

# Enhancing Delivery of Services Steering Committee Information & Process Guide

Summer, 2022

Convened by NEW MEXICO CHILDREN, YOUTH AND FAMILIES DEPARTMENT & CASEY FAMILY PROGRAMS

TEAM LEAD CONTACT INFORMATION			
Carl Ayers Sr. Director Strategic Consulting Casey Family Programs (276) 237-4779 <a href="mailto:cayers@casey.org">cayers@casey.org</a>	Barbara J. Vigil Cabinet Secretary CYFD 505-827-7602 <a href="mailto:barbara.vigil@state.nm.us">barbara.vigil@state.nm.us</a>	Beth Gillia Deputy Cabinet Secretary CYFD 505-231-6203 <a href="mailto:beth.gillia@state.nm.us">beth.gillia@state.nm.us</a>	Eli Fresquez Director, Office of Children's Rights CYFD 505-269-9626 <a href="mailto:eli.fresquez@state.nm.us">eli.fresquez@state.nm.us</a>

## WELCOME

Thank you for volunteering to provide your expertise, experience, and time to serve on the CYFD Enhancing Delivery of Services Steering Committee.

## MISSION

The mission of the Steering Committee will be to identify and recommend ways in which we as the Department can more effectively provide services to our clients.

As previously stated in our May 27, 2022, letter we want to find the most efficacious means of responding to concerns our clients have raised, without bogging down our ability to serve them in an unnecessarily cumbersome layer of bureaucracy or inefficient diversion of resources.

## PURPOSE

The purpose of the Steering Committee shall be as follows:

- Review CYFD's internal processes, procedures, and practices for responding to communications and complaints.
- Ensure that appropriate communications are taking place to keep the Steering Committee fully apprised of any workgroup activities.
- Establish workgroups as needed to complete the Steering Committee's efforts within the established timeframe.
- Explore potential solutions used in other jurisdictions, states, and territories.
- Make recommendations for CYFD to better respond to communications and complaints.

## OVERVIEW

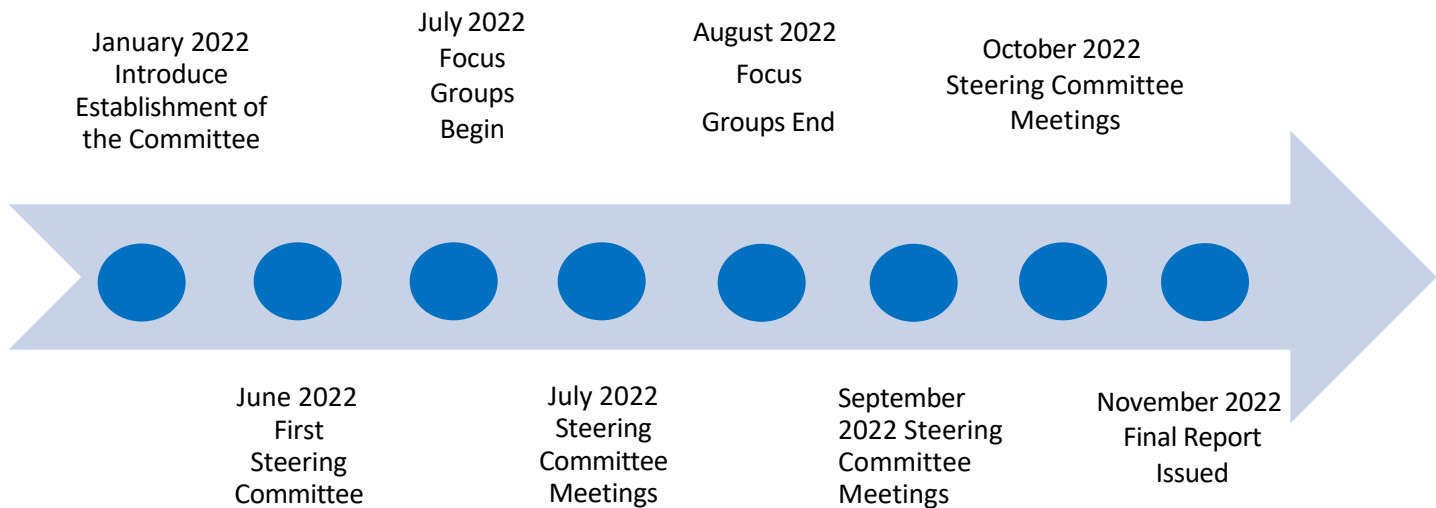
The development of recommendations to CYFD is a four-step process:

