

## Family Services Review Commission Meeting

July 7<sup>th</sup>, 2016

### GAO Case Reports –

Jason Wenig reported on the complaints to the GAO that closed in May and June. He stated that nothing in particular stands out at this time. He was asked for an update on the report from last May regarding a Native American woman who could not get full service at one location. Dr. Richardson was going to look into it and he has not heard back from him. **ACTION** – check w/Dr. R about an update on this GAO case.

Jason reviewed the actual report format which includes: GAO Case #; the dates the case opens & closed; the branch name/location; the employee #, but not the employee name; general concerns (sometimes with more details); the findings; then the resolution. Jason asked if FSRC want all of the cases or just the general complaints.

Jason was asked if it would be possible to get graph of the complaints. He stated that is their goal but need to get a staff person who can do that. We would like to see a break-out by categories of complaints, by office, etc. Individual reports are good but we would like to see trends of concerns, types of concerns. We are looking for aggregate data, trends, etc.

Oscar suggested that he and Jason work together with OBI to try to generate this information. Also, it is important to include race/ethnicity, communities, demographics, etc. Marc said he is willing to offer formal request to help get the information.

Jason stated that most customer service complaints are generally resolved at the branch level, but he checks in with both the client and branch as a follow-up.

Rachel asked if DHS does any sort of customer service satisfaction survey. Kevin stated that his office does a couple of cycles per year just to see how they are doing. Generally customers are satisfied and most complaints are resolved in branch so this committee would never see them. Kevin also stated that it's hard to offer good customer service when clients are required to do things in a punitive manner; "customer will do by such and such a date, etc."

It was asked if we want to ask Seth Lyons to dig deeper into training staff for customer service. Marc said he believes Seth is involved in training with PSU that includes just that. **ACTION**: Invite Seth at the end of summer to give his perspective where things are at with customer service training and share how front line staff are being trained. Also, are there specific policies that Seth is developing training around for customer service?

Marc commented, in applying policy, is there a judgment inserted?

Rachel commented that she would like to see a uniform SSP customer satisfaction survey rather than leaving it up to each branch. Kevin responded that has not seen a statewide survey in the last few years. However, this is all online where customers can

go online and complete a survey. A couple of years ago someone (?) here was developing a customer satisfaction survey, but we never saw the results.

**ACTION:** Marc will draft a letter to Kim asking for support in creating data mining.

### **SSP Updates:**

Dan Haun, SSP Deputy Director met each of the commission members for the first time. And shared his background: He started with SSP in May; prior to this is was the Vocational Rehab Deputy Director. Dan worked closely with Kim in the workforce alignment project for about 6 months prior to her asking him to be the Deputy Director.

Dan reported several of the changes in SSP:

The program side and delivery side, historically, have been separate. Clyde Saiki, DHS Director, decided to do away with operations side. Now SSP is in the process of taking over the operations role. District managers report direct to Kim for SSP and to Dr. Richardson for the Child Welfare side.

There will be some field structure changes in the fall. Currently there are 16 service districts with 1 DM each. They are looking at possibly having one DM for CW and one DM for SSP. First they need to figure out what will be best for both programs.

Belit Burke is now the Administrator for Program Design; Rhonda Prodzinski is the Deputy Administrator for Program Design.

Dawn Myers is in charge of quality assurance. OPAR, the Office of Payment Accuracy and Recovery. Quality Control is what the feds are looking at. Quality Assurance is looking at what and how are we doing. Dawn is also taking over EBT unit.

There have been more changes over the past few days as well that can be reported next time.

Marc asked for clarification of "Direct line of sight." In the past, DMs answered to Erin & Kim answered to Erin, but now DMs answer to Kim and only Kim answers to the DHS Director. Clyde holds Kim directly responsible, rather than the DMs, etc. And Dr. Richardson is responsible for Child Welfare. Total accountability.

Kim has an "organizational wheel" with Kim in the middle. Now she is looking for someone to focus on business, a Community Relations Manager, and a Self Sufficiency Executive Oversight Manager who will have ½ foot in Central office ½ foot in the field. These are developmental opportunities.

