



ICSEW

GOVERNOR'S INTERAGENCY COMMITTEE
OF STATE EMPLOYED WOMEN

"To better the lives of state employed women"

GENERAL MEMBERSHIP MEETING
Department of Health – Point Plaza East
310 Israel Rd. SE, Tumwater, WA 98501
Rooms 152 & 153
November 12, 2008
8:00 am – 4:35 pm

8:00 – 8:30am Registration & Networking

8:30 – 8:45am Amilee Wilson, Chair, Call to Order, Welcome and Announcements:

- Reminded group about emergency exits, building layout, and sign-in rosters.
- Attendance policy: Starting this month, ICSEW is enforcing our attendance policy. Members may find a copy on the registration desk or online. Expect to attend six meetings throughout the year. Representatives who will miss a meeting must complete the proxy form and send to Membership Chair Sharon Edwards (alternates do not have to fill out this form). If a member has two unexcused absences, ICSEW will contact the agency director to ascertain interest. Absences related to travel are excused. Videoconferencing is not currently an option due to interactive activities and lack of equipment statewide.
- Acknowledgement of Veterans' Day holiday: Many of the group has family members who are veterans or in the military.
- Cell phone drive update and update on other charitable events: We may continue cell phone drive collections (to benefit Human Response Network, a Lewis County domestic violence program), Toiletries Drive (to benefit YWCA), and Spring Clothing Drive (to benefit the Wardrobe and other groups). These are our three largest charity events. Before promoting these in individual agencies, each representative must contact their agency head and receive permission to use state resources (i.e., e-mails, flyers, campus mail, etc.) to promote these events.
- Tammy Risner is coordinating today's lunch – please contact her if you want to sign up.

- The January General Membership meeting will be an exciting opportunity for us to showcase ICSEW to people not currently part of this committee – more information will be shared later today in the Professional Development Committee report.
- The YWCA Toiletries Drive ends today – as a group, ICSEW donated over \$1000 worth of products already from our efforts. January through March are the YWCA's lowest months, so our efforts are very much appreciated. The YWCA is open Monday through Thursday 9:00am-5:00pm. The Other Bank is open to people needing services on Wednesdays. The Other Bank served close to 400 people over the last two weeks.
- The Executive Board approved ICSEW's Business Plan and budget for 2008-2009.
- Sub-committee sign up sheets are available if you want to participate on a committee. Two committees need volunteers – Membership and Education.
- The Executive Board recently finalized ICSEW's vision, mission and value statement. These are all posted on the Web site (www.icsew.wa.gov).

8:45 – 9:00am

Karen DeWitt, Vice-Chair, Icebreaker: Meet in groups of five and find commonalities

9:00 – 10:00am

Holly Sage and Ivy Jen, Toastmasters

- They appreciate all ICSEW does to make the state a great place to work, especially in areas of education, training and career development.
- Toastmasters is an international organization dedicated to educating participants to be better leaders and communicators. Participants work through a series of steps to hone their communication and leadership skills.
- Overview – speakers handed out a history of the organization, which started in 1924.
- Ivy explained how the meetings progress – they have time limits, themes of the day, and table topics (to help participants to think on their feet, organize thoughts, and build confidence). They also have a word of the week, speaking portions, and evaluations of speaking portions that are constructive for both the presenter and the evaluator – both get practice in different ways.
- Everyone has a role to play and is important in these meetings – there is no instructor or teacher. Members facilitate the meetings. Participation is open to everyone.
- They provide a forum for members to grow their leadership skills and communication skills, to challenge themselves, and to develop or enhance listening skills.
- The evaluator piece of the program is great for conflict resolution.

- Benefits include gaining confidence in any setting in your life, and having a forum to develop a personal “voice.” Benefits transcend both personal and professional life.
- Speakers facilitated an interactive activity, breaking the committee into small groups. Groups were assigned table topics and asked to do impromptu speaking for approximately two minutes on a question broached by a moderator.

10:00am

Sharon Edwards, Membership Chair, Announcement:

- Thanks for get well card.
- Reminder to sign the roster for attendance.
- Introduction and welcome of new member:
 - Alison Navarete – University of Washington Tacoma (she contacted ICSEW to see how to become a member).

