



STATE OF DELAWARE

Division of Development Disabilities Services Task Force – Structure/Leadership Subcommittee

Meeting #2 Minutes – November 5th, 2019

Chair Allan Zaback called the subcommittee meeting to order at 1:05 p.m. Members present included: Susannah Eaton-Ryan, Cindy Sterling, Lexie McFassel, Emmanuel Asonganyi, Heather Ness, and L J Thomas.

Allan Zaback welcomed the subcommittee members and asked each member to introduce themselves.

Allan Zaback provided the subcommittee with an update regarding the DHSS agency wide climate survey. He noted that DHSS explained that they are unable to provide the survey results for DDDS specifically.

LJ Thomas suggested that the subcommittee ask DHSS for the DDDS survey results again, as the subcommittee agrees the survey should have broken down the individual by their division.

Gabriela Kejner, DHSS Chief of Staff noted that DHSS will provide the requested climate survey data.

Heather Ness emphasized the importance of still asking DHSS directly for the climate survey data again to ensure the subcommittee receives it.

Allan Zaback noted his dissertation work on workforce motivational factors. He cited the top three motivational factors for an employee as, interest, recognition, and independence.

Lexi McFassel asked if the subcommittee has a clear understanding of what the director and deputy directors' direct responsibilities are.

Allan Zaback noted that when he asked DDDS for a job description of the director, the division responded that since it is an appointed position there is not a job description provided.

Cindy Sterling added that the deputy director does not have anyone directly under the them. She asked the subcommittee if they see this as a problem.

The subcommittee specified that they would like a clearer understanding of what is expected of the deputy director on a daily basis.

Allan Zaback noted that with so many different organizational charts communication is going to be in silos and very difficult.

LJ Thomas added that it is difficult for parents and advocates to know who the correct person to contact is, given the sheer volume of DDDS.

Heather Ness emphasized that DDDS is so large and complex that the community navigators have a difficult time providing the correct information.

Susannah Eaton-Ryan explained that DDDS programs and ideas are usually great, however the agency struggles with the implementation side. She cited the example of the Lifespan Waiver rollout.

Lexi McFassel agreed that the implementation is often poorly communicated to providers, parents and advocates.

LJ Thomas cited a root problem of DDDS is poor communication and planning.

Heather Ness emphasized that policies and procedures are often preformed differently between the counties.

Emmanuel Asonganyi highlighted the importance of technology and the potential roll it will play in the future of DDDS.

Allan Zaback explained the importance of leadership and their ability to understand the day to day operations in each part of the division.

Susannah Eaton-Ryan emphasized the importance of a director and deputy director that complement each other's strengths.

Allan Zaback transitioned the meeting to a list of advisory boards pertaining to individuals with disabilities.

Susannah Eaton-Ryan suggested the subcommittee request which advisory boards serve to advise DDDS and the makeup of members of those boards.

LJ Thomas noted the large amount of boards and emphasized that DDDS should have a clearer picture of the problems if they are all reporting to DDDS.

Allan Zaback transitioned to the employee turnover data requested from DDDS. He noted that the subcommittee is still waiting for this data.

Heather Ness questioned what is reported if the position is dissolved.

LJ Thomas noted the importance of seasonal workers as well.

Allan Zaback said he would request data from DDDS.

Gabriela Kejner, DHSS Chief of Staff said that she requested sick leave and grievance data from DHR and when she receives it, she will send the data to the subcommittee.

Allan Zaback emphasized other important aspects, such as how many staff recognition events and how many trainings are offered each year.

The subcommittee reviewed the DHSS handout outlining the agency's strengths, weaknesses, opportunities and threats analysis.

Allan Zaback wrapped up the subcommittee meeting explaining he will ask DDDS for the outlined data. The group decided the next subcommittee meeting will be held on November 20th at 10:00 a.m.

Allan Zaback adjourned the meeting at 2:56 p.m.

Respectfully Submitted By:

Sophia Vassar

Public Comment:

Gabriela Kejner, DHSS Chief of Staff