

Family Services Review Commission Meeting

May 1, 2008

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

HSB-252

Members present: Doreen Binder, Jessica Chanay, Diane Cohen-Alpert, Kim Freeman, Rosemary Lazzari, Mavel Morales, and Michael Ware

DHS staff present: Bryan Johnston, Mickey Serice, Vic Todd, Xochitl Esparsa, Lauri Stewart, DHS Communications, and Nancy Sathrum

Members excused: Maggie Bagon and Peggy Kennerly

Meeting materials sent via email prior to meeting: Meeting Agenda, Draft Minutes of the March 6, 2008 FSRC Meeting, Draft Minutes of the April 3, 2008 FSRC Meeting, DCI Update, Complaint Summary and Narrative Report for March 2008

Additional Handouts at meeting:

- March 2008 Public Assistance Caseload, Second Edition
- March 2008 Self-sufficiency at a Glance
- Membership Recruitment Letter
- FSRC Goals 1 and 2 document
- DHS Cultural Competency Training Packet (Rosemary)
- DHS Hearing Information Brochure (Vic)
- Information from Portland Community Forum (Jessica)

Greeting and Roll Call

Meeting called to order at 8:38 a.m. with a quorum in attendance.

Chair Report:

- Meeting agenda reviewed and discussed.
- Approval of Minutes:
 - March 6, 2008 – **MOTION:** Rosemary motion, Diane seconded, no discussion, approved unanimously.
 - April 3, 2008 – **MOTION:** Rosemary, seconded Diane, no discussion, approved unanimously.

Other business: DHS Community Budget Forums. Rosemary and Jessica have attended. Jessica distributed the PowerPoint document from the budget forum. Forum comments will be posted on web at www.oregon.gov/dhs. Comments may be sent to dhs.budget-input@state.or.us.

Lauri Stewart joined the meeting and discussed her position with the DHS Communications Office. **ACTION:** Send Laurie's contact information to FSRC. **(Done 5/1/08)**

DHS Presentation, Bryan Johnston, Mickey Serice, Vic Todd, Xochitl Esparza

Mickey discussed the POPS process: Community Forums have been scheduled around the state to talk about the budget process. All introduced POPS remain on the list and DHS is requesting help from community partners to help prioritize. DHS grouped them under eight themes (Sent to FSRC in email dated 4/28/08). The revenue forecast, due in mid-May, will be integrally tied to the POPS process. The fall forecast will drive the budget.

Bryan discussed the community forums. There are good comments and information coming from the forums, but it will be difficult to implement all recommendations. DHS should be able to make some improvements, but additional revenue will be needed. Jessica asked if changes were made from community forum discussions two years prior. Doreen expressed concerns. She recently became a CASA and is working on her first case but no caseworker has been assigned after 7 weeks. Bryan spoke of a program re-design to facilitate changes.

Diane attended a program yesterday with Dr. Noguera on helping schools keep at-risk kids in school. She mentioned that a paradigm shift is needed to embrace kids instead of sending them home to troubled environments or using other punitive measures.

Vic reported that DHS is trying to make a paradigm shift in self sufficiency service delivery by looking at family stability and moving families toward self sufficiency. The shift will take a while but the message has to remain active so workers continue to hear it.

Rosemary mentioned that the Dr. Ford training is difficult to implement at this time because of federal regulations. Vic said DHS is trying to address this issue by looking at what is asked staff to do. Annual training summits are being scheduled around the state.

Doreen would like to know what the FSRC can do to impact these issues. DHS recommended that the FSRC continue to provide feedback on what they see and hear, even if information is difficult.

VIC distributed two handouts on "Hearings Information", an old format and a newly created brochure. He requested feedback from the FSRC by May 16th. Focus groups will discuss the brochure on May 14 and 15th. Question: How can the FSRC get information in a timely manner to provide feedback before it's late in the process? Vic said he'd appreciate knowing what information the FSRC would like. Jessica spoke about the Customer Service Committee that is being formed. They will want to focus on this type of information in the planning stages. Rosemary mentioned it would be appropriate for the Customer Service Committee to review this type of information and report back to the full FSRC. Doreen thought it would be important for the FSRC to let DHS know what information is desired ahead of time. Mickey said CWAC is also struggling with this issue.

Lauri asked to be copied on the FSRC input regarding the new brochure. **ACTION:** FSRC members will send comments to Nancy, who will forward to Laurie. **(Jessica's letter to Vic requesting an extension of time and corresponding emails were sent to Lauri on 5/15. No additional comments have been received by Nancy.)**

Mickey mentioned dates of interest:

- May 13, Health and Human Services and Women's Wellness Hearing. **ACTION:** Send agenda to FSRC. **(Done 5/1/08.)**
- Emergency Board, 6/26 – 27; 26th subcommittees, 27th full committee; DHS has two grants being introduced, one for child welfare and one for food stamps.

