

Smith, Angela

From: Corbally, Sarah
Sent: Thursday, January 07, 2016 2:42 PM
To: HHS CFS PMK Comment
Subject: FW: PMK Public Comment

Public Comment from Subcommittee Meeting

From: Kuntz, Brittney
Sent: Thursday, January 7, 2016 11:05 AM
To: Corbally, Sarah <SCorbally@mt.gov>
Subject: PMK Public Comment

Matt Furlong
3885 Kim Dr.
Helena, MT 59602

Spoke about how DPHHS outsources its responsibilities yet no one is taking responsibility for the outsourced workers. He also thinks the state guideline should be followed by those who are outsourced so everyone is on the same page. Lastly, he believes the reason there is an employee retention problem is because the bad employees are constantly pushing out the good employees.

Brittney Kuntz
Assistant Policy Advisor
Governor's Office
406-444-5536
bkuntz@mt.gov

Smith, Angela

From: mhighlanderiii@msn.com
Sent: Tuesday, January 12, 2016 11:39 AM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Matt
Last Name: Furlong
Email: mhighlanderiii@msn.com
Comment: Here are two sites.
<http://dphhs.mt.gov/>
<http://www.michigan.gov/mdhhs>

Montana DPHHS and Michigan DPHHS. I want you to ask yourselves, which state would you trust to get good care from. Then dive in to both of them and find out that the investments are not just a fancy website. Sarah is correct in that we are not getting the quality work force we need. Thank you for all of your hard work. There are a lot of kids placed out of their homes right now, and our response to how we deal with these cases can be the tipping point of successful outcomes.

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File Link: [FileLink]

Smith, Angela

From: mhighlanderiii@msn.com
Sent: Sunday, January 17, 2016 9:39 AM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Matt
Last Name: Furlong
Email: mhighlanderiii@msn.com

Comment: As a Therapeutic Foster Parent trained in evidence based Trauma Informed practice, We still feel like we the parents are the least important voice in the room. Why are our treating agencies not following laws and policies with zero accountability. Does anyone really care at all. Meetings do not get results. I think it is in the best interest of all Montanans to use my case and cases like mine as case study, so that the real issues can be addressed. In addition, do you realize you have private agencies sales and marketing reps at meetings to address problems who only want to sell their product. Are these the stake holders you are referring to? That is a fundamental problem, and their voice weighs in heavy, so do we the parents even stand a chance at a better tomorrow?

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File Link: [FileLink]

Smith, Angela

From: b.corena@yahoo.com
Sent: Monday, January 18, 2016 3:16 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Corena
Last Name: Barber
Email: b.corena@yahoo.com

Comment: I have previously made the statement About Sarah Corbally a member of the committee making request for staffing resources and her staff following her lead not doing the job for the position those employees accepted, I believe this is part of the current training. It is unfortunate those employees, managers past and present lead haphazardly. Its as if they attended a Ivy league school whose morgue were filled with students sitting next to the corpse drinking concocted ingredients of a still ,only to be discovered in the early seventies(readers digest). I have asked questions about the Division/Agency , public defender and those cherry-picked others,those payees for services render chosen to support the position of the agency. The perceptions that appears, that many have made mistakes known by management solved with the swept under the rug method of over haul or new management ,more programs/tools and increased staff. ██████████ was taken ██████████ while in a doctors office while ██████████ SCREAMED FOR THOSE PERSONNEL TO LET HER GO ██████████ OBSERVED THE OFFICER ██████████ AWAY FOR ARREST. ██████████ threatened with arrest for some charges the officer could find ,but not utilized today. Since that day I have taken on a tact that as not been gentile,in other words what I found previously unacceptable is the acceptable. I refer to some Registered Nurses and Medical Doctors in a manner that some see as a funny joke. Years ago those same statements may have been made were possibly in jest to lighten the mood of persons ,the professionals referenced were the butt of the joke for misdeeds may have been those professionals charged with oversight,the patient came last and the complainants were told by the frivolous to wax and wain will be met with further consequence. I believe in years past the agency was called the child procurement system, today SAMS the references is to a Walmart shopper join the club, CAPTAS cruel and punishing treatment assessment years ago and today. Those statements I have used in jest to mock the staff, not my co worker,but found easily and engaged professional staff and others in a public space to gab over the years and have had plenty of time to report to paper shufflers, pencil pusher and key boarding internet surfing state employees that play phone tag. Sound familiar ?You all are learned people and should know about objectivity. The complaint from management is to retain qualified employees, the seasoned specialist that took ██████████ stated "the worst case of emotional and psychological abuse she had seen in xx years" I could share my thoughts about that worker and her line supervisor, those in charge might find the subordinate would be asleep or getting a back rub by a superior while tearing up about the situation created by a sinking ship, barded about by employees and over run by pirates. ██████████ approximately the same time the state became proactive with their efforts to defend the Division/agency warding off the several complaint about the agency by taking all complaints to be assigned a immediate risk factor by qualified trained staff. I mentioned concocted , to read this that I write do I appear to concoct a story? I am not a attorney or a creative writer,yet. Does the comitte perceive from communication a eventual tool to further div/agency survival? The facts, The poor state employee knew the job when the position was accepted. The employees claim every child with whom they have contact has needs unmet by parent, has this ever been concocted? a mere perception? The analytical skills learned in the inexact sciences, the employees some that are required to have a completed PSY/SOC,some are taught that some are found to have relieved a patients problems by administering a skull fracture,deceased the patients problems are no longer relevant. Today it appears that a researcher would get hit in the head with fruit repeatedly but protected by face shield while counting the number of times the chimp refused alternative fruit offered, a lower species, a primate used for research statistics and logistics comparisons that are often are inaccurately documented,unless the

