

Family Services Review Commission Meeting

Regular meeting and strategic planning session
February 7, 2008 8:30am – 4:00pm HSB-252

Members present: Maggie Bagon, Doreen Binder, Jessica Chanay, Diane Cohen-Alpert, Kim Freeman, Peggy Kennerly, Rosemary Lazzari, Mavel Morales, Rob Potter and Michael Ware
DHS staff present: Bryan Johnston, Mickey Serice, Jim Neely and Nancy Sathrum

Meeting materials sent via email prior to meeting: Meeting Agenda, Draft Minutes of the January 3rd FSRC Meeting, Draft Minutes of the January 24th FSRC Telephonic Meeting, Information on Parents as Scholars, DCI Update, FSRC Statute, FSRC Bylaws

Handouts during meeting:

- DHS Summary of Complaints Report for December 2007
- December 2007 Public Assistance Caseload, Second Edition
- December Self-sufficiency at a Glance
- Environmental Considerations,
- Environmental Scan
- 2008-2010 Strategic Plan Outline
- Meeting Outcomes
- Communication Ground rules

Handouts from Jessica:

- Potential Goal Areas
- Sample Workplan
- Vision for the Commission

Handouts from Rosemary:

- Conative Table
- Conation Notes
- Creating Synergy

Greeting and Roll Call

Meeting called to order at 8:35 a.m. with a quorum in attendance.

Chair Report:

- Meeting agenda reviewed. Discussed the agenda and that there was a more detailed agenda in the meeting packet. **MOTION:** Rob motioned and Diane seconded approval of agenda. Vote of approval was unanimous.
- Approval of January Minutes: **MOTION:** Rob motioned and Maggie seconded the approval of the January 3, 2008 FSRC meeting minutes as written. Vote of approval was unanimous.
- Jessica requested correction of two typographical errors to January 24 FSRC Telephonic meeting minutes. **MOTION:** Rob motioned and Rosemary seconded approval of the January 24th FSRC Telephonic meeting minutes as corrected. Vote of approval was unanimous.
- Other business:
 - Rob announced he was resigning after the meeting. Jessica thanked Rob for his many years on the commission.

DHS – 2008 Legislative Session Update: Bryan Johnston, Mickey Serice, Jim Neely:

- Mickey gave a brief update on the February legislative session. DHS is scheduled for Ways and Means on 2/12 and 13th. As a requirement of the budget note, Dave and Vic will be presenting on TANF reauthorization. Although no bills directly affect CAF, they are watching bills that have an affect on DHS regarding health care, OHP, Medicaid, mental health and SPD.
- Mickey distributed a document from the Ways and Means co-chairs outlining priorities after the upcoming revenue projections.

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- POPS update: DHS has not yet submitted POPS, pending input from CWAC. FSRC requested an updated document after the budget forecast is received.
- Kim asked if there are plans for DHS to provide advice on federal legislation. Bryan said DHS is carefully following the federal bills and will request FSRC assistance if needed.
- Jim briefed the FSRC on a service delivery philosophy discussion held at the District Manager meeting. Consistency in practice is needed throughout the state. Bryan requested FSRC input and encouraged the FSRC to continue to hold DHS responsible.
- Jim personally thanked Rob for his tremendous leadership and contribution to the FSRC.

FSRC Response: The FSRC will incorporate Bryan's request for FSRC to hold DHS more accountable into the strategic planning session. A request was made to have monthly data book with flash figures available at FSRC meetings.

Pre-planning for strategic plan development

FSRC reviewed communication ground rules and meeting outcomes. A suggestion was made to rotate mediator responsibilities and wrap up discussions with an action item, example: motion for a vote or close the discussion. This process should be added to ground rules.

Meeting with Rep. Kotek:

Rep. Kotek joined the meeting at 10:35 a.m., introductions were made, and the FSRC thanked her for her work in the 2007 session and for communicating with the FSRC throughout the process.

