

Family Services Review Commission Meeting

December 6, 2007

HSB-252

Members present: Jessica Chanay, Kim Freeman, Shirley Kaping, Peggy Kennerly, and Rob Potter

Members excused: Maggie Bagon, Doreen Binder, Diane Cohen-Alpert, Rosemary Lazzari, Mavel Morales, and Michael Ware

Members absent: Bonnie Davidson, Miranda Herrera and Angela Sanchez

DHS staff present: Bryan Johnston, Mickey Serice, Jim Neely, Dave Lyda, and Nancy Sathrum

Administrative Handouts, sent via email prior to the meeting: Meeting Agenda, Draft Minutes of the November 1st FSRC Meeting, DHS Summary of Complaints Report for October 2007, FSRC Strategic Planning Process 2007

Additional Administrative Handouts at meeting: 2008 FSRC Meeting Schedule, DCI Report, Self-sufficiency at a Glance for September and October 2007, September 2007 Public Assistance Caseload, Second Edition, October 2007 Public Assistance Caseload, Second Edition, FSRC Strategic Planning Process 2007, FSRC 2008-09 Strategic Plan Potential Goal Areas

Greeting and Roll Call

Meeting called to order at 8:38 a.m. without a quorum in attendance.

Chair Report:

- Action and follow-up items: None discussed.
- Approval of November 1st Minutes: Quorum not present so postpone vote to January meeting. Correction on Page 1 of additional handouts section; add “**ERDC**” to co-pay for family of three document. Jessica mentioned additional typos; she will connect Nancy with corrections
- Election of Officers at the January 3, 2008 meeting: Rob reviewed the nomination/voting process. Nominations were due to the chair by November 28th. Jessica was nominated for Chair and Rosemary was nominated for Vice-Chair. Comments from the nominees were tabled to the January meeting because of absences at the December meeting. **ACTION:** Vote on Jessica’s process at January meeting during chair report.
- Other Business: Rob mentioned emails he has received on Control and Security Measures and Medicaid-CHIPS and reviewed other documents in the meeting packet. September Self Sufficiency at a Glance: Dave mentioned that there is an anomaly in the number for JOBs Program. It is because the feds made a change in how the numbers are counted and reported and should be corrected with next month’s reporting. The Food Stamp Program has increased from \$15 million per month in 1999 to

approximately \$42 million for 2007. Participation has more than doubled and we are approaching \$1.5 million per day in benefits. Reasons for the increase include continued outreach, better marketing, and easier access to services.

- Summary of Complaints: Mentioned that it is in the packet.

DHS joined meeting and introductions were made around the table. Bryan mentioned that this was his second interim position at DHS, the first being from May 2005 to November 2005 when he served as the Interim DHS Director before Dr. Goldberg was hired. Bruce asked Bryan to come back after Ramona announced her retirement plans. Bryan plans to assist staff to accomplish certain projects in CAF and then begin the search for a permanent Assistant Director. It is anticipated that a permanent Assistant Director will be hired during the summer.

Bryan said he would like to sit in and listen to the meeting, then answer questions from commission members. Rob provided an informational overview of the FSRC and said we are currently working on the commission's strategic plan for the next two-years. The last plan included providing legislative testimony and having representation on the TANF Advisory Committee.

DHS/CAF Report, Bryan Johnston, Mickey Serice, Jim Neely, Dave Lyda:

Jim distributed and discussed a handout titled "Governors Initiative on Improving Health for Low-Income Oregonians through Improved Nutrition". DHS will be discussing this with Ways and Means and it may be included in the rebalance during the upcoming February session. The plan includes a broad range of services that should assist in improving our programs. Bryan asked if the items have been prioritized. The bonus is matchable so it is possible that all items could be funded. Kim asked if community partners and contractors will be included in the training. Care must be taken so we don't begin programs that can't be sustained when the bonus money has been depleted. Jessica said the Task Force will also receive funding and will try to build sustainability of programs. Jessica asked about the session. We don't know the schedule at this time.