researcher states the comparison is accurate. The social monkey Sarah talks about is a cocaine or opium based product.(1974 the 7th grade health class) I do not use drugs,am not a addict nor do I imbibe. I was told that through trying to read and understand the affidavit a school employee thought I might be mentally ill,my Pub defender was available to me for a total of a hour and thirty minutes and hearings.She never explained the process or the details. She told me that she concurred with the District atty and stated" I think you are mentally ill" When did school employees specifically ██████████ School employees become diagnosticians? I was informed by a school board member and apparently, a skilled surgeon that my concern was that I believed the school employees had dissed me. I wrote him,and explained I understand some Latin,and had never been spoken to that way before and certainly not by a surgeon,his education , ghetto speak ,he never responded ,my concerns never addressed. ██████████ released recently school records of many students not uncommon,and rarely public. Maybe the Office Of Public Instruction appointees sat in the basements of Ivy league schools to and those that are described as volunteer by school guidance counselors as well as the regularly recognized school employee adopted those practices . ██████████ told me that while she was in the group home that she was told that her father abandoned her by those that surrounded her. ██████████ told me about some activities in the group home, I told her that I called the police during that time. The group home administrator and I spoke once,I asked to bring ██████████ items ██████████ would need, ██████████ avoided my request to bring ██████████ computer ,clothes, toiletries by stating that she would have to see ,I told her I was told I would have to pay for those items ,and those items had already been purchased,she stated the staff highly trained with bachelor degrees and staff would see that those items were purchased. I remarked a bachelors means nothing to me,her response was these trained employees with degrees are poorly paid,my response tell them to work for a fast food restaurant. I did meet a supervisor of one of the group homes in Missoula, I now know why in one day several placed teens ran away from the group home. The group home employees seem to be seedy low lives, are a linguistic nightmare and are trained to change the subject,much like the division /agency employee. ██████████ have yet to speak about the one event that occurred, she calls those employees ass monkeys, the educated trained poorly paid employee have unnatural needs. Those employees charged with the safety of youth are called and have earned the name Ass monkeys and sometimes Potato monkeys. I am a adult and suppose those employees will never approach me unsupported by Specialist that want those employees to meet me and to introduce me to those employees outside a court room. I did have to write the group home, and to tell them further contact will be met with restraining order as I was wrong the group home maintained contact continuously after ██████████ took the position of strength and came home. ██████████ was continually pursued in school by specialist AND WAS APPROACHED REPEATEDLY. ██████████ was approached so many times ██████████ quit school. The reports ended. Anonymous reports seem to no longer exist as a viable primary report. ██████████ called me begged me to get ██████████ out of there,I had to tell ██████████ that I would be arrested for kidnapping. ██████████ reminded of ██████████ fears continually with letters and cards from the group home that ██████████ called and begged for me to get ██████████ out of and to get ██████████ away from the institutional people. I recently found out that if ██████████ walked away and came home I would not have been charged with a crime. I hope those employees get a taste from Ass fountain and from a institutional setting.I think the school of street is the language common for those employees, Those adults with no child involvement they are outnumbered. ██████████ was accused of abandonment, can any of those state officials spell abandonment?The high school diagnosticians claimed I might be mentally ill, was my family their last hoorah, many have retired or like administrative gypsies have moved on. I was reported for leaving ██████████ alone in a vehicle by a ██████████,I ask did ██████████ fail medical school?Who endorsed ██████████?How many referrals has she made, how many of her referrals would seem suspicious? ██████████ walked to my car on ██████████ own was studying a drivers manual, ██████████ ██████████ My car was parked outside the reporting PHD's office. I was also reported for out of control by DR.and by a PC3 that the MD had endorsed, Quite a medical office,the reputation that has been long established since the early 1990's. I understand those that are skilled micro managers are often not skilled listeners. The RN ,skills failed to recognize screams of ██████████ were directed toward the medical people the police and the state employee. If my family has medical needs the request will be for a nurse other than that RN with reason. The same for the Doctors. I do not drink but have been in some establishments frequented by our young. Aderol is not a good thing to take while cramming for test. I have lived in College towns and cities my entire life,myself twenty years ago in missoula I was able to pick up a prescription for a narcotic, a scheduled drug on a street corner

