

Family Services Review Commission Meeting

February 1, 2007

HSB-252

Members present: Maggie Bagon, Doreen Binder, Jessica Chanay, Kim Freeman, Peggy Kennerly (by VCON), Rosemary Lazzari (by VCON), Rob Potter, Angela Sanchez, and Michael Ware (by phone)

Members excused: Miranda Herrera and Shirley Kaping

Members absent: Bonnie Davidson

DHS staff present: Ramona Foley, Mickey Serice, Jim Neely, Vic Todd, Dave Lyda, Lori Nelson, and Nancy Sathrum

Guest: Mavel Morales

Administrative Handouts, sent via email prior to the meeting: Meeting Agenda, Draft Minutes of the January 4, 2006 FSRC Meeting, DHS Summary of Complaints Report for December 2006, Draft Committee Chair Responsibilities, and Draft Policies and Operating Procedures, Expense Reports/Per diem.

Additional Administrative Handouts at meeting: FSRC Member Roster, List of Self Sufficiency Program Legislative Bills, December 2006 CAF Public Assistance Caseload Statistics, December 2006 Self Sufficiency at a Glance, Draft LC 772/HB 2180 Talking Points, HB 2180 Overview of Changes by Section, Side-by-Side Comparison of 'HB 2180 and HB 2469, Draft Customer Service Policy,

Greeting and Roll Call:

Meeting called to order at 8:35 a.m. with a membership quorum in attendance. Peggy Kennerly and Rosemary Lazzari are participating by VCON and Michael Ware is participating by phone.

Guest: Representative Tina Kotek

Rep. Tina Kotek was unable to attend the meeting.

CAF Report, Ramona Foley, Mickey Serice and Jim Neely:

TANF Reauthorization, discuss status of TANF bill, revised TANF regulations and TANF policy changes:

Vic reported on the status of HB 2180 (DHS) and HB 2469 (Rep. Kotek). Both bills are in the early stages and no hearings have been held. Legislative Counsel continues to work on the amendments. The House Committee on Health Services and Women's Health has

FSRC Meeting Minutes
February 1, 2007

agreed to put it on hold until the amendments are complete. They would like to hear both bills together.

A side-by-side comparison of the bills was distributed and discussed. The proposed amendments to HB 2180 will bring it closer to matching HB 2469. **ACTION:** Please send all documents to Nancy prior to the meeting. She will send electronically so VCON/phone members have documents for discussion.

Next steps: Need FSRC input on what we think isn't being addressed. **ACTION:** Please send updates to Nancy.

DHS is currently working on our Ways and Means documents. The tentative schedule has CAF beginning with our Self-Sufficiency presentation on February 6th and finish on March 1st. Hearings will be with the Human Services Subcommittee in Hearing Room F, Monday through Thursday, 1:00 to 2:30 p.m. Public testimony for self-sufficiency is scheduled for Monday, February 19th. Committees are running on time this session so please prepare only 2-3 minutes for presentation. When testifying talk about the current program; how it has worked well and what should be changed for the future. **ACTION:** Nancy to send out schedule. **(Done 2/1/07)**

Bruce is interested in having partners at the table with the divisions to speak about our programs from a real life perspective and to discuss how we can invest in the front end to save costs later in case life, A&D treatment early on, etc. Kim, Michael and Rosemary all have names they would like to submit. **ACTION:** Nancy to send email with instructions on submitting names for partner/client participation at the table. **(Done 2/1/07)**

Rosemary thinks there is some confusion with the "assessment" process; pre-assessment, pre-TANF, services prior to TANF grant being open. The average time from application to acceptance or denial is 45 days. Expanded services may save money in the long run by keeping kids safe in their homes and reducing the expense of foster care. Bruce wants to have field staff speak about our current process. Staff will be part of our presentation, not the public testimony.

Chuck Sheketof, Oregon Center for Public Policy (OCP) is bringing in a national TANF expert for two workshops on February 8th and 9th. **ACTION:** Nancy to send notice to FSRC members. **(Done 2/1/07)**

Grievance Policy and Reports:

Lori Nelson joined the meeting for this discussion. It was suggested that "Provide Bilingual Communication" be added to Section 4, Effective Communication in the customer service policy. Forms are being translated but it is a time intensive process.

FSRC Meeting Minutes
February 1, 2007

The Summary of Complaints report was sent via email and is included in your handouts. Lori provided an explanation to last month's question regarding District 16 regarding the client who filed three child welfare complaints. Lori investigated and didn't think the complaint had been resolved so she contacted the manager and sought additional clarification. The resolution should appear on the January 2007 report. Lori was asked not to proceed on one of the complaints because the client filed a civil rights complaint. The client has continued to change her mind and the resolution should be included in the March report.

Lori received a stack of complaints this morning from District 2, Multnomah County. It appears that complaints have been held up. They will be entered into the system as time allows.