Peggy encourages DHS to look at seniors in a different way when marketing food stamp benefits since senior meal programs are being squeezed and more seniors are going without adequate food. Seniors see food stamps as a government handout, unlike other meal programs. Seniors are the largest underserved age group in the food stamp program, but outreach efforts are paying off and participation is growing. **ACTION:** Jessica will provide further information that she has from the Task Force.

- DHS Transformation Initiative – status: The McKinsey group is assisting and giving us the benefit of their expertise, but it's important that the plan be the work of DHS. Each division has identified a "tiger team" to work closely with Fariborz Pakseresht, who is the DHS lead on this project. There is good enthusiasm and all systems are

moving forward. DHS has many improvement projects in process and needs to assure that the programs are in concert with each other. The Program Improvement Plan is due to Region X in January, the Child Welfare staffing study should be completed by the end of January, and the McKinsey report is anticipated in May, but that may be optimistic. The FSRC roster was provided to McKinsey as part of their request for partner lists.

- 2008 Legislative session – status: We are on new turf with this session so much remains unknown. Legislators probably won't be as accessible due to the construction at the capitol. It is anticipated that the combined House and Senate will introduce approximately 100 bills and that four budget bills will be introduced at the end of the session. The time frame of beginning and ending in February is firm. This will be an audition for annual sessions, using the model of long sessions in odd numbered years and shorter sessions dealing primarily with budget and emergency issues in the even years. The executive branch won't be introducing any bills and we haven't heard that DHS will have issues on the front burner. **ACTION:** Mickey will forward information and agendas through Nancy as items come up.
- Child Care Program – Mark Anderson: Employment Related Day Care (ERDC): Mark reported on improvements to the Child Care program. There were some uncertainties around computer changes but the implementation went well. There were a few glitches but overall it went well and it appears there will be a significant increase in caseloads. DHS is interested in how the changes will affect the choice parents make for their child care. Approximately 60% use exempt care, friends and relatives, because of the familiarity and flexibility it offers. DHS is also interested to see how these changes will affect child center care. Training for child care centers has been provided in the Portland area. We haven't seen any significant jumps at this point, but anticipate them in the future. DHS will have to address the decrease in co-pay and unintended result of an increase in income during the next session. We would like to continue to provide benefits to these clients by raising the income eligibility from 186% to 250%. Jessica asked when the 250% increase will take place; perhaps as a Policy Option Package during the 2009 legislative session. She also requested that DHS share information regarding the type of day care parents are choosing as the changes take place.
- TANF – Dave Lyda: What's next? Dave reported that the temporary rules will be filed as proposed permanent rules on December 14th and will be open for public comment until the end of January. The TANF Rules Advisory Committee met to review approximately 12 of the most critical rules. The committee had good, thoughtful comments on suggested adjustments to rules and the policy manual. Final comments from the committee are due Friday, December 6th. DHS has seen this as a positive process. Jessica participated as a representative from the Task Force and

concluded that the discussion was very valuable and led to a better overall product. Dave said DHS appreciates the input of the FSRC.

Partners will be invited to the next round of statewide training that is scheduled for the end of January through February and will focus on marketing of services to clients (employment and training and screenings) and engagement and re-engagement processes. Approximately 20 six-hour sessions are planned. Each training session will accommodate 25-30 people to facilitate a hands-on process.

At the end of November, approximately 460 clients have signed Interim Assistance Authorizations for State Family Pre-SSI/SSDI services. Current numbers indicate 615 people are receiving Post-TANF benefits. This data will eventually be included in the monthly Self Sufficiency Program reports.

Report on hiring process:

- Intensive Case Consultants: Process has begun with the hope that staff will be hired by the end of February.
- Business/Office Managers: Approximately one-half have been hired.
- Pre-SSI Program: The manager and 6 to 8 liaison staff have been hired.

