

Family Services Review Commission  
Policy Subcommittee

Minutes  
June 15, 2006

Meeting started at 9:00 AM

Present: Rob Potter, Michael Ware and Lorey Freeman of the policy subcommittee

### **Strategic Plan**

The policy subcommittee discussed the draft strategic plan for 2006-2007 that Rob had sent to the commission by electronic mail. They also discussed the new agenda template. Rob will incorporate the recommended changes into the next draft.

### **Grievance Process**

The subcommittee discussed the new grievance process and what the Commission might do, as next steps. It was agreed that the new grievance process would discuss at the August meeting and that proposals from Ramona Foley would be solicited about how the commission might better partner with DHS on this issue.

### **Self-Sufficiency Work Group**

Mary Clark, from the Clackamas Self-Sufficiency office, joined the group and reported on the efforts of the self-sufficiency work group to develop recommendations to the DHS steering committee regarding the implementation of the new TANF reauthorization requirements. The workgroup is comprised of DHS staff and two JOBS contractors. There are no advocates or clients on the workgroup. The workgroup has met, but is awaiting new federal regulations that will give them greater guidance.

Mary also reported about the "Dr. Ford training" in Clackamas, Washington, and Multnomah counties on a new case management approach that is strength-based, instead of compliance-based. DR Ford has been hired to continue this training in other areas of the state in August. Mary, her colleagues, and clients are very excited about the new approach and the members of the policy subcommittee were impressed by the report.

### **Measuring Outcomes of Improved Customer Service**

Following up the strategic planning discussion, the subcommittee discussed ways to measure improved customer service. The subcommittee decided to find out from DHS how the Department is currently tracking and evaluating customer service and to find out if there is a baseline available. Mike wanted to know, for example, is DHS currently conducting pre- and post-TANF interviews about customer service?

### **Next Steps**

Lorey reported that she is moving to a new job in July and will no longer be able to serve as policy subcommittee chair. Mike agreed to assume the chair on a temporary basis.

The next policy subcommittee will be August 3 at 1:00 p.m. in Salem following the FSRC meeting. The subcommittee may need to convene a meeting prior to that time if the federal regulations regarding TANF reauthorization are released.

Meeting adjourned 11:00 AM

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