

## **Family Services Review Commission Meeting**

**January 3, 2008**

**HSB-252**

**Members present:** Doreen Binder, Jessica Chanay, Diane Cohen-Alpert, Shirley Kaping, Peggy Kennerly (by phone), Rosemary Lazzari, Mavel Morales, Rob Potter and Michael Ware

**Members excused:** Maggie Bagon and Kim Freeman

**Members absent:** Bonnie Davidson and Miranda Herrera

**DHS staff present:** Bryan Johnston, Mickey Serice, Vic Todd, Dave Lyda, and Nancy Sathrum

**Guest:** Fariborz Pakseresht, DHS Transformation Initiative Project

**Administrative Handouts, sent via email prior to the meeting:** Meeting Agenda, Draft Minutes of the November 1st FSRC Meeting, Draft Minutes of the December 6<sup>th</sup> FSRC Meeting, DHS Summary of Complaints Report for November 2007, FSRC Strategic Planning Process 2007, FSRC Chair and Vice-Chair Nomination Process 2008-2010

**Additional Administrative Handouts at meeting:** November 2007 Public Assistance Caseload, Second Edition, McKinsey Project documents: 1) Boosting Government Productivity, 2) Making Welfare Work, 3) Statement of Work; DCI Update, DHS Transformation Initiative, Self Sufficiency Policy Option Package Concept Proposals, FSRC Chair & Vice-Chair Nomination Process 2008-2010, FSRC 2008-09 Strategic Plan Potential Goal Areas

### **Greeting and Roll Call**

Meeting called to order at 8:34 a.m. with a quorum in attendance.

### **Chair Report:**

- Action and follow-up items: None discussed.
- Approval of November 1st Minutes: **MOTION:** Shirley Kaping motioned and Doreen Binder seconded the approval of the November 1, 2007 FSRC meeting minutes. Vote of approval was unanimous.
- Approval of December 6<sup>th</sup> Minutes: Change to Page 4, first sentence; strike “it was a tedious process but”, Page 6, paragraph beginning Peggy suggested, 2<sup>nd</sup> sentence, change “wondering to wandering”. **MOTION:** Shirley Kaping motioned and Doreen Binder seconded the approval of the December 6, 2007 FSRC meeting minutes with the above changes. Vote of approval was unanimous.
- Other business:
  - Letter of resignation was received from Angela Sanchez.

- Complaint report is in the packet. Jessica has questions that will be addressed later in the meeting.
- Vote on FSRC Operating Procedure – Officer Voting Process. Rob discussed changing the document to make it more generic by removing dates and names. **MOTION:** Later in the meeting Rosemary Lazzari motioned and Shirley Kaping seconded approval of the document as written for the current officer nomination process. Vote of approval was unanimous. This document should be added to the FSRC Operating Procedures Manual when it is developed.
- Election of Officers: Jessica was nominated for Chair and Rosemary was nominated for Vice-chair.
  - Jessica sent an email to FSRC members on January 2<sup>nd</sup> regarding her nomination. Today she said that she is very interested, is passionate about this topic, likes working with the group, and has the time to commit to this position. Rob motioned and Shirley seconded that we accept Jessica's nomination as the Chair of the Family Services Review Commission. The vote of approval was unanimous.
  - Rosemary said she is enthusiastic to serve as the FSRC Vice-chair and looks forward to working with Jessica. She feels they will work well together to move the commission's work forward. Jessica agreed that they will make a good team. **MOTION:** Rob motioned and Shirley seconded that we accept Rosemary's nomination as the Vice-Chair of the Family Services Review Commission. The vote of approval was unanimous.
  - Congratulations were given to the new officers. Thanks were expressed to Rob for his years of service as commission Chair.
  - It was announced that Shirley Kaping has retired from the Commission. Thanks were given for her many years of service. Her knowledge and care for clients has made a significant difference in the lives of others.

**DHS/CAF Report, Bryan Johnston, Mickey Serice, Vic Todd, Dave Lyda:**

Introductions were made by FSRC members who weren't present at the January FSRC meeting.

● Budget – Policy Option Packages:

Vic handed out the Policy Option Package (POPS) proposal for the Self Sufficiency programs. The document is not prioritized and includes titles, problems and potential solutions. Some concepts include assumed growth in program areas or possible policy shifts. Vic went through the document to briefly explain. Partners are being asked to review and weigh in with their opinion. District Managers have received the list and will have an opportunity to share with partners in their communities. Vic asked for

FSRC's help in completing the interested partners section. **ACTION:** FSRC input is due by the end of January.

- **DHS Transformation Initiative:**

Bryan invited Fariborz Pakseresht to visit the meeting to update the FSRC on the Transformation Initiative and the McKinsey project. Bryan introduced Fariborz upon his arrival. Fariborz is on loan to this project from his Assistant Director of DHS Administration Services Division position. Fariborz distributed and discussed a Transformation Initiative Power Point document. (**ACTION:** Nancy to send document to absent members and members attending by phone. **Done: 1/4/08**)

Michael Ware asked that respecting and honoring cultural competency and holding it in high regard be included in the project. Rob asked how the FSRC might provide feedback on the transformation project. Fariborz said DHS would welcome FSRC feedback on the self sufficiency portion. Current commission/advisory committee membership rosters were provided to McKinsey.