from a MD. I signed the book in the Safeway pharmacy on a Sunday the day the Dr. wrote it she was going skiing.. It was needed, no appointment was necessary it was proven by medical people [REDACTED] was injured with strong need. Some of the district atty's eat lunch in Wordens chew with their mouth open and running as if they get paid by the word,some judges wear their jeans to tight and others seem damn tired of the bullshit and for what might be reasons of health and age retire and the state specialist skip while heading from the court house to the health department,some tell children that the hearing was not as the child perceived, some slap hands and say got another one.. Who knew? I do not think social should be a paid for position,cut out the money and the needs if needed and exist in reality will be met.If Sarah has and wants boots on the ground,she has plenty of boots that are filled,and with seasoned specialist, I wonder how were those specialist raised. It seems as if many were compared to lower species , get their feathers ruffled,and to many of those seasoned specialist have had their hand in the cookie jar to many times .. I suggest that handing a adult a crayola crayon instead of a number two pencil is a poor practice, the state paid for a phd to see me, she said I was depressed,[REDACTED] had been gone for sometime, all the plans, education, the passages planned and destroyed for my family and the plans [REDACTED] was developing destroyed because of a knothead that appeared to fell off the back of a turnip truck made my family a priority.. And because a state employee did not like me,[REDACTED] was taken ,maybe she realized I was wearing a nursing uniform,maybe the next time she is talking about hours and holiday pay with a MD in downtown Missoula that talk better not occur during the established times. I really do not give a whoopte doo if a educator,a state employee a RN ,MD ,PHD or any other like me or not,I have been disliked by a better group of people. I believe my many beliefs-stated. [REDACTED] was taken wrongfully taken so the state could have more money in the budget,I try to encourage [REDACTED] takes holiday I hope and pray that the Department of Public Health Human Services ,Children Families Services, Child Protection Agency and the many others are sanctioned appropriately. I hope the class action suits brought against the state by many,that the state has the ability to compensate those families,and again walk with their heads held upright. I am not participating in the suits. I believe that the money in our states coffers have a original intention,and not one time could you give me would restore my reputation for the field that I was entering,my wages and the educational money that was earned or replace the years that [REDACTED] lost because I was unprepared for the states only effective practices,taking children to make up budget shortfalls, those educated in the art and science of procuring children and trained in familial destruction. i AM NOT PROOF READING AGAIN, [REDACTED] CONTRIBUTIONS AND SOME STATEMENTS [REDACTED] MADE ARE CONTAINED.
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File Link: [FileLink]

Smith, Angela

From: b.corena@yahoo.com
Sent: Saturday, January 16, 2016 10:28 AM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Corena
Last Name: Barber
Email: b.corena@yahoo.com

