

Family Services Review Commission Meeting

August 7, 2008

8:30 a.m. to 12:00 noon

HSB-252

Members present: Maggie Bagon, Doreen Binder, Jessica Chanay, Diane Cohen-Alpert, Kim Freeman, Ellen Gradison, Peggy Kennerly, and Michael Ware

DHS staff present: Erinn Kelley-Siel, Mickey Serice, Vic Todd, Xochitl Esparsa, Lauri Stewart, DHS Communications, and Nancy Sathrum

Members excused: Rosemary Lazzari

Guests: Yesenia Gutierrez, Legal Aid Services of Oregon, and Stephanie Tama-Sweet, Oregon Food Bank

Meeting materials sent via email prior to meeting: Meeting Agenda, Draft Minutes of the June 5, 2008 FSRC Meeting, June DCI Update, July DCI Update, Complaint Summary and Narrative Report for May 2008

Additional Handouts at meeting:

- May 2008 and June 2008 Public Assistance Caseload, Second Edition
- May 2008 and June 2008 Self-sufficiency at a Glance
- DV Related Training Information

Greeting and Roll Call

The meeting was called to order at 8:36 a.m. with a quorum in attendance.

Chair Report:

- Meeting agenda reviewed.
- Approval of Minutes:
 - June 5, 2008 – **MOTION:** A motion was made by Maggie Bagon and seconded by Ellen Gradison to accept the minutes, with one correction that Doreen Binder was in attendance. No further discussion was held and minutes were approved unanimously.
- Introductions held.
- Hearings brochure: Not discussed.
- Membership:
 - The FRSC has recommended that the Governor's Office appoint Yesenia Gutierrez to the commission. **(8/11/08, Yesenia's appointment was received from the Governor's Office.)**
 - Norene Goplen (sp) may also be interested in joining the commission.
 - Ken Benson, former foster parent, has sent an interest form to the Governor's Office.
 - Diane recently spoke with Nichole Maher, NAYA Director in Portland. Nichole is doing some research to locate a Native American to apply to the FSRC. The FSRC

would need a presentation to educate us about the difference in rules and contracts for Tribal TANF.

- Peggy said this was a good opportunity to look for representation from Eastern Oregon and rural areas.
- Maggie mentioned a public assistance client that may be interested.
- Ellen said she could switch categories if needed for recruitment efforts.

DHS Presentation, Erinn Kelley-Siel, Mickey Serice, Vic Todd, Xochitl Esparza

The FSRC extended their welcome to Erinn Kelley-Siel and made introductions around the table. Erinn appreciates the chance to re-introduce herself to the commission. Erinn came to Oregon for a judicial clerkship with Justice Kulongoski. She was hired as his Policy Advisor for Human Services when he became Governor and has held that position for the past six years. Her work with the Governor's Office well equips her to understand CAF issues and the partners we work with. She was humbled when Bruce asked her to fill the CAF Director position on an interim basis. She is currently working from Portland two days per week. If the interim appointment works for Erinn and the Division, she will be interviewed/vetted for the position in a few months.

There are a significant number of initiatives currently underway in all areas of CAF. Erinn and Jessica have discussed the broadness of the commission's scope of work. Erinn's goal is to have an open dialog with the commission. A shared vision will assist the FSRC and DHS to work together to accomplish stated goals.

As part of the transformation process, DHS is discussing initiatives to create a worker and client perspective to improve service delivery. A standard survey/data set is needed to create a baseline to assist in this improvement. In the first phase, workers have identified areas to streamline and improve work processes to help meet the client's needs. A rapid process improvement (RPI) has also identified areas for improvement. Community partners will be invited to contribute their perspectives and suggestions.

TANF and food stamps have done well the last two years to identify the vision/values of these program areas. DHS will apply a different lens to view the issues that come to us and use four or five values to prioritize the work we do; taking into consideration the funding that is available. Erinn's goal is to move the division forward, leading with these principals so everything we do is based on the established values and goals.

DHS is currently very involved in budget planning for next session and will be submitting the Agency Request to the governor's office soon.

