public Comment**

There were no additional public comments.

**IX. Adjournment**

The meeting was adjourned at 1:59p.m.