



# CHILD PROTECTION OMBUDSMAN of COLORADO

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## COLORADO CHILD PROTECTION OMBUDSMAN BOARD

### PUBLIC MEETING

May 12, 2022

### Record of Proceedings

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*Notice of this meeting was provided pursuant to the Colorado Open Meetings Law, § 24-6-402, C.R.S.*

#### CONVENE

The subcommittee meeting of the Child Protection Ombudsman Board was convened via Zoom teleconference at 11:05 a.m. by Ombudsman Stephanie Villafuerte.

A quorum of the Board was not required.

#### INTRODUCTIONS

#### PRESENT AT THE MEETING

##### **Board Members on Zoom**

Hon. Ken Plotz  
Judith Martinez Vice-Chair  
Jerene Petersen  
Victoria Shuler  
April Lane

##### **Others Present**

Stephanie Villafuerte, Ombudsman  
Jordan Steffen, Deputy Ombudsman  
Karen Nielsen, Director of Administrative Services  
Janna Fischer, Assistant Attorney General

#### PRESENT FROM THE PUBLIC

None

#### PUBLIC COMMENT

None

## **OPENING REMARKS**

Subcommittee members, Office of Colorado's Child Protection Ombudsman (CPO) staff and Janna Fischer, Assistant Attorney General participated via Zoom teleconferencing.

Deputy Ombudsman Jordan Steffen welcomed everyone and thanked the subcommittee members for a robust and informative discussion around their experience and perspectives on improving the agency outreach efforts to serve youth.

## **REVIEW and DISCUSSION OF FEEDBACK**

Deputy Steffen thanked the subcommittee members for submitting their feedback regarding current CPO outreach efforts, collateral, online materials as well as the agencies efforts within DYS facilities and efforts to connect with unaccompanied immigrant youth in Deveraux.

The trends that came out of the subcommittee's feedback consisted of incorporating youth voice and testimonials in both the CPO's written and audio materials and examining the reading level and/or language the agency uses in its materials and collateral.

The discussion focused on prioritizing the written materials first and then the video recording. Victoria Shuler reported that she can coordinate with Project Foster Power, Metro Youth Alliance and the Office of the Child's Representative's (OCR) Lived Experts Action Panel (LEAP) to review the language to see if they would have understood that language when they were younger.

*At 11:14 a.m. Judge Ken Plotz joined the Zoom meeting.*

## **THINK OF US UPDATE**

Deputy Steffen reported that the CPO has contracted with Think of Us (TOU) to facilitate two design sessions – one with internal stakeholders and one with Colorado young people with lived experience before the end of FY 2021-2022.

The first design session with TOU will be with internal CPO staff and board members to understand the CPO's goals and barriers faced by the CPO staff and board members, reflect on barriers and hurdles the CPO internal stakeholders experience with the current complaint process and ideas for improvement. The session will further include brainstorming potential policy and advocacy recommendations.

The second design session with the young people with lived experience will included understanding what services the CPO provides, co-creating outreach and messaging strategies that best educate young people about the CPO and explore different pathways to best meet the needs of young people in Colorado.

Deputy Steffen reported that the goal of these design sessions is to produce a strategic plan that will assist the CPO to re-envision a streamlined process for complaint filing, re-design materials, shift services to better meet the needs of young people in Colorado and influence legislation and policies related to Colorado child protection systems.

The first TOU Design Session with the CPO is on May 23, 2022, and the subcommittee was encouraged to attend.

Ms. Shuler reported that the State of Colorado Youth Awareness Week (CYAW) is on July 27, 2022, in which communities throughout the state will celebrate and support their youth by planning different events. She stated that this year's event is at the State Capitol will feature activities to celebrate and honor youth by offering youth employment and education engagement. The youth will follow the activities by having lunch at the Ralph L. Carr Building. Ms. Shuler suggested inviting the CPO to talk about what the office does and how we can help youth in Colorado and have them potentially review our materials and/or even complete a survey. Ombudsman Villafuerte and Ms. Shuler will coordinate this opportunity.

### **SELECTION OF GUEST SPEAKERS**

Deputy Steffen thanked the subcommittee members for completing the homework assignments which included:

- Providing a list of organizations and contacts the CPO may connect with to help expand outreach efforts and/or connect directly with children and youth in the community.
- Identifying ideas of events, or organizations that host events in the community that the CPO may reach out to coordinate and partner with.
- Brainstorming presenters who may be interested in providing a presentation to the group.
- Providing any additional ideas regarding events or efforts the CPO may undertake to expand its outreach and connection with children and youth in Colorado.

She reported that there were many outreach and collateral contracts provided. The group selected Cara Nord, with OCR's LEAP program to present at the subcommittee meeting on June 17, 2022.

### **STRATEGIC PLANNING**

The discussion focused on the subcommittee's thoughts on how the CPO should the pieces that would be most effective. The subcommittee suggested the CPO start with simplifying the message in the agency materials and then focusing on the marketing that cuts through the barriers and challenges the office has faced.

The group discussed the scope and format of the strategic plan the group will produce.

*At 11:59 a.m. Ms. Shuler left the meeting.*

### **NEXT STEPS**

The group discussed next steps and homework assignments.

### **CLOSING REMARKS**

Ombudsman Villafuerte and Deputy Steffen thanked everyone for their participation in the discussion.

The next CPO Board Youth Voice Subcommittee meeting will be held at 11:00 a.m. on Friday, June 17, 2022, via Zoom teleconference.

### **ADJOURN**

The subcommittee formally adjourned the meeting at 12:03 p.m.

**ATTESTATION**

As Board Chair and Board Vice-Chair, I attest that these minutes of the open public meeting held on May 12, 2022, of the Colorado Child Protection Ombudsman Board substantially reflect the substance of the discussion and action taken related to the matters under the authority of the Board and in compliance with the Open Meetings Law, § 24-6-402, C. R.S.

*Ann McRoan*

Board Chair

07-25-22

Date

*Judith Mast*

Board Vice-Chair

07-26-22

Date