- **First phase:** Establish the Steering Committee, agree on agendas and purpose, and establish workgroups as needed.
- **Second phase:** Conduct six statewide focus groups, facilitated by Case Family Programs to inform the Steering Committee or any decided upon workgroups about how CYFD's processes, procedures, and practices are experienced by our constituents.
- **Third phase:** Synthesize focus groups' input with research and information garnered throughout the Steering Committee process.

- **Fourth phase:** Draft and finalize a report to the CYFD Secretary with recommendations for enhancing the monitoring of the delivery of its services and programs and responsiveness to constituent concerns.

**TIMEFRAME**

The Steering Committee meetings are intended to develop a report, ultimately finalized to include public comment, that will inform CYFD enhancements to the monitoring of its services.



**STEERING COMMITTEE REPORT AND INFORMATION SHARING**

KEY CONCEPTS	
<b>INTENDED AUDIENCE FOR THE FINAL REPORT</b>	CYFD
<b>CONTENTS OF REPORT</b>	Recommendations to CYFD on identified solutions for improving the processes and procedures for and delivery of service and the handling of constituent communications and complaints
<b>INFORMATION TO BE POSTED ON CYFD.ORG</b>	<ul style="list-style-type: none"> <li>• List of Steering Committee members</li> <li>• Meeting agendas, notes, and attendance records from Steering Committee meetings</li> <li>• Materials shared during Steering Committee meetings</li> <li>• Final recommendations to CYFD</li> </ul>
	<ul style="list-style-type: none"> <li>• Other documents Steering Committee members identify as appropriate to post</li> </ul>

**OTHER INFORMATION TO BE SOLICITED**

- Focus Group information

**MEETING AND TOPICS FOR DISCUSSION**

The meeting topics, dates, and locations are listed below. All are tentative.

In-Person Location for Steering Committee members:

**PERA Building** N-505/507 Conference Room 5th floor PERA Building, 1120 Paseo de Peralta, Santa Fe, NM

**Zoom:**

To be provided at least a day in advance to the public and Committee members

Meeting Date/Time	Proposed Topic(s)	Focus Group Topic	Topic leads
June 29 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Kick-Off meeting to meet members, welcome by Secretary Vigil, explanation of communication and discourse, presentation, and review of the Steering Committee Information & Process Guide, agree on the schedule and focus groups	N/A	Carl Ayers
July 13 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Discussion of CYFD's policies, procedures, and practices for addressing grievances and complaints (including Office of Children's Rights, Employee Relations Bureau, Constituent Affairs), other NM agency approaches	N/A	Eli Fresquez, Kaitlyn Eichers, Edward McCorkindale
July 27 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Formation of retaliation working group, discussion on community outreach, focus groups, and information session	N/A	Carl Ayers
August 10 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Substitute Care Advisory Council, Input and Recommendations by the Steering Committee	Courts and CCIC, Schools Advocates, and Community Supports	TBD

August 17 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m. <b>TENTATIVE</b>	Special Information Session: Kevin S. Report, House Joint Memorial Task Force, Collaborative Safety Review, LFC Memos and State's Response	N/A	
August 24 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Input and Recommendations by the Steering Committee	Resource Families, Adoptions, and Guardianships and Parents Voices	TBD
September 7 <sup>th</sup> In-Person Zoom 10:00-12:00 p.m.	Input and Recommendations by the Steering Committee	Parents' Voices and Youth with Lived Experience and Multi-disciplinary Team Advocacy Center	TBD
September 21 <sup>st</sup> In-Person Zoom 10:00-12:00 p.m.	Input and Recommendations by the Steering Committee	Native Families Children and CYFD Workers	TBD
October 5 <sup>th</sup> 10:00 -12:00pm	Meeting with Steering Committee. Agenda: a. Technical information presentations requested b. Initial survey results c. Review Recommendations, Page 4 d. Discussion of recommendations that require more clarification or specificity	N/A	TBD
October 17, In-person meeting (CYFD, Santa Fe) 10:00 – 4:00pm	Finalize recommendations	N/A	TBD