1. DCI/Parents as Scholars: Can the 1% of clients participating be increased and expand the program to a 4 year degree program? Rep. Kotek is discussing establishing a workgroup on Parents as Scholars. It was suggested that the workgroup include participation from the FSRC, vocational training, private and state colleges, and a community college from an outlying area. The goal is to convene soon because preliminary rules need to be ready by October 1st. Suggestion was made to evaluate/track progress and collect necessary data to evaluate the program.
2. What recommendations does Rep. Kotek have for the FSRC to work effectively with and provide information to the legislature? Rep. Kotek sees the FSRC as an important advisory group but said it is up to the FSRC to frame the focus of its work. She advised that small amounts of information provided more frequently are more effective than large amounts less often. It is important to build relationships and educate legislators about the FSRC, and possibly recruit a legislator as a member. A statute change may be necessary to include a legislator. Rep. Kotek would be willing to help.
3. Current session: Rep. Kotek hopes to be on the budget committee and influence funding to continue implementation of items that passed last session, including ERDC and health care. Jessica asked Rep Kotek to keep FSRC informed on what is happening and how it could help. The 2007 session spent a lot of time on kids' investments. The focus of the 2009 session may be on mental health and senior issues. Rep. Kotek hopes to build on work of last session.
4. Minority Services: Is there any proposed legislation to address targeted populations? Sen. Gordley has a bill on mental health in underserved populations. She hadn't heard of anything else but asked FSRC to send ideas.
5. TANF legislation has many pages that deal with teen pregnancy prevention. Related to targeted populations, the highest number of young women getting pregnant is Hispanic. Creative programming is needed to increase funding.
6. What is the legislature doing on prevention in general? How does she feel about a prevention initiative with a funding stream? Oregon doesn't have a prevention program or a funding stream.

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Prevention suffers from the silo affect; CAF has funding in Family Support and Connections and OCCF is seen as the primary prevention server. Would she support an initiative to introduce a comprehensive prevention program with a dedicated funding stream? Rep. Kotek responded that it would have to include a multi-division engagement.

7. Revenue restructure may be a topic for the 2009 legislature since our current system is very volatile. We were fortunate that the TANF bills had good support from advocates and that there was little conversation on the floor. Additional funding for TANF will be an uphill battle in 2009. Rep. Kotek said there is momentum in locating DV advocates in DHS offices. She would like to see improvement in the ERDC funding.

Rep. Kotek said the FSRC plays an important role and she will email Jessica about getting the FSRC involved with future workgroups.

Debrief Rep Kotek's Visit: Jessica took notes for the afternoon session on strategic planning

FSRC Statute and Bylaws

Jessica read through the FSRC charge to help everyone get a better understanding of the broad scope of the FSRC. Although FSRC has focused primarily on CAF self sufficiency issues, it has a broader charge. This brought up a number of questions:

- Has the FSRC charge changed as DHS services have been added over the years? Understanding the history of the commission will help define why the focus has been so exclusively on CAF.
- The FSRC needs to know what is going on with other commissions, adhoc groups, and task forces. How can the FSRC best interact with other groups? (Jessica provided an index of other commissions/counsels from the Governor's website).
- Should the FSRC work on identifying gaps and consolidate/coordinate silos?
- Should the FSRC keep its mission general so its capacity is not limited? Its scope can be narrowed during the strategic planning process.
- FSRC has been wrapped up with CAF and TANF, should it look at recommending new committees/commissions to focus on specific areas and expand the commission's work to incorporate additional issues?

Strategic planning: afternoon session

Jessica recommended postponing some agenda items and focusing on selecting FSRC goals.

First item: Come to closure on scope and charge of commission. **ACTION ITEMS:**

- Investigate FSRC's history: Why has the FSRC been so focused on self sufficiency when the statute is so broad?
- Follow-up on alignment with other groups/commissions. Invite guests/visitors to meetings to develop & strengthen partnerships.
- Review Bylaws. Article 3 is focused on self sufficiency. It is important to know the difference between the statute and bylaws. The FSRC can change the bylaws to reflect its scope of work.

Jessica wrapped up discussion by suggesting the FSRC examine how DHS programs work together to help determine the new role for FSRC.

Plan overview: Sample documents were provided, including measurements and timelines.

