

Family Services Review Commission Meeting

September 4, 2008
8:30 a.m. to 12:00 noon
HSB-252

Members present: Jessica Chanay, Diane Cohen-Alpert, Ellen Gradison, Yesenia Gutierrez (by phone), Peggy Kennerly

DHS staff present: Vic Todd, Xochitl Esparsa, Lauri Stewart, Nancy Sathrum

Members excused: Maggie Bagon, Doreen Binder, Kim Freeman, Rosemary Lazzari, Michael Ware

Meeting materials sent via email prior to meeting: Meeting Agenda, Draft Minutes of the August 7, 2008 FSRC Meeting, August DCI and PaS Update, Complaint Summary and Narrative Report for June 2008 and July 2008

Additional Handouts at meeting:

- Updated FSRC Member Roster
- Draft Letter to Erinn Kelley-Siel
- 2008-2010 Strategic Plan Outline
- July 2008 Public Assistance Caseload, Second Edition
- July 2008 Self-sufficiency at a Glance

Greeting and Roll Call

The meeting was called to order at 8:38 a.m. with a quorum in attendance.

Chair Report:

- Meeting agenda reviewed.
- Approval of Minutes:
 - August 7, 2008 – Quorum not in attendance. August minutes will be voted on at the October meeting.
- Membership: This item deferred to later meeting

Dr. Bruce Goldberg: FSRC reviewed the letter submitted to Dr. Goldberg prior to the meeting.

Discussion items:

- 2009 Legislative Session/Budget: There have been big changes since DHS began the budget work a year ago. The revenue forecasts continue to diminish which will be available for the 2009-11 biennium, which could have an impact on human services. The needs-based budget is 50% bigger than last biennium's budget but will not meet all of the need.
- Budget Priorities: 1. Preserve current programs and invest more in them before adding new programs, such as TANF enhancements. 2. Additional investments will go to preventive and root cause problems; poverty and jobs, mental health and Substance Abuse issues, health care, and restore Oregon Health Plan standard. Proposed reductions: work continues on prioritizing reductions, just submitted first 10%. DHS has concerns about the remainder of the 2007-09 biennium, due to an almost 10% increase in food stamp caseloads, which is creating a workload issue, and a 4% increase in the Oregon Health Plan caseload. The E-Board will need to take action. Impacts on DHS also indicates what's going on in local communities

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Recent revenue projection. Revenues are down but legislature has some emergency funding but will not likely be enough to weather the current economic situation. Caseloads are continuing to go up. Revenue may be down again in Dec. which will put DHS in a more difficult situation.

Question: Will the transformation process help save dollars through process improvements? Answer: probably won't see savings within the next 6 months. DHS expenses are being curtailed. Rapid Process Improvement (RPI) is happening around the state, and DHS has just finished looking at the food stamp application process. A 10 day process will now be accomplished within 2-3 days.

E-Board: Could the e-board reduce DHS' budget? It's possible but not likely.

Search for CAF Director: DHS had a search in process in place prior to Bryan's death and had a small advisory group to review applications. Erinn stepped in and has done a good job and has been asked if she wants to be a candidate for the permanent job. She will need to go through the process to be considered for this. Search is on-going, hope it narrows down soon to 1-2 people and then would appreciate the involvement of this group.