<b>Meeting Date/Time</b>	<b>Case Family Programs - Focus Group</b>
August 1 <sup>st</sup> Zoom 11:00–12:30 p.m.	CYFD Workers
August 2 <sup>nd</sup> Zoom 11:00– 12:30 p.m.	Courts and CCIC

August 2 <sup>nd</sup> Zoom 2:00– 3:30 p.m.	Schools, Advocates, and Community Supports
August 2 Zoom 6:00– 7:30 p.m.	Resource Families, Adoptions, and Guardianships
August 3 <sup>rd</sup> Zoom 6:00– 7:30 p.m.	Parents’ Voices
August 10 <sup>th</sup> Zoom 6:00– 7:30 p.m.	Youth with Lived Experience
August 12 <sup>th</sup> Zoom 8:30– 10:00 a.m.	Multi-disciplinary Team/Children Advocacy Center
August 15 <sup>th</sup> Zoom 6:00–7:30 p.m.	Native Families and Children
August 16 <sup>th</sup> Zoom 6:00–7:30 p.m.	CYFD Workers

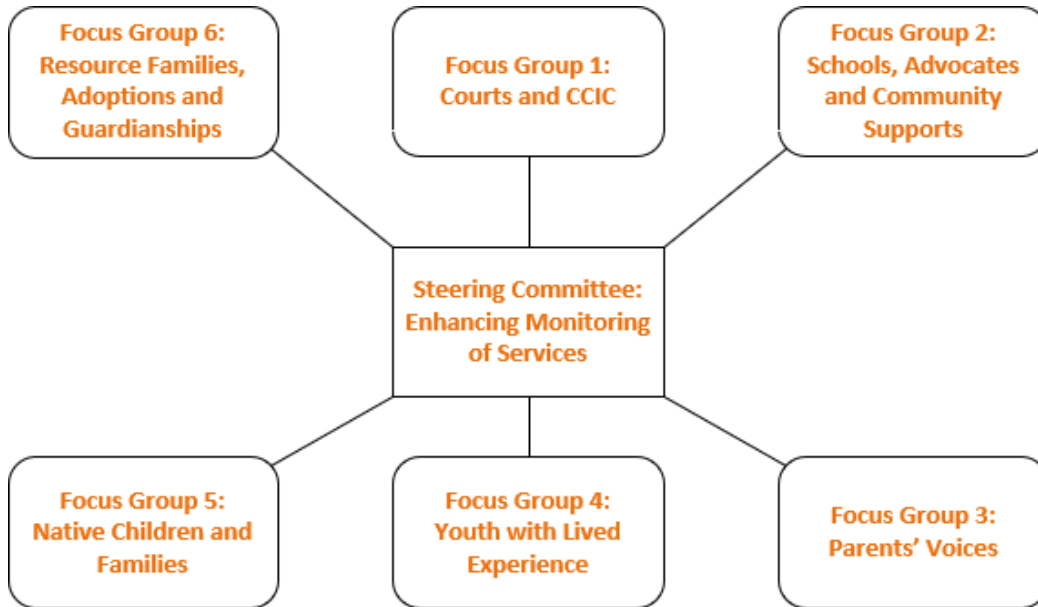
## MEETING PROCESS

- a. Discussion of Topics: The goal of each meeting is to discuss various topics with Steering Committee Members.
- b. Topic Leads: One or more of the Steering Committee members will be asked to serve as the “topic lead” to present on individual topics listed in the meeting schedule. The topic lead(s) may form smaller work groups that meet between Steering Committee meetings. The work groups may rely upon non-Steering Committee members for additional technical expertise related to specific topics.
- c. Attendance: To the maximum extent practical, Steering Committee members are expected to participate in all scheduled meetings. Sending a designee from your organization when you are unable to attend is discouraged but allowed when necessary to ensure the continuity of this process.
- d. Rules of Discourse: The Steering Committee agrees to rules of discourse, conduct, and communication during the duration of the Steering Committee\*
  1. Wait to be recognized by the moderator before speaking.
  2. Don’t interrupt or talk over someone else who is speaking.
  3. Listen for content in the statements of others, even if you disagree.
  4. Don’t engage in side conversations that distract from the speaker who has the floor.
  5. Don’t assume that you know what someone else means. Ask questions that help you understand perspectives different from your own.
  6. Follow the direction of the discussion. Don’t repeat what has already been said.
  7. Relate your comments to those of previous speakers.
  8. Don’t get personal. No demeaning or inappropriate comments, facial expressions, or gestures.
  9. Differentiate between facts and opinions. Both are valid when expressed appropriately.
  10. Listen more than you speak.
  11. Keep your eye on the systemic issues, not individual cases.