- Maggie: Expressed an on-going concern regarding line workers. The bad workers can create a nightmare for clients. Erinn hopes that technology improvement will assist DHS to better respond to some of the negative situations.

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- Peggy: Asked DHS to continue training on domestic violence, addictions, and mental health so workers understand the recovery process. How workers relate to the client greatly affects the client's ability to move forward. Vocational Rehab is partnering with child welfare and self-sufficiency staff to find supportive employment opportunities to empower clients.
- Vic: DHS is trying to address this through the intensive case consultants (ICC) and mental health specialists to help clients cope with some of these issues. It is recommended that on-going training be built back into our programs.
- Jessica asked how the FSRC can best compile comments for Erinn. Jessica attended the Accuracy and Information Summit. During the panel presentation on ICC's, Jessica got a real sense of how often caseworkers are asked to be psychologists. Many clients have mental health and other barriers. Erinn discussed how she thinks we can work together to address some of these issues to enhance our service delivery and bring them to the legislature.
- Jessica talked briefly about the Client Services Committee and how they plan to review client complaints. Are the complaints being reviewed by CAF Administration? Is there a new customer complaint form in the works?
- Kim has worked with DHS for 16 years and spent many years in a DHS branch office. She is pleased that Erinn is spending some of her time in a child welfare field office.

POPS timeline:

The current DHS Policy Option Packages (POPs) are on the website. Work continues on cleaning up the POPs and preparing for the September 25-26 E-Board. DHS is currently working on narrative detail for the 2009 Agency Request Budget. The DHS Cabinet will use defined elements to prioritize the POPs.

CAF has submitted its first 10% reductions and will work on a second 10% reduction list. CAF has also prioritized its reductions and submitted information on where additional funds would be used if available as well as what we would cut if revenues are lowered. Most likely, we will be reducing the budget this next biennium. If there is an important request in the POPS, there needs to be a corresponding reduction offered. DHS makes the recommendations to the Governor's Office who then presents them to the legislature.

Increasing caseloads and impact on services:

Vic talked about the significant increase in caseload for Food Stamps, which we see as a good thing to assist with family stability. It is important to continue identifying groups who aren't accessing services. The economy is driving a piece of this and clients are accessing more services. The reality of our budget situation happened quickly, within the past year. The Transformation and Lean process will help. As the budget decreases, our need to provide services increases. Erinn pointed out that CAF is challenged to manage the budget through this biennium. Jessica mentioned that ballot measures may complicate these budget issues.

Xochitl Esparza distributed information on DV training. The first page sites statutory requirements for DV training, CFRs and ORSs. Page two and three are a list of trainings. DV 101 is required for all self sufficiency workers. Other trainings are required for different workers, depending on their duties. The official screening tool is the application.

Summits:

Vic gave a brief update on the summits. Eight summits were held around the state. They have been pretty successful and have addressed programs and systems developed independently of each other which may have caused the problem of multiple notices being sent to clients. What was the participation rate? The expectation was that all self-sufficiency, SPD and Triple A staff attend this training. Partners and advocates have been invited to attend, but focus is on caseload carrying staff. It is always difficult to juggle caseload demands and training needs. This is an annual training and Vic appreciates any feedback to improve future planning.

Transformation:

McKinsey is the contractor for Phase II which will be a 14-week process. Phase II will focus on the Rapid Process Improvement (RPI); mapping out processes in specific areas from beginning to end. The transformation office is putting together a calendar of the RPIs. **ACTION:** Nancy will send the calendar to the FSRC when it is available. There will be two levels of participation; a 4-day commitment to work through the process or just the last day for a “roll-up” discussion. Outcomes are derived from benefits to clients. Staff have been getting messages on the Phase I results. Information will be posted soon to the DHS website. **ACTION:** Lauri will let Nancy know so she can inform the FSRC. **(Done: Transformation update email sent on 9/3/08.)**

Follow-up items that were discussed:

Letter to Erinn: FSRC members were assigned certain areas to cover. Send your paragraphs to Jessica by August 21st and she will compile in a letter to Erinn for review at the 9/4 meeting. **ACTION:** Jessica will send an e-mail with the structure and format of the letter. **(Email sent 8/8/08)**

