

**LANCASTER COUNTY CHILDREN AND YOUTH AGENCY
CITIZENS' ADVISORY COMMITTEE
MINUTES**

May 15, 2023

Board Members Present: D'Arcy Crocker, Cathy Ginder, Kurt Miller, Phil Berkheiser, Angela Keen, Patience Buckwalter, Stacey Spangenburg, Carrie Bair, and commissioner Trescot

Staff Present: Crystal Natan, Executive Director, Robin Boyer, Intake Director, Betsy Frame, Permanency Director, Kelley Zipp, Family Support Director, and Lindsey Brenna, Executive Secretary

Community Present: None

Excused: Brian Klugh, Angela Eichelberger, Meredith Dahl, and Crystal Martin

Call to Order: Board Chair D'Arcy Crocker called the meeting to order at 8:04 A.M. The meeting was held through Lifesize, a virtual link and in person.

Approval of Board Minutes: Phil motioned to approve the February 2023 minutes; Stacey seconded.

Old Business: None

New Business:

Annual Voting for the Chair and Vice-Chair occurred. The following were selected.

Angela Keen Chair

Kurt Miller Vice Chair

Director's Report:

- Crystal Natan discussed staffing as per her director's report.
- The Agency recently received approval for 6 -Case Aide positions.
 - These positions were created by converting several casework positions.
 - Case aide qualifications are less than a caseworker.
 - The position will be assisting caseworkers with tasks such as: transporting children/families, delivering food orders, monitoring parent child visits.
 - Each direct service department will have two case aides.
 - Case Aides will participate in part of the state required Foundations training to obtain a basic understanding of child welfare services.
 - Case aides will not be permitted to do safety assessments and meet tags.
- Angela Keen suggested we reach HACC and human services students.
- 6 or 7 caseworkers scheduled to start over the next few weeks.
- There are few open supervisor positions.
 - Kelsey Frain was recently promoted to fill one of the vacancies.
- Several employees recently graduated with their MSW.

- They took advantage of the CWEL program offered through by the state to county child welfare staff.
 - Staff that utilize the CWEL program have a commitment to the county and child welfare; they must maintain employment with the county for 18-24 months post-graduation.
 - There was a discussion about the need for some incentive (financial) for staff that obtain their advanced degree.

- A discussion occurred about promotion of staff positivity.
 - Crystal talked about the smile seekers program, and how they offer fun little treats for staff. This gives the staff a chance to socialize.
 - Crystal and Robin Boyer discussed the staff retreat that is held in September. This is a training day and breakfast, lunch and lots of snacks are included. It also allows staff to be out of the office. Team games are held over the lunch break and there are donated prizes for staff to win.
 - Staff will be recognized in June for Child welfare professional appreciation week. The Board of Commissioners will be signing a proclamation the week of June 7, 2023.
 - Board members asked if there is a way for advisory board can help to recognize the staff.

- Angela Keen asked if anything has been happening at the state level looking at alternative practices, best practices? Are they providing support to counties to help with these staffing/ caseload issues?
- Crystal responded that she believes there is discussion at the state level. The department of human services has a lot of new people, and they are meeting with all the different entities who are struggling. Crystal explained we are still working on this at the county level until we hear something from the state.

- Crystal Natan discussed the complex youth needs and finding placement settings.
 - The state is commencing a multi-system workgroup to review the issue, identify the challenges and make recommendations.

- The Agency does have continued struggles with retaining caseworker staff.
 - Some of the issue is related to the paperwork/documentation requirements.
 - The CAPS database system is complicated and not easy to initially.
 - We are considering Rocket Book that would help staff with taking notes and scanning them. Rocket Book is like an erasable notebook.

D'Arcy Crocker motioned for adjournment, Stacy motioned, Angela seconded.

Upcoming Events: None

Announcements: None

Public Comment: None

The meeting was adjourned at 9:24A.M.

NEXT MEETING: August 21 ,2023
8:00-9:30 a.m.
via TEAMS and In Person
Join the meeting: <https://call.lifesizecloud.com/6014008>

Respectfully submitted,

Lindsey Brenna