DHS Presentation, Vic Todd and Xochitl Esparza

- Possible loss of Excess MOE which could have a negative impact on TANF in Oregon: Draft letter was distributed by Vic.
- Parents as Scholars brochure was distributed. Next edition will include a mixed age group. Posters have gone out to be posted in branch office lobbies. Different languages were also printed. Question: opportunity for the PaS group's feedback prior to printing? Answer: It can be reviewed at the PaS meeting in 6 months. Question: Some contracted partners are in colleges – will the posters and brochures be distributed to colleges? May pose this distribution question to the PaS workgroup. New SSP program info should be provided to ongoing clients. Vic will discuss with program managers to see what extended use may be. Other distribution possibilities: County health depts., WIC, immunization clinics, family planning, and head start.
- Client complaint form: The Client Services Committee has been reviewing the reports but hasn't provided feedback to DHS yet. What is the best format to provide this feedback? Answer: feedback can be shared during district manager's meeting – FSRC rep, can be put on the agenda. ACTION: Send Jessica Robin's contact information. This is policy and field delivery issue to improve ability for clients to access services. Are the reports going out to other divisions?
- Update on TANF time limits: Clients will be notified about time limits in September. FSRC would like a copy of the letter. ACTION; Xochitl will send letters to Nancy to forward to FSRC. Alternative format is available. So far, no one in Oregon is close to reaching the time limit.
- DHS Transformation: Lauri asked if we received a transformation update. Emails were sent FSRC yesterday, but most of them are high level until the last message which included details from the Albany RPI. There is some partner participation on the RPI's. A suggestion was made to invite Marge Reinhart discuss the transformation process in field services ACTION: **Invite Marge Reinhart to speak on the Transformation work in the field.**
- HB 2175 screening for abuse/neglect will occur for all clients that DHS interacts with (has been codified in statute). Trying to use the Lean process to work on this issue. Hope to get the criteria established by the end of September. 2nd, however the issue will be ensuring due process, who has access to information, etc. who makes decisions, and how parameters are determined. This will be the first state to do it agency-wide for child abuse/neglect. Next one in early to mid October. Roll out date is by end of year or shortly thereafter. Plan to take to legislature in January.

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- Ford training discussion. Three prong approach is needed that includes staff training, models, and standards, along with excellent supervision. FSRC could focus on certain issues such as consistent standards. Need to discuss the entire client services goal area. Question: How can we specifically meet these goals? Evaluation from staff of Dr. Ford training was very high. It depends on the individual worker and branch culture. Peggy and Ellen read the Dr. Ford training book. There could be a problem with one-size fits all training. Dr. Ford approach isn't necessarily new. DHS has done strength-based training in the past. Personal beliefs of caseworks merge with interactions with clients. There could be problems when caseworker discloses information about personal issues to connect with client. Discussion tabled for meeting when more members are present.

Letter to Erinn Kelley-Siel: Erinn is very goal specific. Info needs to be in present terms. Have concrete recommendations and how we can work together for better outcomes. More specific recommendations on issues such as DV, adequate training, hiring and specific supervisor training on all standards and expectations.

Suggestions: Include a section about complaint narratives and how they are responded to. Put overarching items first. Include mental/developmental disabilities (cognitive) and how it impacts client services. Need individualized services for these clients. This area should be re-written. Clients should be provided a list of acronyms. Take out community justice part, information is good but may not be relevant. (Put in as a footnote?).

Need overarching statement that statistical references will be in footnotes. Need purpose and recommendation statement for each area. Add stats for all program areas? Many of these items are frequently discussed, but consistent practice doesn't always follow.

Training with frontline workers are more of a recommendation, reword and include hiring people with skills. Hire for the future for development of the workforce. Want willingness to learn, good attitudes, and professionalism.

Unresolved issue: whether or not international branch should be included in LEP portion of letter? Good idea to pull out the big, overarching items. There are different opinions among commission members so will need to discuss further at the October meeting. **ACTION: Jessica will create an outline and send to commissioners.**

Other Discussion Items:

- Legislative Committee: 2009 session is coming up – will discuss further at Oct. meeting.
- E-Board meeting: Coming up on Sept. 25 – 26th.
- Drug Prescription Program Presentation: Mixed feedback on hearing this presentation. Go to the website to learn about it or ask her to send a handout instead of taking meeting time. **ACTION: Send website to commissioners for more information.**
- Ballot Measures: Several of the ballot measures, if passed, will have a significant impact on state revenue and possibly DHS services. Jessica distributed a handout on ballot measures.

Next Meeting: The next FSRC meeting is scheduled for October 2, 2008, 8:30 a.m. to 12:00 noon in Room 252 of the Human Services Building.

The meeting adjourned at 12:07 p.m.