Jim provided an update on recent storm conditions around the state. Coastal branches in Tillamook and Astoria were closed for 1½ days. Now that the governor has asked for a disaster declaration, we may need to request disaster or modified food stamp benefits. DHS will be assessing the need, asking for waivers or move to a full disaster program. A modified disaster program was implemented during the 1996 floods.

Policy Option Packages (POPs): Jim mentioned that it's time for the FSRC to begin thinking about what they'd like to see for the 2009-11 biennium. Jessica requested a timeline. CAF has begun creating its wish list. It will be reviewed and revised and should be complete in April. During late January/early February DHS will assemble the department-wide requests. It is recommended that proposed ideas be on table by the end of January. Kim suggested it might be helpful to discuss POPs internally with DHS and externally with Rep. Kotek: Kim also mentioned that food stamp staff are now located across from Mt. Hood Community College and a good partnership with DHS is being built. DHS line staff is able to sign up for self-paced training at a reduced rate. A similar program is also available to food stamp recipients.

Jessica requested follow-up discussion on the disqualification numbers provided last month. What will be done with this information? Although we don't know the long-term effects, it has already made a huge impact for clients that have been invited back into the program. The review has been a good process. Will it happen again in the future? Will this help problem areas, narrating, etc., to keep the disqualification numbers level? Was the

information from the report shared with case managers around the state? The report was shared with CAF field management staff. The results and philosophical piece has been shared and we are emphasizing screenings and making sure we have a solid process to offer line staff. We will continue to have on-going monitoring and reporting.

Kim mentioned the Steps to Success, Project Enterprise (business/shelter work) program. Kim Patterson is the college manager, with participation from Portland Community College and Mt. Hood Community College. Project Enterprise worked with the Oregonian to insert donation bags in the paper in late November. One person from Project Enterprise said they felt so good about helping poor people. **ACTION: It would be good if Bryan could visit project. Dave has contact names and will provide to Nancy.**

Congratulations to Shirley for her many years of participation on the FSRC. Her input has been instrumental on the commission. Rob asked Shirley if she had any parting thoughts: Shirley has enjoyed her involvement with the commission. She has worked with the DHS staff for many years and has developed a good respectful relationship. She believes DHS now really listens to the FSRC, that didn't happen in the past. It breaks her heart that the FSRC is struggling to replace members and that we have meetings with very little participation. It has been fun and she's enjoyed working with the various members over the years. Kim mentioned that DHS often looked to Shirley for history and recommendations. Shirley suggested looking at Legal Aid in Eugene for possible new members. She also believes Ellen Gradison, Policy Expert with Oregon Law Commission would be a great addition. Shirley agreed to return for one last meeting in January to participate in the strategic planning process.

Part II: 2008 – 2009 Strategic Plan Development:

- Discuss and summarize 2008 – 2009 Strategic Plan

Kim's comments: Focus on standards of care – what does this mean? We need to determine who we are losing after the first encounter. Will the McKinsey process be able to provide this information? Can the FSRC have input into the McKinsey process to request specific information we would like to have? Regarding membership, it may be helpful to recruit a staffer from Rep. Kotek, Sen. Schrader, or Sen. Carter's offices in an advisory capacity or for FSRC membership. If advisory capacity, include them as a standing agenda item. The FSRC would benefit from getting advice from legislative perspective. Shirley mentioned that years ago the FSRC had one position for an elected official.

Jessica asked how effective strategic planning will be with only four members in attendance. Should it be moved to the January meeting? Jessica would prefer to hold this discussion for a larger group.

Rob suggested spending 30 minutes to brain storm a list of topics:

- Operations – formal operating procedures (pick top two);
- membership (look at switching categories of existing members to accommodate new members);
- recruit state legislator/staff person, or invite them to meetings to discuss their position on self sufficiency issues;
- continue working with the Governor's office to recruit a full slate of members and terminate inactive members (Bylaws has segment that members are removed after three unexcused absences.);
- new member orientation; review welcome packet and discuss mentoring relationship with an existing member;

Operations: Structure/effectiveness of meeting agenda, meeting schedule, meeting location, etc.