FSRC Discussion:

- Respond to DHS information:
 - The new Hearings Information Brochure was discussed. **MOTION:** Mavel made a motion and Diane seconded that "The FSRC recommends that DHS postpone their deadline for FSRC input on the Hearings Brochure to allow the FSRC to weigh in as a group, rather than as individuals, and to address concerns they have with the substance of the information not addressing the needs of clients." Vote in favor was unanimous. **ACTION:** Jessica will prepare an email to Vic and Mickey asking for an extension of the deadline. **(Done: Letter dated May 2nd was sent to members on 5/5 by Jessica.) Nancy to forward to Lauri Stewart. (Done on 5/15.)**
 - How will the FSRC comment on the brochure? Diane would like feedback to come from FSRC. Lauri said the brochure has not been approved by the Communications Office and will not go to print until it is approved.
 - The FSRC would like the Oregon Law Center's feedback before proceeding with comments. **ACITON:** Mavel will provide comments from OLC to the FSRC and will draft a letter. **ACTION:** Include this topic on the June 5th meeting agenda.
- Update on Transformation: Jessica and Rosemary had conversations with Fariborz, Misty and Jessie to express FSRC concerns that comments were not solicited from clients or CAF partners, providers or contractors. They emphasized the importance of being consistent in tools and process statewide and include measurable outcomes. They seemed supportive and agreed to include the request in the Phase II recommendations. Jessica also discussed this topic at the DHS Community Forum in Portland.
- **Parents as Scholars (PAS) Update:** Rosemary provided an update on the second meeting of this group. Meeting minutes from the first meeting were sent to the FSRC. Additional meetings are being planned.
- **DHS Mandatory Cultural Competency Training:** Rosemary attended the training yesterday and distributed information packets. **ACTION:** Due to time constraints Rosemary will report on the training at the June FSRC meeting.
- **House Human Services and Women's Wellness Hearing:** Scheduled for May 13, 9:30 a.m. to 3:00 p.m. in Oregon City. TANF is on the agenda in the morning. Jessica and Rosemary will be on the agenda.

- **Letter from Cave Junction:** There is no way to follow-up with the author of the letter because no address was provided. Rosemary spoke with the DHS District Manager and Program Manager and contacted the Cave Junction Women's Shelter. Cave Junction is a remote area and it can be challenging for clients to obtain services. This is particularly hard for the rural poor. Doreen thinks this issue is critical and needs to be addressed even if the FSRC can't respond directly to the people who wrote the letter. DHS Cave Junction office just opened. Suggestions for improving access to services for clients included VCON, phone applications/interviews, and additional job sites.
 - How should the FSRC handle this type of issue in the future? Should this be included in the responsibilities of the Customer Service Committee?
 - Jessica suggested that the larger issue go to the Customer Service Committee. Do we want to follow-up on this particular letter? Rosemary discussed this with Doug Mares and Lisa Lewis at the budget forum. The FSRC will follow up with them.

Team Building: Branding Exercise: Rosemary provided a brief explanation of the exercise and directed members to an email she sent on April 23, 2008. **ACTION:** Due to time constraints the exercise was postponed to the June FSRC meeting.

FSRC Membership:

- Recruitment letter and strategy: The recruitment letter is included in the meeting packet. Jessica has communicated with the Governor's Office about this letter and asked the FSRC to be thoughtful on whom we recommend as potential members. **MOTION:** Mavel motioned and Diane seconded that the FSRC approve the recruitment letter as written. Vote in favor was unanimous. There was further discussion about who the letter will be sent to. FSRC members will send the letter to their email groups. Each FSRC member will distribute letters as appropriate in their communities. It was agreed that the letter will be sent to a large audience. Even if people receiving the letter aren't interested in joining the FSRC, the letter provides information about the commission. **ACTION:** Inform other FSRC members where letters are sent to avoid duplication.
 - **ACTION:** The Recruitment Committee will complete recruitment/orientation packet to inform interested parties what their role will be as a FSRC member.
 - The status of Ellen Gradison's application was discussed. **ACTION:** Jessica will check with the Governor's office.
 - Recruitment Worksheet: Please send feedback to Jessica.
 - Jessica will contact Vic to see if contractor information is available from DHS.
 - Jessica has a contact with Community Partner Agencies for statewide distribution.
 - It was suggested that the letter be sent to chairs of other committees and commissions with a request that they further distribute the letter. **ACTION:** Jessica will ask the Governor's Office for email addresses of commission chairs.
 - It was suggested that the letter be sent to DHS field offices. **ACITON:** Jessica will discuss this with Vic.
 - **ACTION:** Jessica will provide a PDF and introduction paragraph (**Done 5/6/08.**)

FSRC Meeting Minutes

May 1, 2008

- **ACTION:** Responses will be discussed at the June meeting.
- Suggested contacts: 1) Diane will contact the Relief Nurseries group. 2) Michael will be asked to contact Arnie Green, former Community Works Director. 3) Recruitment is needed from Eastern Oregon.
- Recruitment Committee: Prepare orientation packet and process for bringing on new members. This fits into the 4th goal of the strategic planning process. Should this be postponed? Jessica will work on this.
- Customer Service Committee: Peggy, Mavel, Doreen, and Jessica expressed interest in this committee. **ACTION:** Jessica will schedule a May meeting in Portland and have Peggy join by phone to look at merging Goal 1 and 2. **ACTION:** Rosemary will share her preliminary work on combining these goals.
- **ACTION:** Jessica will prepare and send a letter to Dr. Goldberg regarding his participation at the June FSRC meeting. Items to be included:
 - Feedback on Community Forums
 - Follow-up on client / partner input for the Transformation Initiative and Phase II
 - TANF rollout: We are 6 months into the new TANF rollout and there is much frustration in field offices that staff isn't able to have enough client contact. As the DHS vision holder, how does he address staff dissatisfaction and care for staff's needs so they can in turn care for client's needs?
 - Items he would like to share with us.

Next Meeting: The next FSRC meeting is scheduled for June 5, 2008, 8:30 a.m. to 12:00 noon in Room 252 of the Human Services Building.

The meeting adjourned at 11:55 a.m.