- - Domestic Violence – Rosemary
 - Strategic Plan – Jessica
 - ICC’s, training people at the front end, including Managers, Supervisors and Contractors – Ellen
 - Mental Health and Addictions, including recovery training – Peggy/Ellen
 - Client Feedback, quality of services and respect for clients – Jessica/Kim
 - Language and accessibility – Yesenia

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- Minority over-representation – Michael/Diane. Michael mentioned two conferences; one in Multnomah County that Judge Nan Waller is pulling together, followed by one with the Governor’s Office.
- Workforce Education services – Kim

ACTION: Attach Strategic Plan overview to the letter when it is sent. CC list to include Bruce Goldberg, Clyde Sakai, Fariborz Pakseresht, CAF, Child Welfare Advisory Committee, Addictions and Mental Health (Bob Nikkel, Madeline Olson, AMH Advisory Committee) Oregon Alliance of Children’s Programs.

Add the following items to the September 4th agenda:

- DV handout
- Summits; discuss Dr. Ford’s presentation on the My Self Assessment (strength-based assessments)
- Transformation update; Jessica will be meeting with Michele Wallace and will share information via email
- Minority over-representation
- Client complaints
- Language barriers and accessibility; international branch
- More intensive training for supervisors and managers to encourage a higher level of accountability
- TANF Workgroup report
- Parents as Scholars; good things as well as some compromises to deal with federal requirements have come out of this work group. **ACTION:** Nancy to see if the PAS rules have been sent to FSRC. **(Yes, sent by Annette Tesch on July 15, 2008.)**

The Complaint Report re-design will be addressed by the Client Services Subcommittee when they meet on September 4, 1:00 – 3:00 p.m. in the CAF Conference Room. Jessica will find out when the new form will be distributed. **(Done 8/20/08, Jessica sent a PDF copy of the new form)**

POPS Process:

The FSRC may want to pick out specific POPS to support or provide a global statement as the state heads into a down turn in revenue. Ellen likes the global approach and Kim thinks the letter should connect back to the POPs and budget to encourage DHS to focus on certain areas. **ACTION:** To be included in the letter to Bruce: 1) Protect human services during the economic down turn. 2) Protect DHS services/support to counties losing timber funds. 3) Consider unique challenges in cuts to rural communities.

Peggy: Thinks it would be good to consider a brochure from FSRC; to include mission statement, values, structure, issues of interest, etc.

Strategic Planning:

- Review overview of plan (possible adoption):

MOTION: Peggy motioned that we adopt the draft 3 outline (same document without the action items), Kim seconded motion and vote of approval was unanimous.

September Agenda, Questions for Dr. Goldberg:

- Strategic plan for next legislative session
- Reductions (involve communities, FSRC, etc. in providing feedback)
- Timeline of search for permanent director (recommend that someone from the FSRC be included)
- Ask how DHS is working with our delegation to influence federal policy as we move into an election year and deal with new food stamp regulations
- Update on the transformation process; objective measurement, outcomes, how is it being framed, etc. The survey that was sent to providers wasn't framed in a way that it would deliver meaningful results and doesn't indicate what is actually happening in service delivery around the state. What follow-up will be provided? How can this input be used to improve future phases? (Peggy may speak directly with Michele Wallace about the problems with the survey.)
- Update on how he sees the role of the FSRC?
- Inform Bruce that FSRC is preparing a letter to Erinn (and POPS letter) and include bullet items.

It was suggested that Rep. Tina Kotek be invited to a future FSRC meeting to provide a TANF update.

Summit and Dr. Ford Training: The Summits and Dr. Ford's presentation on training were discussed and concerns were raised. Michael asked about the 19 new staff that is to be used for consultation. Michael hoped these positions would be used to support caseworks in their work. To be discussed further at the September FSRC meeting.

Next Meeting: The next FSRC meeting is scheduled for September 4, 2008, 8:30 a.m. to 12:00 noon in Room 252 of the Human Services Building.

The meeting adjourned at 12:00 p.m.