Rachel asked about the costs of these positions, considering the 2017 budget concerns. Dan responded that there are current savings from positions that were eliminated in Operations and other vacant positions that have not been filled. This is why these are developmental opportunities – these are permanent employees who take

developmental position. If they become permanent positions, great; if not, then they may go back to their prior positions.

Rachel reported that Central City Concern (CCC) was the fiscal agent for a Meyer Memorial Trust grant to fund TANF Alliance working with 8 community of color organizations to do advocacy and they got invited to submit a full proposal. DHS committed \$31,000 to this project for client incentives, childcare, transportation and food. Also, as co-chair of the TANF Alliance, meeting to talk about commitments with TANF clients.

At the Portland Town Hall meeting, someone asked what Self Sufficiency will do to improve TANF. Dan commented that the Portland WIB is struggling and they we could use the advocacy to help them see the value of participating.

Local leadership teams now include SSP, VR, OED, & LWIB

Rachel asked about the customer satisfaction survey from a few years ago. Rhonda said that would have come from Gene Evans. **ACTION:** Rhonda will check with Gene about it. **(Done)**

Rachel suggested that perhaps we need to get on the agenda at the state WIB and then come back to discuss about how we respond to this. Dan said the Governor will attend the WIB after the election.

**Congressional Briefing Presentation** Rachel Post see handout.

Question: what is the ability to duplicate this model statewide? Rachel stated the cost is about \$2-3K per customer.

Dan suggested that next time around we talk about customer satisfaction with Seth with a focus on equity and equity outcomes.

Oscar included that the interest of this commission is to also look at race, ethnicity, LGBT, etc.

**ACTION:** Ask Jill to come and talk about legislative concepts & hot topics.

**Action:** Ask Kim to discuss the contingency plan for budget cuts, priorities, vision, etc.

The four TANF Contract awards was discussed. Rachel stated that CCC was #5. CCC and another company asked to see the scoring. We need to check with Kim or Dan to get more details about Portland's struggles and not being as cooperative with the workforce alignment.

Rachel asked: How SSP funds are currently available for employment services being targeted to evidence based practice programing to serve. Who is the go-to person for questions like this? Is it Xochitl?

**ACTION:** Invite Xochitl to hear about her new position and how she sees innovation in SSP.

## Commission Membership

Kevin asked for a formal acknowledgement that after being formally requested to be member of FSRC, they (governor's office) are still trying to decide. There are new rules about taking classes for anyone on commission, but one must be a member to take the classes. We need to evaluate the process.

The semi-annual report to the governor appears to be lost.

Discussed not having a lot of support. **Action:** Ask Kim to reach out to the governor's office as it appears we are doing our own thing without support from the governor's office.

Due to vacations scheduled, there will be no meeting in August.

The next meeting will be September 1<sup>st</sup>. However, set time to talk about structure and membership before this. **ACTION:** RuthAnn will schedule time with Tawna to meet with Kim.

Meeting adjourned.

Summary:

**ACTION** – check w/Dr. R about an update on this GAO case. (Kim)

**ACTION:** Invite Seth at the end of summer to give his perspective where things are at with customer service training and share how front line staff are being trained. Also, are there specific policies that Seth is developing training around for customer service?

**ACTION:** Marc will draft a letter to Kim asking for support in creating data mining.

**ACTION:** Rhonda will check with Gene about it. (Done)

**ACTION:** ask Jill to come and talk about legislative concepts & hot topics.

**ACTION:** Ask Kim to discuss the contingency plan for budget cuts, priorities, vision, etc.

**ACTION:** Invite Xochitl to hear about her new position and how she sees innovation

**ACTION:** Ask Kim to reach out to the governor's office as it appears we are doing our own thing without support from the governor's office.

**ACTION:** RuthAnn will schedule time with Tawna to meet with Kim to discuss FSRC Structure and membership.

Respectfully Submitted,

RuthAnn Seim