Lori asked if the FSRC is dissatisfied with the current comment form and would we suggest changes. We want forms that work for clients and also ensure that issues are resolved. Kim suggested a moratorium on this issue to see how field training rolls out and until we receive feedback from clients. The new TANF policies may bring new and different issues.

Lori will continue to provide the monthly complaint reports but she won't need to attend meetings to report on grievances. As needed, she will attend to speak to the customer service policy and roll out.

Lori will continue to handle complaints and work with a small group (3 or 4 from FSRC) for guidance. This can be handled within the FSRC Customer Service Committee.

The latest revision to Draft Customer Service Policy was distributed. A meeting will be held tomorrow as the final step in this policy revision and rule development will begin. Call Lori immediately if you have changes.

Chair Report:

- Action and follow-up items:
 - Mickey to invite Erinn to a FSRC meeting. Nancy will follow-up with Mickey. **(Done: Erinn is scheduled to attend the April 5th meeting.)**
 - Try to invite Rep. Kotek again for next month. **(Done: Rep. Kotek is scheduled to attend the March 1st meeting.)**
 - Is there anyone else we might want to invite? Look at committee membership and send Rob an email if we want to invite someone else to a meeting.
 - Rob, Doreen and Diane will work on the top five items re: rushing the TANF bill through session. They will also include something on sanctions. These will be included in the talking points document being developed for public testimony.

FSRC Meeting Minutes

February 1, 2007

- Approval of Minutes: Kim Freeman motioned and Maggie Bagon seconded the approval of the January 4, 2007 FSRC meeting minutes as written. Vote of approval was unanimous.
- Commission membership status: Rob sent email to Governor's office regarding replacing a member in the public welfare policy specialist category because of lack of participation. It is their responsibility to remove members from FSRC. New members: Mavel Moralez, from Ontario Oregon Law Center visited today's meeting. She has sent her application to the Governor's office. The Governor's office will go through their process and make a selection. Rosemary is waiting for the expense policy to be finalized before attempting to recruit members from southern Oregon.
- Expense Policy – Drafted by Rob, reviewed by Mickey. Appendix A includes the appropriate statutes. Comments/questions: The policy begins with “Subject to availability of funds,” but the commission believes that DHS is responsible to cover the appropriate expenses. Rosemary has had committee expenses refused. In the past, neither travel expenses nor compensation payments have been submitted for committee meetings. Compensation and travel expense payments can be made for committee meetings; however the amount of the expenses should be considered when attending a two hour meeting.
 - Mileage expenses: Can we cover alternate expenses, bus, plane, etc. **ACTION:** Add bullet that alternative transportation can be utilized if lower cost to DHS, work with FSRC Administrative Assistant.
 - Meal expenses: Daily rate, the FSRC agreed to go with per diem rates for travel expenses, meals and lodging. Change wording to the expense policy. **ACTION:** Add to expense policy. Vote at next meeting.

Committees: A copy of the Strategic Plan was distributed. We will continue discussion of committees at March meeting. Eliminate those that are listed in the strategic plan that haven't been active. It would be helpful to develop committee descriptions.

- Partnership Committee – Diane Cohen-Alpert, discuss recent activities: Diane not in attendance.
- Policy Committee: Rosemary and Jessica have agreed to co-chair. Discuss membership.
- Customer Service Committee: Angela Sanchez has expressed interest in this committee.
- Partnership Committee: Diane attends CWAC as the FSRC representative. Should a partnership with Oregon Commission on Children and Families be established? Is anyone interested in working with the OCCF?
 - Each committee will elect a chair who must be a FSRC member.
 - Committees can include non-commission members. All can discuss and vote on items to bring to the full commission for a formal vote.

FSRC Meeting Minutes

February 1, 2007

Review draft document of Committee Chair responsibilities that was sent via email and included in today's packet. Feedback included:

- Jessica suggested changing "control" to facilitate and keep meeting on track.
- Delete 3rd item from the bottom, not needed as already addressed.
- Number items for easier identification.
- Move "ensure compliance" to second bullet.
- 4th bullet, "ensure posting of meeting" – work with Nancy to post of DHS web site (add as sub a)

ACTION: Nancy to make changes and put on consent agenda for approval.

The TANF Talking Points document was discussed. Rob will update document and send out to members to vote on via email. Nancy will keep a copy of the email vote for the official record. This document will be our final document for public testimony on February 19th.

March 1, 2007 FSRC meeting agenda:

Review and discuss FSRC committees and assignments.

Review and approve revised Expense Policy

Review and approve revised Committee Chair Responsibilities document.

Next Meeting: The next FSRC meeting is scheduled for March 1, 2007, 8:30 a.m. to noon, in HSB-252.

Meeting adjourned at 12:10 p.m.