10:00 – 10:30am Committee Reports

Conference Committee

Chair: Gen O’Sullivan, State Auditor’s Office

- Two spaces are being considered for the 2010 conference. They expanded the search for space into King County. They will be announcing the location in January 2009, and moving forward into a proposal and contract with the location.
- The committee met and looking at innovative grass roots ways to promote the conference. If you have more ideas on how to help do this, please e-mail Gen.
- They are in the process of identifying and organizing tracks and sessions. Hopefully, this will help attendees relate the conference to their jobs or professional development, and receive permission from managers to attend. Possible tracks include communication, education, training, health, etc.
- They are working on the theme – with heavy emphasis also on Health and Wellness.
- Please e-mail Gen with any ideas.

Membership

Chair: Sharon Edwards, Department of Retirement Systems

- Close to having rosters from ICSEW and Governor’s office match. This has been about a six-month process
- They desperately need people to help with membership committee (presently there are five – and they need more help).
- All communication for this committee is done via e-mail.

Health and Wellness

Chair: Kris Reichl, Department of Health

- Eleven ICSEW members participated in the Governor’s Health Bowl.

- The Health Care Authority developed a three-step process for meeting the Department of Health's "Energize your Meeting" guidelines. Kris will send an e-mail out to all members.
- This committee needs help too, so please think about volunteering.

Ad Hoc Legislative Committee

Vice Chair Karen DeWitt, State Patrol, on behalf of Chair: Andrea Harker, Department of Labor and Industries

- Andrea will be out on medical leave from December 9, 2008 to January 5, 2009.
- She is seeking a co-chair.

Take our Daughters and Sons to Work® Day Committee

Chair: Roberta Carpenter, Washington State Gambling Commission

- Seeking volunteers for this committee.
- They're developing ideas for the upcoming event in 2009 – looking at safety as the primary issue. They are looking at donations for kits for fingerprinting/identification for kids, etc.
- They are also developing a date – she's sending out a statewide survey to help do this. She would like to have our event on the national date, but historically we have had to have it on a different date due to the WASL.

Education Committee

Chair: Michelle Lucero, Department of Agriculture

- Four trainings are being offered in the next two months.
- Registration is online.
- In January, they will pilot two new trainings.
- Their Business Plan has been approved – two pieces that were included were a Domestic Violence workshop and an increase in trainers that we use for our training sessions.
- You can help this committee even if you don't want to formally join – plus this allows you to get free training.
- Committee does need volunteers too.

Communications Committee

Chair: Tammy Risner, State Treasurer's Office

- They changed the *InterAct Newsletter* schedule to allow editing and review. The new calendar for this will go on the Web soon.
- They proposed at the last Executive Board meeting that they get volunteers to write articles about speakers. The Communications Committee can help with these articles. They are developing guidelines on writing to help general members submit articles.
- Jan 5th is the next deadline for the Winter Issue of *InterAct*
- If you see Web posting issues, please notify the Communications Committee.

Professional Development Committee

Chair: Meagan Macvie, Department of Personnel

- They are planning the January General Membership meeting agenda – they want all members to invite two people from their agencies, or anyone potentially looking at state employment, interested in learning about ICSEW, etc. to this meeting. The title is *The Future of Women in the Workforce*. Meagan has formal invitations everyone may use to invite guests.
- There will be a panel in the morning of several women answering questions about their own stories, barriers, opportunities, etc.
- Also, an Image Consultant will address the committee.
- During the lunch period, there will be time for one-on-one sessions and group activities around consulting, resumes (please bring a copy of your resume if you are interested in this), interviewing, etc.
- There will also be a presentation from Dress for Success.
- Please have your guests RSVP to Sharon by December 19.
- The meeting location is the Thurston County Fairgrounds Expo Center.
- The Clothing Drive will take place March 11-25th, 2009. Please ask early for permission from your agency directors to conduct this in your agencies.
- Thank you to everyone who helped with the Toiletries Drive – this provided a huge benefit to the community, filling critical needs.

<p>Executive Treasurer Kim Sauer, Liquor Control Board</p>

- She set up budgets for each sub-committee, and will be informing chairs of their budgets.
- As of September 30, 2008, our budget was \$66,649.87.
- Since that time, we've had expenses of \$497.44.
- Our current budget is \$66,152.43.

