

Social Services Working Group
Tuesday, October 3, 2017
11:00 a.m. to 3:00 p.m.
The School of Government, Room 2403

Meeting Objectives:

- Meet each other and understand our roles
- Receive and clarify basic information about our charge
- Develop shared expectations of our work products and processes
- Share information gathered to-date and identify additional research needed

Meeting Agenda

11:00 Convene

- Welcome by the Co-Chairs (Senator Barringer and Representative Stevens)¹
- Introduce the facilitators and explain their roles (Co-Chairs and Facilitators)
- Review and clarify the plan for the today's meeting (Facilitators)
- Review discussion guidelines. Clarify and revise, as needed (Facilitators)

GUIDELINES FOR PRODUCTIVE MEETINGS

The following ground rules have helped make meetings more productive:

- **Participate fully.** It is acceptable to disagree. Everyone should have the opportunity to state his or her own views, regardless of rank or other differences.
- **Work on the problem.** Put other issues aside, including personalities, offices, or other differences. Show respect for each other.
- **Focus on interests, not positions.** Explain why you favor a particular course of action. Invite questions so you can explain your reasons fully. Balance advocacy and inquiry.
- **Share all relevant information.** Be specific. Agree on what important words mean. Discuss "undiscussable" issues.
- **Stay focused.** Discuss a topic long enough for everybody to be clear about it.
- **Decide how the group will make decisions.** Strive for consensus.

Adapted from *The Skilled Facilitator: Practical Wisdom for Developing Effective Groups* by Roger Schwarz.

¹ Names in parentheses denote who will lead each segment of the agenda. The active participation of Working Group members is expected. The role of facilitators (Margaret Henderson and Andy Sachs) is to keep the discussions on track, the conversations open and balanced among group members, and the group on time.

11:20 Introductions (Facilitators)

- Your name, home, and connection to our work
- Share one attribute or perspective you have to contribute to the success of this Working Group

11:40 Our Charge (Aimee Wall)

- The legislation and our charge
- The timeline and key products to be produced

Questions/Discussion

12:15 Break; boxed lunches available

12:30 Shared expectations about work processes (Facilitators)

Refer to Handout #1

Questions/Discussion

1:00 Supervising and administering social services programs (Facilitators)

- Room survey: What does “effective supervision” mean to you?
- Discussion: How might any of these features inform how we design a system of regionalized supervision?

1:30 Planning for data gathering, input, and research

- Share background information gathered to date (Aimee Wall)
- Identify information needed for future meetings. (Facilitators)
 - What questions are we trying to answer?
 - What kind of information will inform the answer?
 - Examples: research, comparative data, information from external stakeholders, formation of ad hoc subcommittees, etc.

2:30 Wrap Up (Facilitators)

- Review next steps
- Self-evaluation: What do we want to do differently or the same next time?
- Closing remarks

3:00 Adjourn

Handout #1: Shared expectations about work processes

Draft recommendations are based on research and experience of the SOG support team, in consultation with Co-Chairs.

1. Open meetings law

- Note: Working Group meetings and subcommittee meetings are subject to the open meetings law.
- Recommendation: SOG will post notices at least 48 hours before every Working Group and subcommittee meeting. Notices will be posted on the SOG website and included in the legislative calendar. Meetings of the Working Group hosted at the SOG will be broadcast live and recorded. Online meetings will be open to the public and recorded.

2. Minutes

- Recommendation: SOG will take notes at every official meeting of the Working Group and subcommittees and prepare minutes. Those will be presented to the group for approval. Once approved, they will be posted online.

3. Quorum for conducting business

- Recommendation: Half of the appointed members of the Working Group, including at least three legislators, constitutes a quorum for the purpose of making decisions, such as approving recommendations or reports.

4. Rules for decision-making

- Recommendation: We will strive for unanimous consent among Working Group members, achieved following a thorough and well-informed discussion, as time allows, although all group members might not be at equal levels of enthusiasm. Given the limitations of time, we will accept majority decisions if necessary. Minority perspectives will be documented for the record.

5. Participation:

- Note: The Convener and Co-Chairs will respect Working Group members' time by scheduling in-person meetings only when there are discussions to be held or decisions to be made. Online meetings for information sharing (such as a presentation from a stakeholder or official from another state) or for small group discussions will likely be scheduled.
- Recommendation, meeting attendance of Working Group members: Working Group members are expected to attend the meetings in person. Members may participate in meetings by phone as an exception but not as a rule.
- Recommendation, for external stakeholders and the general public: The co-chairs may call for ad hoc subcommittees, which may include external stakeholders, when needed to assist the Working Group in gathering information. In addition, members of the public are able to share written comments with the Working Group via email (sswg@sog.unc.edu) or by mail to Social Services Working Group, c/o Pratibha Sirdeshmukh, UNC School of Government, Knapp-Sanders Building, CB #3330, Chapel Hill, NC 27599.