\*Taken from the Federal Administrative Office of the U.S. Courts Rules of Discourse

**PROPOSED FOCUS GROUPS**

There will be six focus group meetings held over the next three months. The focus groups will be open to the public. Dates and locations for these public meetings have not been set but may take place in June, July, and August of this year.



Note: The Steering Committee has recommended that two additional Focus Groups be added: “Multi-disciplinary Team/Children Advocacy Center” and “CYFD Workers.”

**MEMBERSHIP**

Steering Committee members were invited by the Secretary of CYFD. The Steering Committee includes tribal partners, youth and families with lived expertise, resource parents, providers, advocates, and executive, judicial and legislative representatives.

The following is a list of members with contact information. The list is provided for ease of communication between members only.

	Name	Affiliation	email
1	Shelly Bucher	Director of the Substitute Care Advisory Counsel	shelly.bucher@state.nm.us
2	Linda Lopez	Senator	linda.lopez@nmlegis.gov
3	Candie Sweetser	Representative	candie.sweetser@nmlegis.gov



<b>4</b>	<b>Jerry Ortiz Y Pino</b>	<b>Senator</b>	<b>jortizyp@msn.com</b>

<b>5</b>	<b>Gay Kernan</b>	<b>Senator</b>	<b>ggkern@valornet.com</b>
<b>6</b>	<b>Meredith Dixon</b>	<b>Representative</b>	<b>meredith.dixon@nmlegis.gov</b>
<b>7</b>	<b>Judge Marie Ward</b>	<b>Chief Judge</b>	<b>albdmcw@nmcourts.gov</b>
<b>8</b>	<b>Judge Catherine Begaye</b>	<b>Presiding Children's Court Judge</b>	<b>albdcab@nmcourts.gov</b>
<b>9</b>	<b>Judge Angie Schneider</b>	<b>Chief Judge</b>	<b>aladaks@nmcourts.gov</b>
<b>10</b>	<b>Deannah Neswood-Gishey</b>	<b>Navajo Nation Division of Social Services</b>	<b>dngishey@navajo-nsn.gov</b>
<b>11</b>	<b>Jacqueline Yalch</b>	<b>Pueblo of Isleta</b>	<b>jacqueline.Yalch@Isletapueblo.com</b>
<b>12</b>	<b>Gary Housepian</b>	<b>Disability Rights NM</b>	<b>ghousepian@drnm.org</b>
<b>13</b>	<b>Arika E. Sánchez</b>	<b>NMCAN</b>	<b>arika.sanchez@nmcn.org</b>
<b>14</b>	<b>Maralyn Beck</b>	<b>Child First NM Child First Network</b>	<b>maralynbeck@gmail.com</b>
<b>15</b>	<b>Annie Rasquin</b>	<b>CASA First Judicial District</b>	<b>annie@casafirst.org</b>
<b>16</b>	<b>Veronica Ray Krupnik</b>	<b>CASA First Judicial District</b>	<b>veronica@casafirst.org</b>

17	Sean Scates	Chavez County CASA	sscates@casakids.org
18	Alison Endicott-Quinones	Advocacy Inc.	alisonEQ@nmadvocacy.org
19	Queva Hubbard	NM Family Advocacy Program	qhubbard@nmfamilyadvocacy.org
20	Shelley Repp	NM Dream Center	srepp@nmdreamcenter.org
21	Marshall Martinez	EQNM	marshall@eqnm.org
22	Melissa Ewer	NM Coalition of Sexual Assault Programs	melissae@nmcsap.org
23	Leticia Tafoya	High Desert Family Services	leticia@hdfs.org
24	Marsha Vallo	Acoma Pueblo	mlvallo@poamail.org