



# COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

June 9, 2014

Pamela Scotch  
135 Gardenvale Dr.  
Cheektowaga, New York 14225

Dear Ms. Scotch:

After listening to your testimony to the Erie County Legislature's Health and Human Services on their June 3, 2014 hearing about child protective services (CPS), we had several follow-up questions regarding statements you made at the hearing. At the hearing, many of the individuals who attended were under the impression you were a CPS worker. According to our records, you worked for thirteen years in Children's Services and never worked in CPS. Please let us know if that is inaccurate.

At the hearing, you indicated there were no supervisory meetings and received no support during your three month stint as a supervisor. According to our records, you attended Supervisors' Meetings on October 9, 2013 and October 23, 2013, and sent a representative to the meeting on November 27, 2013. In addition, did you ever try to access the Department of Social Services' supervisors training program (*Coaching to Performance*)? This course was offered twice during your tenure as a supervisor.

You were promoted to Social Case Supervisor at the end of last September, just before the OCFS audit of CPS. The audit, as you are aware, created unexpected burdens throughout the larger Child Welfare Division. We agree it was not an easy time to come into a supervisory role in Children's Services. Your direct supervisor was central to the work of the audit, so two other Social Case Supervisors were directed to provide regular support and guidance to you as you onboarded to your new role. One of these persons has over 30 emails from you regarding, cases, personnel management and administrative issues. Both of these colleagues were available on an "open door" basis to you and report you accessed their experience and guidance frequently. Of note, you carried half the number of direct reports as compared to the other Social Case Supervisors during your short tenure of 3 months in the position. What additional steps do you think we should have taken?

Finally, you spoke to the Legislature that desired skill development training was not available to you. Our training records for you indicate the last skill development training you attended was in July 2009, a mental health offering. Within the last year, we have held a number of courses, such as *Child Abuse and the Brain: The Developmental Impact of Trauma, Domestic*

Ms. Pamela Scotch

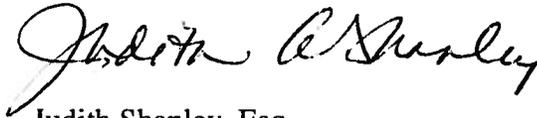
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*Violence Training for Child Welfare Workers, and Family Engagement and Assessing Domestic Violence in Child Welfare.* At this time, we are part way through the series titled *Mental Health Series for Child Welfare Workers* that includes separate classes for *ADHD, Depression, Aggression and Disruptive Behavior Disorders, Normal Development and Attachment, Autism Spectrum Disorders, Anxiety, Posttraumatic Stress Disorder (PTSD), Substance Abuse, Bipolar Disorder* and *Medications*. We would have wished you had taken advantage of these opportunities.

We are always saddened to lose a valued member of our team and are concerned when they would have such animosity towards us. We would welcome your input on ways to improve the working conditions of Social Services. Please contact me so we can discuss further.

Sincerely,

A handwritten signature in black ink, appearing to read "Judith A. Shanley". The signature is fluid and cursive, with a large initial "J" and "S".

Judith Shanley, Esq.  
First Deputy Commissioner – Protection  
Department of Social Services

cc: Erie County Legislature