

FSRC – May 5, 2016

“Rethinking Human Service Delivery” BJ Walker – Oregon Business Council brought her in to speak. Another article states that she really is anti-TANF & would hand out Zero candy bars to her staff for kicking people off TANF. BJ refuted the article but red flags were raised. So she knew there would be advocates in the audience. Rachel said her talk was not as impressive as expected. Concern that DHS would contract with her. Marc – felt like her article was nothing novel; sounded like what DHS is trying to do. Did not realize there was another context to the conversation.

People have perspectives all over the map no matter what the model is. Models simply organize the system; there

Output to outcome orientation; We can track ## but can't track the whys .

Outcome of client wants vs what DHS wants – hopefully they are the same.

ASK DHS: does the TANF program have a secret shopper program??

TANF Alliance Update – Rachel

Phillip Wong and Rachel Post

Aug is 20th anniversary of the TANF Program. Discussed shaping the kinds of articles the media should report.

Applying for Meyer Memorial trust grant. Due May 23. The model Black Parent initiatives – multiple agencies (ask Rachel) 8 agencies to work in TANF Alliance. Identified as leg. Priority. . . we want families to drive the TANF Alliance. Families that are on TANF would receive stipends for working in this program – if the grant is awarded. \$100,000.

Central City Concern offered to be the fiscal agent.

Recruitment Discussion

DHS/SSP Updates

Walkthrough and review of trends & Q&A of statewide and districtwide reports

SS Training Redesign

Historically training – new emp focus – come to Salem – this is how you do this and that. . snap, etc.

Now using technology so driving to Salem not required.

This is how you show up in the training process – front end will be engagement – how to engage with client incl. trauma informed care, etc. Redesigning the curric. To do this.

Fundamentals – what you need to know to work at DHS – PSU helped quite a bit.

Technology – we have smart boards in all classrooms, link statewide – in multiple sites.

Ex. ABAWD class went to couple doz. Sites around the state.

Come out of class with a coaching plan and follow-up. FDS 7 field development staff who can do that around the state.

Creating computer based training – ie. Ppt w/recorder voice. Opens more time for field development skills in the classroom. Storyboarding – 4 min. video

RP – what about the person who just can't/won't engage w/people.

Comm would like it if Seth would send updates when available.

Update on DH/SSP Leadership

Deputy Administrator of Program Design – Rhonda

Administrator of SS Design – the policy arm of the org. Belit

Lots of changes. Several have brought SS to look at ourselves. Transitioning into new roles.

1. how dhs has been structured in past – program side and operations side. The operations arm is now under the program side.

One thing looking at is leadership structure in SSP Admin office. 18 mo. As Dep Dir found programs did not work together. So started monthly joint meetings. Now one large group of policy team – thinking of one goal together. SNAP TANF Child Care are main three/ but many other smaller programs, MFMC etc.

Announcement going out in the next few day\s.

Leverage each of the areas to help people out of poverty. Looking at what we can do together to help families. Build continuum of services. Proactively look at our own programs together rather than in silos. Rachel asked if FSRC will also get announcement? Document is a little weedy to send out – kim will look to make sure it makes sense and then could send. Org chart would be good. Not expanding. Just reorganizing.

Belit – not sure of foundational goals of FSRC – would like to have help from FSRC during this transition. Rather than you asking for info, we would like to bring info and questions to you. FSRC would be happy to be a voice in the conversation. Charge is to provide advice and accountability. With your help we can make the changes improvements to this commission.

Kim – will get update from dr. r. about conversations w/governors office.

Would like to see comm. Larger with reps from rural and urban – and not focus just on TANF.

We have no measurement to identify if we help people out of poverty. How do we measure it? Challenge to Kevin's group to help figure it out. The measurement definition, etc.

Marc Q – pilot program –Enhanced Case Management thru PSU. did data come together?
There is an ongoing attempt to get a solid assessment - - D2 –

Another change beginning now – TANF clients leaving TANF are still staying with CM for continued coaching, etc. Rachel Q - Staff management? TANF caseload has gone down. Now less than 1:90. It's not about reassigning staff it's about assigning cases. No longer transiting to various case workers. It will increase the caseload. But clients in that situation don't need that much checking in on once they are employed.

Outcome – TANF reinvestment. Everyone will have retention services. Looking at 6 months, but looking to the client for the lead – if they need 10 months – ok.

K- What do you need from SSP to help build the Commission? We need to know it's a priority with the gov. office. DHS clear sense of need of the commission. Help fill the commission. Adding members from rural areas, etc. so would need additional support to host meetings (IPTV, technology etc.)

RP – re: meyer grant. Would it be valuable to have those reps on the commission – would it be feasible to ask advise for budgetary help. Belit and Kim will brainstorm how to use folks in the grant to participate in the commission. . .

We can invite whoever and make it happen - - - and - - - we have the technology to host . Also GOTO Meeting.

Dreamt of taking the commission out to other areas.

New charter?? What is the core mission> did we stay in the SSP realm.

Child Care

ERDC – See handout. Caseload is 7379

Hoping to de-activate the waitlist later this summer.

QRIS – Quality Rating Improvement System

Rhonda will send data report – like when ##s are too low – ask Rhonda.

Oscar – commission would benefit from race/ethnicity reports

Refugee

Hearing about inadequacies - Rhonda will send update -

ABAWD & Community Response

Able Bodied adults without dependents – SNAP – not hearing a lot from the community yet.

Using FNS law to help keep people on the program if needed.

33,359 exempt mandatory – self reported.

5442 – non – exempt ? down from last month

Tawna – heard from one who said fix this. . . young lady who is limited to 20 hr. work, but was cut off. She should have been able to look into other avenues (exemptions) Can get exemptions by working at food bank.

Feds coming in June for audit.