

FAMILY SERVICES REVIEW COMMISSION

Notes - Summary

March 3, 2016

Marc Jolin
Tawna Sanchez (N/A)
Kevin Trautman (phone)
Oscar Herrera
Rachel Post

Jason Wenig, GAO
Dr. Richardson
Patrick Ring
Tammy Brooks
Jill Gray (phone)
RuthAnn Seim

Introductions

Jason Wenig, Governor's Advocacy Office (GAO), replaced Lori Nelson's roll as complaint investigator. He is not sure what the expectations are for this commission.

The principal charge is to advise the director of DHS, look at policy, complaints, etc. We have not received complaint reports for 6-8 months. We are not looking for trends, just what are the complaints, the geography, etc.

There have been many changes lately at the GOA. They have transitioned to a new data system which does not allow building narratives. They are trying to figure out how to build or pull narratives. He was able to pull 6 cases to review today.

What is the timeline? Hopefully within the quarter. Opening/closing snapshot of complaints, district, level, race, ethnicity, gender; especially by district to start.

Could there be categories such as related to the lobby, a lack of workforce, discrimination, customer service, protective class, race district, opening/closing narrative?? Not by categories at this time.

Could a member of Jason's team come to FSRC to participate? Possibly.

6 client complaints for the month of February. This is the total for the month, but does not include phone complaints.

One complaint in particular:

Staff member in St. John's SS Office filed form 170 Complaint form. This form is used if a client voices discrimination. Client is from Siletz Tribe. The tribe provides TANF assistance; SS provides SNAP. SS was not able to support application for TANF. Policy was followed by SS. The client is receiving SNAP. Is there a procedure/agreement where client could make application with the tribe over the phone from SS office? Couldn't we share each other's applications so clients don't have transportation issues? Could SS provide transportation funds? Perhaps put client into taxi so she could go right over to tribe office across town. This situation needs to have a conversation between SS & the tribe. Is this family still in limbo? We don't know because there is no tracking system. Jason plans to send letter to mother to explain policy etc.

Oscar mentioned that the form referred to (170) is not diverse; all white children. They are working to change that, and to have it in many languages.

We would also like to see the phone complaints, which would show a more accurate number of all complaints. Patrick mentioned that he used to receive a copy of the TANF complaints from Lori, but has not received them in a while. SNAP complaints are required to go to FNS plus GAO, but the investigation is the responsibility of GAO.

Dr. Richardson was updated on the complaint about the Siletz client receiving SNAP but could not apply for TANF because she is required to apply at the Siletz office, 13 miles away. This is not his understanding. If a person walks into our office we should serve them. That is not ok. He would like to see common sense prevail. If tribal has such a decision, we should still provide for any person who walks into our office.

ACTION: It was agreed that we should meet with Jason quarterly. Next meeting in June.

TANF Re-engagement Update – Final Report – Patrick Ring

Question: what do you see in the data? Why is there a discrepancy in regards to the “Unknown” category between all TANF and those with disqualifications? This could be geographical or due to other factors.

There are plans to do a deeper dive to see where the 19.8% is coming from. This has come to our attention before but this is quite high compare to previous 5-6-7-%.

1803 DQ – only 761 reviewed. – p.2 describes how those were selected.

Caseload expectations - Caseloads are decreasing; there are more case managers who are engaging w/more clients.

The last page state a Q&A document will be created. It should have ethnic/cultural barriers and Service Equity.

Any training around disabilities would/should include looking more into other disabilities e.g. mental health, physical health - how these affect. Not just cognitive / intellectual.

Training unit mostly focus on core – Patrick is out doing trainings for disabilities, cognitive, traumatic brain injury, etc. – 85-90% are diagnosed with Cognitive disabilities.

Other Business / Action Items:

- Invite Seth Lyon to the May 5th meeting.
- Asks Xochitl to the next meeting to give us a “walk-through” and review the trends in the statewide and district wide reports. Also Q&A
- Invite Patrick Ring to return in June with an action review of the March Engagement Report.
- Invite Jason to meet with us quarterly. Next meeting June 2016.
- Send Mileage report to Marc. Rachel does not claim mileage as her employer covers it for her.