10:30 – 10:45am Break

10:45 – 11:45am Scott Pritchard, Healthy Worksite Initiative

- He appreciates being invited back to our group to present again (he was here a year ago), and he appreciates our open involvement in his presentation.
- Seven agencies currently participate in this Initiative.
- The program received money to promote, identify and address several areas – with hopes of attaining a reduction in:
 - Diabetes risk factors
 - High cholesterol
 - High blood pressure
 - Overweight or obese population
 - Absenteeism
 - Tobacco consumption
- They also want to see an increase in the appropriate use of preventive health services.
- Currently, status quo is that there is a set of services contracted for by the state and put out there for employees to use with the “assumption” that employees take advantage of them – but that’s not the case.

- One of the program objectives is to identify the employer (agency) responsibilities in providing health plans and thus encourage employees by developing a culture of health and wellness – encouraging employees to change their health habits and have a positive impact on not only the employee, but their families and the overall health of the agency.
- They encouraged all participating agencies to continue to self-assess yearly to see how they are progressing.
- Employees not in one of the seven agencies may access the self-assessment test on Washington Wellness Web site www.washingtonwellness.gov.

11:45 – 12:00pm Sub-committee Meetings

12:00 – 1:00pm Adjourn to lunch

1:00 – 3:00pm Jim Brittain, Washington State Auditor’s Office, Division of Special Investigations – Whistleblower Program and Citizen Hotline Program

Whistleblower Program:

- Legislative Intent:
 - Encourages state workers to report suspected improper governmental actions.
 - Law makes retaliation against whistleblowers unlawful and provides remedies should it occur.
 - Law also protects anyone who gives information to a whistleblower investigation, or who is perceived to have done so.
 - Provides confidentiality for the whistleblower.
 - Allows local government whistleblowers to also file complaints, if that local government has no whistleblower policy in place.
- Features:
 - Run by State Auditor’s Office (SAO).
 - Action needing investigation must be reported to SAO within one year and in “good faith” (i.e., not knowingly false, malicious, or frivolous, or recklessly disregarding the truth or omitting relevant information).
 - Workers may file complaints about their own or other agencies.
 - Workers may remain anonymous.
- Improper governmental action includes any action taken by a state worker in performance of official duties, that is:
 - A gross waste of public funds or resources.
 - A violation of federal or state law.
 - Of substantial and specific danger to public health or safety.
 - Is gross mismanagement.

- Prevents dissemination of scientific opinion or alters technical findings.
- Most common issues for “reasonable cause” determination:
 - Using state resources for personal use.
 - Using position for special privileges.
 - Using purchase card for personal purchases.
 - Using state vehicle for personal use.
 - Using state computer and fax for outside business.
 - Using state computer to access personal e-mail or conduct personal business.
- Improper governmental action does **not** include personnel actions (grievances, appointments, promotions, performance evaluations, etc.) – other remedies exist (i.e., union, personnel appeals board, etc.)
- Folks who may receive a whistleblower complaint:
 - Any “public official” (agency director or equivalent, or designee).
 - Attorney General’s designees.
 - Executive Ethics Board.
- Investigation and Timeframes
 - SAO acknowledges receipt of complaint to whistleblower within 15 working days.
 - SAO has preliminary investigation – up to 60 working days. May lead to full investigation, from 120 working days up to a year.
 - If investigation shows issue is unsubstantiated, SAO follows up with whistleblower with results and provides an opportunity to reply.
 - If reasonable cause is found, SAO must report to the Governor, Secretary of Senate, and Chief Clerk of House of Representatives. Agency must submit a plan of resolution, and SAO will follow up within a year.

Hotline Program:

- Background:
 - Established in 2007.
 - Purpose is a way for anyone to report fraud, waste, abuse; recommend efficiencies, and report outstanding achievements.
 - Pertains to state and local governments, their workers and contractors.
 - Is confidential.
- Examples of hotline referrals:
 - Accessibility
 - Ferry fees
 - State contracts
 - Taxes
 - Fraud
 - K-12 construction

- Seismic bracing
- Health inspections
- Investigation process
 - Triage committee
 - Investigations done by investigator or audit team
- Contact information:
 - Toll-free phone: 1-866-902-3900.
 - Web: www.sao.wa.gov
 - Mail: Washington State Auditor's Office, ATTN: Hotline, P. O. Box 40031, Olympia WA 98504-0031

