

Family Services Review Commission Meeting

MINUTES

November 6, 2008

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

HSB-252

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

DHS staff present: Mickey Serice, Nancy Sathrum and Verona Turner

Members excused: Maggie Bagon and Doreen Binder

Guests: Tawna Sanchez, NAYA Family Center, DHS Lean Leaders Tori Algee, Deborah Martin and Lois Day

Meeting materials sent via email prior to meeting: Meeting Agenda, Draft Minutes of the August 7, 2008, September 4, 2008 and October 2, 2008 FSRC Meetings, Updated Family Services Review Commission Members List, Parents as Scholars Update, September 2008 Summary and Complaint and Discrimination Narrative Reports, 2nd Quarter 2008 Summary and Narrative Client Comment Reports, September 2008 Self Sufficiency at a glance, and September 2008 CAF Public Assistance Caseloads

Additional Handouts at meeting:

- Copy of Albany Self Sufficiency Branch Customer Satisfaction Survey
- RPI Topics and Sequence Choices Chart
- Draft FSRC letter to the Governor
- Family Services Review Commission Members List – November 2008

Greeting and Roll Call

The meeting was called to order at 8:45 a.m. with a quorum in attendance.

Chair Report:

- Meeting agenda reviewed. Jessica asked the group for any changes to the agenda - none were expressed.
- Approval of Minutes:
 - August 7, 2008, September 4, 2008 and October 2, 2008 Meeting Minutes – MOTION: A motion was made by Ellen Gradison, and seconded by Michael Ware, to pass three months of meeting minutes. No further discussion was held and the minutes were approved unanimously.

- **Introductions held**

DHS Presentation and Discussion: Lois Day, Deborah Martin and Tori Algee

The FSRC Commission extended their welcome to each of the DHS Staff Lean Leader members Lois, Deborah and Tori. Deborah distributed handouts and explained the Rapid Process Improvement (RPI) proposed initiatives. Currently there are nine branches that have been set up in three triads. The first triad is Springfield, Albany and Jackson. The second triad is Deschutes, John Day and Klamath Falls. The third triad is McMinnville, North Clackamas and St. Johns. Each branch did an assessment of current practices and identified opportunities to streamline and eliminate waste in their current program and deliver service procedures. They also looked at ways to process and improve their current client service level using a training component process called 5s. RPI's target goal is to have every client seen and receive an appointment the same day, or at the clients choice, within three days. The proposed initiatives will support consistency across branches to help clients receive the same level of customer service throughout the state. Lois explained the Lean Leaders' role in this transformation, which is to facilitate RPI with each divisional work team. The work team consists of a sponsor, team leaders (one supervisor from each branch) and field representatives who create an action plan. The action plan is reviewed by Lean Leaders to help identify and overcome barriers.

The FSRC asked the Lean Leaders to identify areas where they could participate in and be most beneficial to the RPI. Lois identified the following areas:

- Provide input to lean leaders in preparation of the RPI
- Attend report out
- Request up dates

Mickey Serice explained the Legislature is being kept informed and is very encouraged by the results of RPI events. The results of the RPI implementations have supported a more positive work culture, which has extended to other branch offices. Branch managers are pleased by the results.

ACTION:

- The FSRC requested a copy of Action Plans developed subsequent to RPI
- The FSRC recommended that DHS implement a client survey before and after RPI to measure client satisfaction and identify improvements in customer service. The Albany branch developed a survey that the FSRC will review and suggestions will be sent to Michael Serice. **(done 11/12/08)**

- The FSRC asked for a matrix of the McKenzie Study that shows when RPI initiatives are being held and identifies opportunities for participation.

Other Discussion Items:

Tawna Sanchez, Director of Family Services Native American Youth and Family Center in Portland, Oregon talked about her position and interest in joining the FSRC. She works with many different programs with the Native community, including Domestic Violence, Foster Care, and Youth and Elders. Tawna noted there are many Native American youth in Foster Care and that her role is to help stabilize the family environment to prevent foster care placements.

MOTION: A motion was made by Michael Ware, and seconded by Diane Cohen-Alpert, to recommend to the Governor's Office that Tawna Sanchez to be appointed as a member of the Family Services Review Commission. The motion was unanimously approved.

MOTION: A motion was made by Michael Ware, and seconded by Diane Cohen-Alpert, to have Yesenia Gutierrez represent the FSRC on the Communication Access Team. The motion was unanimously approved.

MOTION: A motion was made by Diane Cohen-Alpert, and seconded by Michael Ware, to approve the letter to Governor Kulongoski with the changes noted during discussion. The motion was unanimously approved.

OTHER ITEMS:

- The FSRC decided to postpone the letter to Erinn Kelley-Siel for a while due to time frame of other issues that are taking priority.
- The FSRC decided to postpone the discussion of the 2009 Legislative Session until after the revenue projections and the Governor's budget were released.
- Jessica has been working with Dr. Goldberg and Sen. Carter's office on the possibility of testifying at the December E-Board meeting. The primary message will be to preserve human services so vulnerable Oregonians are protected during economic hardship.

Recruitment:

The FSRC currently has 9 members and needs a total of 16 members. The FSRC was asked to think about names of representatives to recommend for membership. The group agreed it would be best to select a highly diverse representation for FSRC membership. Jessica asked everyone to submit recommendations to her.

ACTION:

- ✓ Jessica will follow up with Dr. Goldberg to find out what is on the agenda for the December 4-5 E-Board meeting.
- ✓ Nancy will send Jessica the email address of Dr. Goldberg and Erinn Kelley-Siel's Administrative Assistant. **(done 11/6/08)**
- ✓ Jessica will speak to the contact person and request Yesenia Gutierraz be issued a specific, formal invitation to attend the E-Board meeting.
- ✓ Nancy will talk to Lori to request all the SPD Reports (as per Ellen Gradison's request). **(done 11/6/08)**
- ✓ Yesenia Gutierrez will move from Advocate to Public Welfare Specialist category on the FSRC.
- ✓ Ellen Gradison will move from Business/Prof. Organization to Public Welfare specialist category on the FSRC.
- ✓ Jessica will send Tawna Sanchez the membership application for FSRC.
- ✓ Jessica will make a recommendation to the Governor to appoint Tawna Sanchez to the FSRC.

Future Agenda Items:

- Vice chair position
- 2009 Legislative Session
- Letter to Erinn Kelley-Siel

Next Meeting: The next FSRC meeting is scheduled for December 4, 2008, 8:30 a.m. to 12:00 noon in Room 252 of the Human Services Building.

The meeting adjourned at 12:05 p.m.