Peggy suggested focusing on one topic area per meeting to become outcome oriented. Discuss for 60 – 90 minutes, make decision, write up policy recommendation/proposal and move forward. We have good wandering conversations, but no decision point or action items so it feels like we're constantly spinning our wheels. Need to take decisive action on items. Focus on creating a policy template to use during topic discussion to help drive group to a decision point. This may help new members feel more connected, engaged and productive. Second part of meeting could include a short miscellaneous parking lot time for discussion of new items and setting agenda for next meeting.

Other ideas:

- Be strategic when choosing goals,
- Create an organized process of how, what, where, when and use structured template for issue discussion, working pieces and outcomes;
- Find balance between large global issues and specifics that will help clients.

Suggested Topic: Difference between eligibility determination and on-going case management. Are there best evidence-based practice models that are making a difference to clients? Research some of these areas. Does this fit under a screening process policy? Are there better models out there to serve clients?

Field management/staff would probably love to share their thoughts and frustrations on what they see and experience. Some of the frustration relates to issues that DHS can't fix, client's alcohol and drug issues, mental health issues, employment issues, etc. The statistics often don't give a complete picture.

Brainstorm of topics: Mental health services; why DHS loses clients; differences in program services in urban vs. rural areas; alcohol and drug and mental health training to better understand clients needs (we may be adding an additional barrier instead of helping the client); state funding of services outside federal regulations; strength based services instead of cookie cutter approach; inter-relationship between systems since 60% or more clients have multiple barriers; focus on DHS policies that cut across divisions; consistency of statewide services (inequity because of differing county run programs); find balance and customize policies to region's needs.

VCON participation was discussed. It is often difficult to feel connected with the discussion. One suggestion was to have someone assigned to watch the TV screen and monitor when participants have comments to share.

Legislative session: During the last session, FSRC activated the Legislative Subcommittee, wrote a white paper and testified at hearings. Should this continue to be on our goals list? The Policy Option Package (POPs) process is very important. This is the opportunity to submit items for inclusion in the Governor's Recommended Budget. Although it is an intense and time consuming process, the FSRC can provide ideas to DHS. It was suggested that FSRC check with community partners to see what others are working on and collaborate to enhance requests.

Outreach to other commissions/partners: Partnering with other commissions/groups may garner more political clout, facilitate TANF discussions in different arenas, and allows FSRC to make recommendations to partners. Diane participates in the Child Welfare Advisory Committee meetings. We don't know if this will be productive since child welfare issues are so large. FSRC may wish to build strategic partnerships according to our goals or focus on partnerships in the food stamp, hunger relief, mental health and alcohol and drug areas. Is there an opportunity to work with other areas on policy issues? Can we work together to provide services across areas with focus on the underserved populations?

January meeting format: Discuss topics and range of ideas, vote on what FSRC wants to focus on and how best to accomplish goals (bring in speakers, etc.). When deciding on meeting process, need to build in flexibility to allow mid-term self correction because the makeup of the FSRC and state/federal regulations change.

Action items needing immediate attention:

1. POPs: FSRC recommendations need to be made quickly. **ACTION:** Nancy will send information on previous POPs. **(Done 12/11/07)** **ACTION:** Add topic to January meeting agenda for discussion.

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2. McKinsey Transformation Project: Identify issues and draft questions. Would like to review the specific goals, scope of work and work plan of the McKinsey group.

ACTION: Nancy to send available information to the commission. **(Done 2/11/07)**

Next Meeting: The next FSRC meeting is scheduled for January 3, 2008, 8:30 a.m. to noon, in HSB-252. Please let Nancy know if you plan to attend by Video Conferencing or phone.

Meeting adjourned at 12:00 p.m.