3:00 – 3:20pm

Break

3:20 – 3:50pm

Susan Allen, Capitol Clubhouse / The Wardrobe

- She's been with Capital Clubhouse the past seven years, and its director the past two. She has a BA degree from Evergreen in Social Services.
- In 2008 we did the most amazing clothing drive they have ever had.
 - Largest of everyone
 - Came out to about \$46,000 in in-kind donations
- Capitol Clubhouse is presenting a certificate of appreciation to ICSEW. They already announced this at their annual meeting and newsletter, and it will go on their Web site.
- Capitol Clubhouse is a “consumer-run mental health recovery program.” Clubhouses are in 36 states in the U.S., and in six countries. They started in 1943 in New York City. They created a place where folks with mental health disabilities could come help each other and support each other. It's often hard for these folks to be well-medicated and stay employed. They use the program to help maintain employment. Participants are “members,” **not** “clients.”
- Consumer programs help members have their own say and determination in the program. Levels of impairment and duration of mental health issues vary widely. Clubhouses provide a wealth of services (social services, case management, advocacy, leg work, help finding housing, health services, etc.; they are also a vendor with DSHS's Division of Vocational Rehabilitation).
- They run a “work order day” – Monday through Friday, 9:00am to 4:00pm. When members come to clubhouse they're expected to help. No one is assigned or forced, but they are encouraged as part of the requirements to help do the work. The Clubhouse is kept low-staffed for this reason. Folks may come and go when they choose. They are responsible and accountable for themselves, and have self-determination for themselves. In Olympia they serve about 100 folks per month, and most come in

every day. Many come for the full eight hours. She has four staff and about 1000 members.

- They have a peer-to-peer model: they ask members to go to other members to find out how to do things. They offer training to both staff and members. They teach about the Social Security Administration and how to negotiate work benefits. Everyone can help each other. Visitors don't often see a lot of distinction between members and staff.
- They help with vocational services: Transitional, supported, and independent employment – all done offsite. All services are paid for by employer. They talk to anyone who will give them a job. Transitional work is short term, six to nine months long. Someone else (staff or a member) covers if the member with the transitional job is sick. Supported employment can be long-term if it works for both the worker and employer – Clubhouse members learn the job too so they can help the member learn and improve if needed. Independent employment is where the member has found the job and is doing fine at it. They can contact Clubhouse for support if needed.
- They focus on empowerment and wellness, including free food for lunch six days a week. Members are primarily low-income, and are not necessarily on a good diet. They get donations from two organic farms weekly. They have healthy living class four times a year, for 12 weeks. These classes are devoted to diet, nutrition, diabetes, age-related processes and appointments, etc. They also have smoking cessation programs. People with mental health issues tend to smoke at a rate of 75%. They have had people quit and cut back.
- Outreach is important because they want to make sure they are giving back to the community. They run a couple of programs – including the Wardrobe (clothing bank for folks returning to work, school, independent living). They average having nine appointments per day, which are booked at least two weeks in advance. They try to increase their warm clothes in the winter (about 15 % of members are homeless, and they know there are other homeless folks they're not getting to). They have served over 1500 people since November, 2007. ICSEW members are welcome to come and see and visit – The Wardrobe has a staging area in the main Clubhouse area, and its own dressing room.
- They partner with a lot of different programs in their county, including street outreach, Bread and Roses Shelter, and programs providing vouchers for laundry and showers. They provide a permanent address for about 300 folks so they qualify for services requiring

permanent addresses. They are expanding and working hard at giving back.

- They take donations Monday through Saturday for The Wardrobe. They are open most days until 5:00pm, and Thursday and Friday until 8:00pm. They also work every major holiday. They accept community volunteers to cook meals, and teach – but to work with members, not for them. For example, they ask volunteers to pick a favorite meal they want to teach someone, then come to the Clubhouse and teach it. They also need volunteers for tutoring, employment services, and hanging clothes in the Wardrobe.
- They get funding from the state and federal government, but can't use that money for food. Medicaid and DVR funds are allocated for specific jobs. Because they don't charge and are a charitable kitchen, they get commodities from the federal government, plus monthly dollars from food co-ops, which they use for whole-grain products to mix in with the enriched foods. Safeway on Pacific Avenue makes donations twice a week. They also get donations from other stores and farms, plus private donations specifically for food. They are always looking for other ways to bring in food. It's hard for members to have a nutritious balance. They often feed 30-45 folks per day. They serve holiday meals for 75 folks and up. Pizza nights on Friday nights are also well-attended.
- Newsletters, business cards, brochures and business plans are on the handout table.
- Amilee reminded ICSEW that we coordinate a Clothing Drive every year, and Meagan will announce more at the January meeting.

