

## FAMILY SERVICES REVIEW COMMISSION

### Notes - Summary

FEBRUARY 4, 2016

Marc Jolin  
Tawna Sanchez  
Kevin Trautman (phone)  
Oscar Herrera  
Rachel Post (n/a)

Dr. Richardson  
Patrick Ring  
Tammy Brooks  
RuthAnn Seim

Client Complaints have not been available for review for several months. Lori Nelson has retired from the Governor's Advocacy Office (GAO). Naomi Steenson supplied the 2015 Formal Client Complaint & Discrimination Cases report for this month's meeting. **ACTION:** We will invite Jason Wenig, the new Customer Service Complaint Coordinator and Civil Rights Investigator at the GAO. Wendy Russell is working with a new reporting system, but it is expected we will have monthly reports available to us soon.

A lot of clients are coming up on the 60 month limit. Marc and Tawna acknowledge they did not respond to Kevin's previous recommendation. Marc is impressed with the definition of exemptions/extension to hardships.

Oscar – Equity framework trying to push it around the agency. Preparing a PowerPoint presentation for various groups "Service Equity Framework." There will be a forum on 4/19/16 – Chairs of Diversity – training and how to; presented by Michael at PSU.

### DHS

Patrick Ring gave an update on the TANF Reengagement. The full report is completed but not available today. He will send the full review ahead of next meeting.

Handout: Sept 2015 Re-Engagement Review –

The last 3 lines were removed from the report as branches have already taken action to correct. The DV has a high % - this could be due to DV not being considered. They are looking for more evidential reviews. Strategies to look at right now intellectual Disabilities (or cognitive). Are we providing information equally? (Equity) perhaps follow up with phone calls to assure understanding.

Reinvestment – develop more steps to assure clients are not falling through the cracks.

Proposal to adjust/re-engineer review months. The next review is March/April – would like to move to biennium reviews June/December.

Question: Are there reviews of DQ2 or DQ3? – Not a lot of change in the processes between DQ1-2 and DQ3-4

Tawna & Oscar concerned about DV aspect. Is DV training still happening? A narrative is needed. What are the conclusions? What are the corrective actions? Patrick will send the full report to RuthAnn for commission members.

DV is currently included in the Fundamentals training and will be included in Case Manager training starting March or April.

The Pilot concept with co-located advocates is in the works.

Dr. Richardson gave a legislative update of three major pieces.

1. Minimum wage
2. HB4133 – to provide dependent tax credit to EBT card for SNAP benefits. Pilot: working with the Dept. of Revenue. Concerns include a dated system and additional costs. He is committed to make this happen.
3. HB4144 – Earned income tax credit. Task force, DHS is the lead agency.

Jill and 2 others are monitoring, watching

1. General assistance Bill
2. Housing bill, including renter increases

Question: Why are you only watching Housing? Jill: in order for DHS to be active, we must have more contact with the Governor's office. Dr. Richardson is working with and testifying in behalf of Housing.

Philosophy of SSP – Handout

Poverty Reduction:

- Family engagement
- Economic stability
- Integrity and stewardship
- Collective Impact

We will not be deliverer of all things. Community partners/stakeholders are needed to solve many problems. Question: How do you propose to make it happen? To shift the dynamics of family engagement, etc.

Fee for Service contracts – we won't do that again. We are moving toward performance based contracts.

Discussed the collective impact with stakeholders, partners, & DHS.

Dr. Richardson asked? What is the role of FSRC with DHS? How is it operated? The charter changed in the last year. Prior, FSRC mostly looked at TANF complaints, notifications (appropriate or not), translations, Budget involvement, cuts, engagement & why. Concerns of

EBT cards – where clients are able to use them. Voiced significant objections as needed. Goal is to continually improve DHS. Explained to scope of FSRC – strategic plan. Terms renewable every 4 years.

Dr. Richardson is looking to the Commission for council or advice. He wants the Commission to be up to speed. It needs more robust representation and he wants to help facilitate membership.

Point person at the governor's office, Dani Ledezma. Dr. R. will meet with her. Marc has a draft recruitment letter. Dr. R's priority includes Appointments to this Commission.

Handout: Briefing Sheet – the summary of an RFP. RFP was issued 12/15/15; closes 3/8/16. Looking for new, innovative ways to do this work. 3 Bidder Conferences were held in both rural and urban locations.

The Director's report: it is preferred to always be in person. 2 weeks advance notice of DHS items.