Strategic planning brainstorm:

- Look at what the FSRC could do to impact the inconsistencies of service delivery around the state to include staff training and performance standards.
- Examine how a complaint process could address larger issues and trends. Currently, follow through on complaints is inadequate. Find out why complaint forms aren't routinely used by all offices.
- 16 new consultant positions; what is their role and will they be successful in helping to reduce the number of TANF clients entering the child welfare system?
- Look at how SS programs interface with Senior Services, Voc Rehab, Addictions and Mental Health, and Public Health to provide holistic services to clients.
- Be more conscious of underserved populations that don't walk through the door and consider staffing for translators, statistic/data needs.
- Establish new partnerships and have different FSRC members responsible for being a liaison and report back to commission.
- Consider proposing the creation of a body (committee, commission, etc.) to focus specifically on self-sufficiency and TANF to allow the FSRC to focus on broader issues and partnerships.
- Review caseworker turnover, costs, effects on organization and clients, training overhead, etc.
- Create needed policies and procedures for FSRC but develop one or two at a time, such as expense reports, voting procedures, etc.
- Develop a procedure manual/orientation piece for new members.
- Work on reducing teen pregnancy and make sure TANF regulations are in place to work towards that goal.
- Diversify membership to include special interest groups; teachers, nurses, current client, DV advocate.
- Ensure that DHS has cultural competence when providing services. There is currently a lack of staff diversity to meet client needs.
- Identify gaps in service and prevention strategies and create partnerships to work on these issues.
- Participate in the 2009 legislative session.
- Invite guests to present on specific topics, alcohol and drug treatment, domestic violence, mental health, etc. Have a focused discussion to build collaboration and break down "silo effect."
- Survey clients being served by DHS programs to see if their needs are being met and what they need in the future. It is our obligation to represent the clients.
- Make sure we have the right DHS staff in our meetings, may need to drill down to program staff instead of top management.
- Keep FSRC meetings focused by creating a plan.
- Reinstitute site visits in our respective areas. Introduce ourselves as FSRC members and use a check list.
- Do more research on DHS as a whole to get a better grasp of its services. Connect with mission, goals and priorities. Stay in touch with the McKinsey project and how it affects FSRC's role.
- Invite representatives from programs not funded by DHS to get a better overall picture of services. Ask what works that isn't associated with public funding. Some clients may be afraid to deal with DHS, particularly DV victims.
- Review FSRC bylaws and scope of work to align focus for the next year. Build in an educational piece. Invite people to educate the FSRC on specific program areas.

Environmental Considerations:

The FSRC reviewed an “environmental considerations” document that included information from conversations with FSRC members. Rosemary suggested including the lack of effective DV services and Rob asked that the FSRC consider demographics/age/ethnic shifts in the state.

Vision for Commission: (handout)

The FSRC reviewed the document “vision for the commission: and made the following suggestions:

- Advocate for all Oregonians whether they apply for DHS services or not.
- Cultural competency training. It reminds everyone of their prejudices/biases and should be revisited every few years.

During the break Jessica categorized the brainstormed items into categories; however, the categories themselves generated a lot of discussion. Peggy suggested the FSRC look at the needs of individual client families instead of DHS programs; mental health services, housing, food, jobs, etc. and establish 3-5 core goals, then list strategies under the goals.

Jessica proposed that 2 – 3 people work on the broad goals. Mavel, Jessica and Rosemary (tentative) agreed to work together. **MOTION:** Mavel motioned that a small committee be convened to consolidate the goal areas and put brainstorm items underneath the appropriate goals. Rob seconded, and the vote was unanimous.

4 Goal areas (Cultural competency to be included as part of all goals)

- Focus on underserved/not served.
- Improve customer Service (includes complaint reports)
- Enhance FSRC; gain clarity about its statute; become better informed about all DHS services.
- Create strategic partnerships

MOTION: Rosemary motioned that we adopt the 4 overarching goal areas and amend to refine wording as needed. Rob seconded motion, and the vote was unanimous.

March Agenda Planning:

- Items for March meeting:
 - The small group will report back on goals/strategies.
 - Discuss recruitment and commission member terms.
- Prepare for Dr. Goldberg’s visit:
 - Advise that the FSRC is in the process of creating a strategic plan and present goals areas
 - Ask about DHS timelines and what is anticipated during the 2009 legislative process.
 - Ask what is happening at the federal level regarding TANF and deficit reductions act.
 - Update on the McKinsey project and timelines. How can FSRC interface with McKinsey?
 - Cultural competency is something the FSRC will be looking closely at in all of our goal areas.
 - Ask him for his thoughts on the POPS letter that the FSRC sent to him. What is the process on prioritizing and moving the POPS forward?
 - Inform him we are focusing on recruitment; ideas for candidates are being solicited.

Next Meeting: The next FSRC meeting is scheduled for March 6, 2008.

Meeting adjourned at 4:00 p.m.