Comment: Sarah Corbally is on the commission. She is also the head of the CFSD. When she makes public pleas for money to hire more staff, her staff buys into bad management. What about the many instances of our soldiers being outnumbered and outgunned and they made due? The Public defender office is the same as CFSD asking for money and providing little or no explanation to citizens for actions taken unless it is high profile criminal defense. How many public defenders filed the paper work for a client that did not know and was not told of the existence until receiving it in the mail with a note that copies and files are not retained after a period of time??? Has the state of Montana public officials, management and staff publicly funded employees ever accepted responsibility for the wrongful actions directed toward citizens? If so when and how many times and how many in the last forty years have disingenuous Division/Agency employees cherry picked support services and mandatory reporters held citizens to a standard that they themselves are not capable of reaching? Also, needing to find out why intimidation, threats, coercion, and harassment of some of the families victimized by some CPS staff is tolerated, not to mention apparently encouraged. How many in recent decades have anonymous security checks been referred to law enforcement or received by the agencies hotline supervisor to be designated a imminent danger rating that did not exist and was pursued by the agency specialist prone to making and accepting fallible statements to secure funding?

The primary problem of the CPS Unit is not staffing, nor is it the need of a new and expensive computer system. Simply put it is time to cull the bad and manage the good by strong, active, and skilled management...a part of the puzzle that is seriously lacking.

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Smith, Angela

From: b.corena@yahoo.com
Sent: Tuesday, January 19, 2016 2:19 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Corena

Last Name: Barber

Email: b.corena@yahoo.com

Comment: The medical people in Missoula also gave appointment to another [REDACTED], the day [REDACTED] was taken, [REDACTED] in the lobby with two children that appeared under and around five years old. A After hours appointment frustrated ,tired and probably railroaded. I hope that parent did not loose her children that evening due to her easily observed actions in the lobby by a receptionists(mid fifties to early sixties) inaccurate misreported and improper report. November 22nd at or around 6 pm. the lobby of [REDACTED] Missoula. I hope all of you take the time and read all of the paper work/communications/and all dispensed/received information,include phone banks e-mails and by those listed in and on the affidavit and pub defenders office with regards to the case that the state pursued [REDACTED]. Reliable medical source,I was and continue to be mentally /medically sound. Those creepy low lives that scared the hell out of [REDACTED] has learning issues and absences from school,those persons caused [REDACTED] fear and stated [REDACTED] has PTSD.I have some questions How many connected to the situation can speak, spell, analyze Finnish, Japanese and despise English that graduated the UM or any other Ivy league school? I support [REDACTED] I would like to know of the parents that raised those that surrounded my family with txtbk knowledge and years of experience using improper advantage,How did those parents raise those children into these adults? I was unprepared for people that would in my opinion fail a moral clause.. I suspect the many involved were prescribed Aderol(Sp) or Ritalin for cramming exercises during finals week,There are many doctors that still use this familiar practice,unfortunately. The Agency long term simpletons did not take my PSYCH/SOC courses.(82) We were taught that it was not to be used to overcome personal problem. It appears to me that many of those individuals did not take those courses for other than personal problems. are many evaluated before the potential graduate becomes Doctor Bury Mistakes and Nurse Toe Tag ,a PHD that flunked medical school, A educator that chose not to teach because failed training taught to evaluate human emotions instead of teaching curriculum? Are the people in these positions some how affected and practicing with personal experiences as the role model for comparison in the capacity of their employment position? If they, are those employees should stop that,or forever those in charge become a butt of a joke.

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Smith, Angela

From: johnb9588@yahoo.com
Sent: Friday, January 22, 2016 2:42 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: John
Last Name: Barber
Email: johnb9588@yahoo.com

Comment: Folks, finding out and fixing the many things that are absolutely wrong with CPS is most certainly not brain surgery. Realizing the well known chant of bureaucracies is more money, more staff, new system needed to fix what is wrong. That is nothing more than blown smoke. To fix what is wrong you must view the agency from both inside out and outside in to find out the weaknesses that very often throw families under the bus.

First of all, you must address a management system that seems to permit the ill treatment of many Montana families. It must be condoned as it continues without abate. Being an attorney, or whatever else, does not make one a competent manager nor a leader. That person must learn to be committed to creating a fix to the problems that exist. Unless, of course, that person is being encouraged to maintain the status quo.

