

**Family Services Review Commission Meeting**  
**MINUTES**  
**November 4, 2010, 8:30 a.m. to 12:00 noon HSB-252**

**Members present:** Ellen Gradison, Jessica Chanay, Marc Jolin, Tawna Sanchez, Diane Cohen-Alpert  
**By phone:** **DHS staff present:** Sherrie Burrell, Xochitl Esparza, Vic Todd, Sandy Dugan, Mary Anne Camp

**Members absent:** Gail Friedly, Kimberly Freeman, Chuck Forster

**CSC members present:** Oscar Herrera, Kevin Trautman

**Meeting materials sent via e-mail prior to meeting:** Meeting Agenda, October FSRC minutes, October 2010 Parents As Scholars, October 2010 CAF Public Assistance Caseload reports, October 2010 Self-sufficiency at a Glance, Client Grievance Narratives and Summary Report, October On-Target newsletter

**Handouts from meeting:** Re-engagement report.

**Greeting and Roll Call** The meeting was called to order at 8:07 a.m. with a quorum in attendance.

**Chair Report**

- Member check in and meeting agenda reviewed.
- Approval of Minutes: **MOTION:** There was a motion by Diane Cohen-Alpert and seconded by Marc Jolin to approve the October 7, 2010 FSRC minutes as written. Vote to approve was unanimous.

**Joint FSRC/Client Services Committee (CSC) meeting**

**Strategic Plan & CSC work plan discussion** The purpose of the joint meeting was to discuss the newly adopted FSRC strategic plan and the work of the CSC as defined by the plan's goals. Kevin Trautman gave an overview of the Client Services Committee and their previous work. The groups discussed how they would work together on the plan's goals:

- Joint quarterly meetings between FSRC and CSC beginning in January 2011.
- Joint meetings will start at 8:00am with discussion scheduled for one hour.
- CSC will share an analysis of trends emerging from the client complaint forms.
- Both groups will share their monthly minutes with each other.

Discussion followed for Goal One, objectives 1 – 5 (notes provided in a separate document).

**Request from Gloria Anderson:** She asked FSRC if there additional indicators to add/track regarding ethnicity. She is working with health services on the Equity Report. The FSRC will follow up. Gloria has been given permission to add 3 more categories for data collection in regards to race/ethnicity. **Action item:** Diane will send an email to Gloria to get more information about the tracking and the timeline for the request.

**DHS Report:** **DHS budget cuts:** no updates at this time

**Re-engagement:** Xochitl presented the most recent re-engagement report. For the September 2010 report, there were 211 disqualifications, 87 cases higher than the previous review in March 2010. 76% of disqualifications were applied correctly. The report showed a breakdown by race/ethnicity.

A question was asked about comparing the amount of disqualifications by race/ethnicity to the actual number of cases in those categories (to check for disproportionality). CAF can look at total caseload based on race – i.e. Hispanic, non-Hispanic, or unknown, although this is voluntary information and may not be accurate. There were improvements relative to accommodations provided, child safety reviews/checks, local teen staffing and screening. A question was asked about

the number of cases being reviewed, which is higher than in the past and whether this was a reflection of more households being in re-engagement process. There have been more cases in the re-engagement process. A question was asked about the number of so-called 'invisibles' – those cases that are not reviewed because they started and ended within the time period not being reviewed. It was suggested that rather than review the whole population in a specific period, to pick up those that are closed during the review period and a random sampling of the remainder.

**Action Item:** Vic & Xochitl will find out if this is possible and will update members at the next FSRC meeting.

Caseloads continue to grow and understaffing remains a large concern.

**FSRC Debrief:**

**DHS Debrief:** Sherrie explained how the documentation process should work regarding re-engagement. There is a box to check and the worker should document the process. She also explained the different levels of the re-engagement process. The FSRC asked for a description of the process.

**Action Item:** Sherrie will send this to Jessica.

**CSC follow-up:** Quarterly meetings have been approved. January, April, July, October. The meetings will start at 8:00am on these months. Follow-up item: CSC recruitment.

**Announcements:** Ellen: the OHP standard reservation list is open and there is currently no waiting list now. The FSRC will forward this information within their networks.

**Action item:** Jessica will send out a sample email.

Jessica: State TANF/Fed TANF advocate workgroups are focused on the federal and state levels to protect this program as much as possible from further cuts.

**New Governor:** As soon as a contact is known, the FSRC will follow up and schedule a meeting to discuss the role of the FSRC and the new strategic plan.

**Action item:** Jessica will check to see if a contact has been established.

**Recruitment efforts:** Diane suggested contacting Katherine Cahn, PSU, to see if anyone in the MSW program would be a good applicant for FSRC. Jessica will contact current applicants to set up a meeting and invite them to an FSRC meeting. After reviewing the current member list and applicants, it was noted that there is a need to recruit someone from Congressional District 5. Gloria Anderson will be approached to give a presentation during the January FSRC meeting. Oscar will contact her to present on the diversity council, the history of their work and Gloria's role as well as how the diversity strategic plan works in DHS districts.

**Agenda for next meeting:**

Review strategic plan goals 2 & 3  
Legislative strategy/agenda

Discuss inroads into Governor's office

Guests – FSRC applicants

Dr Goldberg's visit

**Next Meeting:** The next FSRC meeting is scheduled for December 2, 2010, 8:30 a.m. to 12:00 noon in Room 252 of the Human Services Building. Meeting adjourned at 12:02 pm.