3:50 – 4:30pm

Jan Paul, Department of Personal Employee Assistance Program (EAP) Manager

- They offer programs for workers, supervisors and managers. There are EAP programs nationwide, to support resilient and productive work environments.
- Programs for managers and supervisors help with human resource issues and difficult performance issues.
- Programs for employees work to resolve personal issues which affect work performance, as well as issues at work.
- Washington State offers these programs because:
 - It's in the law.
 - They help folks get a chance to work out problems, so they can get the job done.
 - It costs more to hire and train new workers than to help existing ones, and
 - Washington State cares about its employees.

- They help with a variety of problems, including emotional, family, marital, stress, financial, substance abuse, legal, workplace, domestic violence, conflict with coworkers and supervisors, elder care, risky situations, depression, gambling. Recently, they are talking to a lot of folks with financial concerns.
- For employees: They do an assessment, short-term problem resolution and referrals. Services are free, voluntary, and confidential. They work collaboratively with insurances and get referrals tailored to individual needs. They know who to refer to in the community. Supervisors cannot require employees to go. Many folks come in on their own before problems affect the job. Folks may take sick leave or miscellaneous leave, and it's also okay to use paid leave. Sometimes folks are allowed to attend without taking leave. All state unions cover this.
- Supervisors can call if referring an employee to them, to give a heads-up about what's going on. The supervisors' calls are confidential as well. For formal referrals from supervisors, where problems have shown up at work, EAP must tell supervisors whether employees came in or not, but may not share other information (i.e., topics discussed).
- For supervisors: EAP can:
 - Consult on difficult employee behavior problems.
 - Provide employee orientation and supervisor training.
 - Give brief presentations.
 - Do critical incident responses (in event of sudden death of employees, or critical or traumatic situations at work).
 - Provide support and consultation for working with "risky" behaviors at work.
- EAP is:
 - **Confidential**, except for some exclusions in policy and law. They are a mandatory reporter for child abuse and elder abuse; they try to encourage folks abusing others to turn themselves in.
 - **Accessible**: Folks may self-refer, and EAP will not turn folks away. They have offices in Olympia, Seattle, and Spokane, and also contract with providers in some locations. 96% of the folks they see are state workers, and 4% are family members (defined as anyone with a possibility of affecting the state worker's employment).
 - **Respectful**: They listen to concerns without judging, they are neutral (don't take sides) and voluntary.

They help workers and family members develop plans to resolve problems, and help identify resources.

- **Effective:** They have an overall 91% satisfaction rate with folks they serve. 97% felt their confidentiality was respected, 89% would contact them again, and 91% would refer someone else to EAP.
- **Solution Focused:** They provide assessment, short-term problem resolution, referrals and follow-up.
- When to ask for help from EAP for yourself: If you:
 - Have questions.
 - Need a sounding board.
 - Have a problem impacting your life or work.
 - Are experiencing signs of stress.
- When to ask for EAP help if you are a supervisor or manager: If you:
 - Have a difficult employee performance issue.
 - You need to talk about how to approach an employee.
 - Have something going on affecting your job or life.
 - Have a critical event in the work place or outside the workplace (i.e., death of a colleague, death of a worker's child, etc.).
 - Have a personal problem.
 - Just don't know where to go.
- Contact information:
 - Toll free: 1-877-313-4455
 - 24/7: 1-866-704-6364
 - Seattle: 206-281-6315
 - Olympia: 360-753-3260
 - Spokane: 509-482-3686
 - Web: www.dop.wa.gov/EAP
- They will speak to groups of at least 15 people
- They also have an Interagency Mediation Program at no charge, which some agencies participate in (this is not currently available statewide). If you call their office they will figure out with you if your agency participates and how to access it. If your agency does not participate, they can help match you up with the dispute resolution center in your local community.

4:30 – 4:35pm

Amilee and others, Announcements and reminders:

- Invite guests to January's meeting. Send RSVPs to Sharon.
 - Meagan: Ensure guests know lunch will not be provided, but may be purchased or brought in.
 - Roberta: Bring resumes and items for consulting.
 - Amilee: These items will be included in announcement.

- Please return name tags and table tents.
- Personal challenge – fill out health risk assessment online.
- Tiffany LeMoine: Toastmasters handouts and magazines are by the door.
- Quick feedback gathered: What did participants like about today's meeting? What could we do better next time?
- Please give ideas about future guest speakers to Amilee and Karen.

4:35pm

Adjourn