Secondly, your group of "professionals in the field" must instigate the basics of investigative activity. That is to actually determine the root causes of the problems that exist. You must concentrate on the who, what, why, when and where of the problem. Do not commit yourselves to using agency data solely to determine ANYTHING. you must act on the possibility that the information provided by the agency has been handpicked and possibly cleaned up.

Thirdly, you must recommend a change that CPS field workers must find facts, not an idea, assumption, feeling, or belief of the worker. Once facts are found they must determine why such facts exist. I have read that one of the items the CPS workers factors into their decision is the likability of the person being investigated. No such factor must ever come into the decision equation.

I shall draw from personal experience to make my fourth point. Surrounded, cut off, running low on ammunition and supplies, in a totally black and rainy jungle. We might have wished (and probably did) for reinforcement, a supply drop, better fighting conditions but we never whined about it. Needing more of what we did not have made no difference to our effort to improvise and overcome the odds. So money, staff and a new system may be nice but it will not rectify the situation as it exists as it is nothing more than excuse for not moving forward. Our officer knew of the situation and did not whine about it. Take this fact to heart.

Lastly. When any management makes it the centerpiece of their plea about needing staff, money and a new system and the staff buys into that fact, you most certainly see a staff believing that they need not produce a great product as of course, they feel they have an excuse not to perform to expected levels.

At the outset of my comments I stated that this is not brain surgery. Simply needing addressed is for management to manage, workers to quit following their often misguided beliefs, for the whole agency to remedy their ill treatment (including harassment, threats, lies, false reporting, intimidation, and retribution against families), clean up their act, quit treating fellow citizens as criminals at first glance, and start doing the things expected by free thinking people. Get Sarah Corbally out of day long meetings and encourage her to manage. Also, look into citizen complaints as to how they are handled and how they are resolved. Again, please don't trust information only from the agency...it may not present a full picture or possibly has been altered. Talk to citizens who have complaints and ask them what happened causing them to utter a complaint and how it was received and handled by the agency.

Should any there have any questions, comments, or need further information please contact me at (406) 830-4044.

Sincerely and most respectfully,

John Barber
Missoula, MT

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Smith, Angela

From: Hodgescheryl54@hotmail.com
Sent: Monday, January 25, 2016 2:14 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Cheryl

Last Name: Hodges

Email: Hodgescheryl54@hotmail.com

Comment: This commission was formed to find out why this CFS Department isn't working and what to do to fix it so it will work right? How can this be done when the main problem, the person that is the leader of this messed up department is running this commission? Before the Judge joined the first meeting Sarah was running the show, joking and giggling and directing the conversations in this meeting.

Of course I see why she is on this commission, she seems to know it inside and out and that is helpful and necessary but as the Governor was forming this commission a mother who had signed an affidavit sharing her evidence about a director of a regional office allegedly taking drugs, failing a urine test for drugs and as a mandated reporter failing to report abuse in her own family, the department was busy taking her kids away in retaliation! So this commission wants to hear these horror stories, around 3,000 and counting about how children in good, safe and loving homes are taken away with usually no proper documentation then if family members question why they're told to shut up or they'll never see their kids again?

I've told people who wanted to share their stories with all of you to be careful. To think it over first or they may lose their kids like [REDACTED] did when she told the truth about an allegedly corrupt director. Will [REDACTED] be next for my part in exposing this rotting department? Will Someone order [REDACTED] to be taken from their homes for no reason only to punish me for my advocating for these Children some who are still in these abusive homes as you read this? I hope not. Because [REDACTED] are safe, loved with excellent parents so there had better not be retaliation against me using them as that seems to be the way this story will unfold.

Are you members on this board committed to change or are you just here to make it look like e governor is really making this department Dow what it's supposed to do which is protect children and families, not destroy them as has happened in the past and is probably still happening as Sarah is still at the head of this department? I'd like to believe you're here to make things right, to bring these hurt, abused, raped and sodomized kids home where they belong to the families where some should have never been taken from the first place but I've trusted the governor before and been fooled. He acted concerned, he pretended to care, he seemed sincere as he listened to April and I spill our guts out how [REDACTED] were killed after CPS was informed over and over again and did nothing. He fooled me once...not again. Until Sarah Corbally is discharged from her position and riding around in an animal control truck I will not be satisfied.

