

OYA *In the Loop*

October 14, 2008

Harassment and Discrimination-Free Work Place

One of the Systems Improvement Project recommendations addresses concerns about Employee Services. The workgroup asked that I share with you a policy memorandum that speaks to Harassment and Discrimination-Free Work Place.

The policy memorandum identifies State of Oregon and OYA policies regarding harassment, discrimination and retaliation. The policies give you information on reporting inappropriate behavior in the workplace.

Additional information and guidance is available from labor leadership and the Employees Services office.

The Oregon Youth Authority is committed to maintaining a work environment free from behavior that is unlawful, retaliatory, or otherwise inappropriate. We need to hold ourselves, and one another, to professional standards and have an obligation to report misbehaviors. This is required in order to have a safe, open and positive culture in our agency.

Criminal Justice Commission Newsletter

The Criminal Justice Commission just issued the inaugural edition of its newsletter. I've attached it here and you can also find it in the Agency News public folder.

Speaking of Newsletters...

OYA has two newsletters: [Directions](#) is published quarterly and is written for partners, stakeholders and people outside of our agency who want to know more about us. [The Bulletin](#) is published monthly for OYA World and, as a courtesy, is shared with our partners and stakeholders. You can find both under OYA Newsroom on our Web site.

Because we want everyone who cares about us to know us better, I've also asked Public Affairs to post these "In the Loop" messages that are written for you on the Web site. If you miss "In the Loop" in your email, you can find it in the Agency News public folder as well as on the Web site.

As you might be able to sense, the Agency News public folder is becoming an important repository of information about the world of juvenile corrections. Check it out if you want to see relevant clippings, reports and announcements.

Ears to the ground

Of course, disseminating information is only one way for me to communicate with you. Effective communication is two-way. It is important and very helpful to me to hear from you. One way to let me know what you are thinking is to complete the culture/climate survey. It is only open until the end of the week.

You also are welcome to write to me or anyone on the management team to share your ideas, thoughts and concerns.

Another avenue that just opened is to write to oyaintheloop@oya.state.or.us and your email will be shared with the appropriate member(s) of the management team. You will receive a response.

Director's Group Cabinet News

With their permission, I have changed the name of our group of executive leaders to OYA Cabinet from Director's Group. I felt that Cabinet much more accurately describes the caliber of leadership found on the team.

Joining me in the Cabinet are:

Phil Lemman, deputy director

Joan Palmateer, assistant director, Facility Operations

Karen Andall, assistant director, Field Operations

Phil Cox, assistant director, Program Office

Sue Wilson, acting assistant director, Business Services

Lonnie Jackson, manager, Minority Services

Perrin Damon, manager, Public Affairs

Robyn Cole, executive assistant

Jean Bergen, assistant to the director

As we renew our relationships, I am renewing expectations that start with this group and will filter throughout the organization. I reserve the right to add and/or subtract from this list, but it includes:

- Serve Oregonians to the best of our ability;
- Principle-based, values-based and ethics-based leadership;
- Vision, planning – then action – in each area of responsibility.

If you would like to revisit these expectations, you can find them in the Agency News public folder or on the Web at

http://www.oregon.gov/OYA/bulletins/2008_augexpress.pdf.

Additionally, members of the OYA Cabinet expressed an interest in writing to you via “In the Loop.” I look forward to occasionally relinquishing this space to them and reading the news they plan on sharing.

Joint Management Team Meeting

Last Thursday, field supervisors, superintendents and other managers (whom I've asked to self-select) met at MacLaren YCF. I'd like to share with you some notes on the meeting.

The morning began with the introduction of Tito Rodriguez, a coach from the Performance-based Standards Learning Institute in Massachusetts. Mr. Rodriguez will be traveling the state for the next two weeks visiting all facilities and most field offices. At the conclusion of his visit, he will debrief at Central Office and, by Thanksgiving, provide us with a written site visit report.

Frank Martin delivered a presentation on Performance-based Standards. I plan to snag his slides and place them in the Agency News folder for your easy reference. Also, this month is PbS data collection month.

Lynn Oliver gave an update on the responses to the OYA Culture/Climate Survey. After the first week, we hit 32 percent. Although the survey is only supposed to be open for two weeks, the group asked Lynn to keep it open until the end of this week so more facility staff have an opportunity to respond.

There was a brief discussion of the agency's Key Performance Measures Report that is available every month. It tracks our progress on the KPMs and compares it to previous months. With all the change going on in OYA, the managers concurred that a stabilizing factor is the staff and the work that we are doing with the youth is good!

A lengthy discussion of population management followed, led by Karen Andall and Joan Palmateer. The number of youth who need beds is exceeding our capacity due, in part, to an unanticipated increase in Measure 11 youth. Zeta Unit at Hillcrest was opened to accommodate the surge. For the time being, Joan and Karen will appoint some "gatekeepers" representing a cross section of the agency to create a process for population management. Policy options will be discussed by the Cabinet.

Breaking News!

As of noon Friday, our response rate on the Culture/Climate Survey rose to 61 percent. That is outstanding! Remember, we have only a few days left, and it is really important that we maintain the momentum to realize meaningful results.

Incidentally, the Joint Management Team thought that some staff may have thought the email from NBRI, the survey vendor, was spam. The original email was delivered October 1 around 8:30 a.m., and was titled "Climate/Culture Employee Invitation" and was sent by "Oregon Youth Authority." It contained your unique log-in information.

If you haven't responded to the survey, you will receive reminder emails. Please participate!