I believe Children and Family Services of Montana aided and abetted in the murder [REDACTED] then by doing nothing, the murder [REDACTED] in Missouri. The murder of [REDACTED] who as we were insisting this system was negligent and inept let [REDACTED] die. Still her case is being covered up! And we are supposed to trust that you're going to fix this? As it is now MT law still conflicts with federal law which could have been fixed before the 2015 legislature so we could get government funding but that wasn't done...isn't that Sarah and Richard Oppers' job? Now it will be 2017 before this can be fixed losing money that could go to Child Abuse Awareness in this state but through the negligence in this department that opportunity is gone for two years. It could have saved a Little Life, and we may not have known anyway as when Children die of abuse in this state it's none of our business because of MT's law....sad.

How many other children have died that we don't know about? How man Sarah and Richard? As you work at trying to get more money out of the taxpayers in this state we work hard to save the children your department is killing and forever warping their futures by your goose stepping employees who are required to do what they're

told, right or wrong or leave or get fired? This is wrong. This is not acceptable and I will not back down until this department is made right, being overseen by professional, experienced people who don't have their own agenda but truly care for the lives of our Children.

If Governor Bullock can't rearrange this department to make it work correctly and get these kids out of abusive homes where they were put to retaliate against their families who question the motives of these harmful decisions, maybe he's not the right person to run our State. Maybe another Governor will do a better job and keep our kids safe and alive and in homes where they are safe and well cared for and kept alive. If not, expect a grandparent in the audience at every town meeting when he runs to stay in office. We are becoming stronger and our numbers are growing and there is strength in numbers.

So as I told you members of this commission in the first meeting: Leave your career aspirations and egos at the door when you come to these meetings. This is business. We expect good decisions that don't endanger or kill our kids like the past several years under the present leadership of this department. You do it right and you will save our children and fixed this apathetic department. If you fail more will die and be harmed. Make decisions with the heart of a parent and grandparent, not just another politician whose career is your major motivation. That's what put us all here in the first place and that's not working. It's your job to fix it so please do so.

Cheryl Hodges

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Smith, Angela

From: cnddevine@gmail.com
Sent: Monday, January 25, 2016 6:23 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Cindy

Last Name: Devine

Email: cnddevine@gmail.com

Comment: It almost impossible to reach certain workers in Helena office. They have lied in court and if you make them mad you can forget getting calls back or visits with the kids. they should be held accountable. Many illegal actions are being allowed. Let's change this please! !!

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Smith, Angela

From: b.corena@yahoo.com
Sent: Tuesday, January 26, 2016 3:48 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Corena

Last Name: Barber

Email: b.corena@yahoo.com

Comment: I have begun reading the information sheets presented. It is not difficult to read, seems doctored. Can anyone prove those Documents are accurate ? Have any of you the original documents, checked history of those person collecting information and or have the primary information yourselves prior to asking for information?

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Smith, Angela

From: latrenequeen@aol.com
Sent: Tuesday, January 26, 2016 9:32 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: April

Last Name: Hall

Email: latrenequeen@aol.com

Comment: ██████████ lost her life in 2011 due to a total system failure. ██████████ endured broken bones, missing teeth on several occasions and missing hair. Besides having to live in a house full of drugs. The house was also so filthy it wasn't fit for a barn yard animal. Yes CPS knew all of this and did nothing. For 6months I fought to get ██████████ out of there, but not one person would listen they insisted it was a custody dispute. ██████████ was deployed and I was POA for ██████████. Look at the big picture folks.

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Smith, Angela

From: arolando@mt.gov
Sent: Thursday, January 28, 2016 12:46 PM
To: HHS CFS PMK Comment
Subject: PMK Comment Received

First Name: Angie

Last Name: Rolando

Email: arolando@mt.gov

Comment: Please see attached. Thank you.

File Upload: [http://dphhs.mt.gov/Portals/85/Documents/ProtectMontanaKids/FileUploads/PMK letter.docx](http://dphhs.mt.gov/Portals/85/Documents/ProtectMontanaKids/FileUploads/PMK_letter.docx)

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January 27, 2016

Protect Montana Kids Commission
RE: Public Comment

Greetings:

By way of introduction, my name is Angie Rolando. I first started my employment with Child and Family Services 4 years ago as a Child Protection Specialist. I have also worked as a Child Protection Specialist Supervisor and am currently a Training and Development Specialist charged with developing curriculum and training CPS workers.

There are no easy solutions to the issues facing Child and Family Services and the Child Protection Specialists who do the front line work. Our work is complex and is something that not everyone understands. As a result, it has been easy to deflect the true problems with the larger system and instead have seen the development of personal attacks against individuals employed by the Division. There is no one right answer. While I understand the anger and frustration and criticism of our work by various individuals and providers, it is not constructive to personally attack the workers who devote their lives to ensuring the safety and protection of our children.

The nature of society is changing as shown by the diverse issues facing the families we serve. Due to the sheer number of reports and cases, it is common knowledge that workers often neglect their obligations to themselves and their own families in order to meet the demands of the jobs while going to bed at night with the fear and worry for each and every child on their caseloads. When a worker investigates a referral, they have no idea what is going to greet them on the other side of the door, not to mention the never-ending list of job duties they must complete. Child Protection Specialists are working in very difficult situations oftentimes in highly charged environments in order to protect children. Every day on the job is different but one thing is constant and that is the never ending criticism and scrutiny of the work CPS does. Workers take those risks and criticisms willingly, day in and day out, because they believe in protecting our state's most vulnerable children. Frankly, they should be applauded for the work they do and be given the resources necessary to effectively and efficiently complete their work deadlines.

Despite the staff and resource shortfalls, let us never forget the hundreds of success stories that we see every year. Our work not only results in the protection of children but in the strengthening and preservations of families, which is so important to our Montana culture. The criticism and faults in our work are the only cases that receive public attention and that is simply unfair, unjust and disheartening. There are more children than I could name or count that are alive today because of the work of this Division. There are more children than I could name or count that have been reunified with their families today because of the work of this

Division. The dialogue has digressed and has been perpetuated to the point where it is counterproductive to the work this Commission is working hard to accomplish. We must all stand together, we can no longer be quiet and we can no longer point fingers and allow the personal attacks undeservingly at Child and Family Services and the employees who I truly believe are doing the best they can with what they have. While I recognize no system is perfect, without our CPS workers, the harm and detriment to our communities would be tragic beyond belief.

While I applaud passion, it should always be constructive, not abusive. I have seen the escalation of behavior on behalf of some folks saying things like workers and employees should be sent to other countries and even die not to mention name calling which seems to be something CPS is just expected to deal with. Let that sink in for a minute. How would you feel going to work and seeing that on a picket sign or blasted on social media? How would that affect you? More than insulting it is heart breaking to imply that the motives of Child Protection Specialists, supervisors, managers and administrators have any malicious motive or corruptness in the work they do. I speak very genuinely when I say they are the greatest people, at every level of our Division, I have ever had the opportunity to know and work with. Despite the personal public attacks, these workers keep showing up day after day after day. Why? Because they care about the work they do and they care about the children and families they serve. The criticisms that have been intensified to the point of personal attacks only exacerbate the risks of the already difficult job CPS does. That is something that should no longer be tolerated or given a voice to in this process.

Heavy is the head that wears the crown. That is a responsibility that does not exclusively fall on Child and Family Services. We all have the responsibility to the children and families of Montana. By all, I mean parents, caregivers, families, communities, educators, professionals and agencies. Child protection is and will continue to be one of the most demanding jobs in our state. Let us all work together for solutions because I believe we all truly want the same thing. We want to ensure no child is ever hurt at the hand of abuse or neglect. In the unfortunate cases where a child is subject to abuse or neglect, we want to ensure that we do everything we can in the best interests of that child. We also want to strengthen families so they do not have to be torn apart. Child Protection Specialists, regardless of their education, background or longevity with the Department not only need but deserve support and praise for the difficult work they do. I hope the Commission and Governor's office extends that support and praise while addressing the systematic changes necessary to improve the work we do. As employees of the State of Montana, I would also ask for support to putting a stop to the escalation of public attacks that are putting these workers at further unnecessary risk.

I appreciate your time and consideration.

Angie Rolando