- **TANF – Upcoming events:**

Dave reminded FSRC members that comments on the temporary rules are due by the end of the month. The time limit rules need significant changes. A new letter will be sent to clients to explain the rule changes and how the months of eligibility will be counted.

Dave distributed the DCI update and explained that DHS plans to go back to the old rules that align with the Parents as Scholars to allow more institutions to meet accreditation. The DCI program is currently full at 100 participants. Outcomes are included on the back of the monthly update. The FSRC asked if data could be broken down by district and if there were any outcome data on participants after they graduate. **ACTION:** Dave to provide the language of the Parents as Scholars program.

- **2008 Legislative session:** Mickey Serice provided an update on the February Legislative Session. DHS won't have any legislative concepts this session. The estimated 100 bills will be introduced by legislators. Mickey has heard that legislative counsel is currently drafting bills that should be posted on the Leg website later this month. DHS has a few topics that may come up: update on TANF HB-2469 and psychotropic medications in foster care. DHS is providing information to the Legislative Fiscal Office and DAS Budget and Management and will present at hearings as requested by the legislature. Mickey will notify the FSRC if issues come up that a white paper from the FSRC would be helpful. Rep. Kotek would also be a

good contact. The DHS re-balance will take place in February. **ACTION:** Vic to send food stamp matrix to Nancy to be forwarded out to members. **(Done: 1/4/08)**

**Further FSRC business:**

- Jessica recommended that the FSRC postpone strategic planning to future meetings and January's meeting on the POPs and letters to be sent to the Legislature. Some FSRC members were concerned that this was the third month the strategic planning was on the agenda. A suggestion was made to focus an entire meeting on the strategic plan.
- FSRC agreed to take the time to study the POPs document individually and provide comments via email. Rosemary volunteered to receive and compile comments and prepare a response to DHS, to be discussed and voted on at a telephonic meeting on January 24th. (Please copy all FSRC members and Nancy Sathrum on the responses.)

Comments should include one of the following for each POP: support POP as is, support POP but enhancements needed, oppose POP, questions/need additional information, has gaps to be addressed, or is a new item to be added to the list. Commissioners were also asked to prioritize three items and identify a proposed solution if more than one is provided.

**Timeline:**

- Preliminary comments due to Rosemary by Thursday, 1/10, 5:00 pm
- Response on comments due to Rosemary by Thursday, 1/17, 5:00 pm
- Final draft will be sent out on Tuesday, 1/22
- Telephonic meeting is scheduled for Thursday, 1/24, 12:00 – 1:00 p.m.

**Action:** Nancy to let Vic and Dave know that the commission plans to respond to the self sufficiency POPS. Nancy to schedule a conference call line for the January 24<sup>th</sup> meeting. **(Done 1/4/08)**

**Conference Call Information:**

Call: 1-866-650-3044

Participant Code: 547086 **(members)**

Shirley suggested that the FSRC look at POP #3, increase in rates, and try to add back the General Assistance Program.

Other comments by Commissioners: 1) It would be helpful to know budget projections. 2) Consider inviting Tina Kotek to FSRC meeting. 3) As advocates, we

need to support POPs that will better serve clients. 4) Former General Assistance program was discussed.

**MOTION**

Rob Potter motioned that the FSRC hold a public telephonic meeting on January 24<sup>th</sup>, 12:00 – 1:00 p.m. to vote on the POPS that FSRC will move forward to DHS; to include General Assistance POP which was identified as a gap in current document. Shirley Kaping seconded motion and vote in favor was unanimous.

- Jessica mentioned that the Legislature will be voting on use of food stamps bonus dollars and matching funds as presented in matrix provided at the December FSRC meeting. Jessica agreed to draft letter of support addressed to the Ways and Means Committee. Michael would like a clearer picture of direction from DHS. Jessica provided background. A bonus of 1.7 million has been awarded to the state for high food stamp participation. The Legislature has to release the funds when they meet in February. Previous food stamp bonus dollars were put in the general fund because of an overall budget shortfall. The state will receive matching funds if the bonus dollars are reinvested in food stamp outreach. If not, the state loses the matching funds.

**MOTION**

Mavel Morales motioned and Michael Ware seconded that Jessica draft a letter and share it via email with FSRC. Acceptance of draft letter will be voted on at the January 24<sup>th</sup> telephonic meeting. Vote of approval was unanimous.

**MOTION**

Michael motioned, and Shirley Kaping seconded, that a Strategic Planning meeting be held from 8:30 a.m. to 4:00 p.m. on Thursday, February 7<sup>th</sup>. Morning session will include a brief legislative update from DHS and possibly Rep. Kotek's office. Afternoon session will be dedicated to strategic planning. Vote of approval was unanimous.

- Mavel brought up concerns that have been coming into the Statewide Public Benefits Hotline: 1) Title VI complaints on discrimination based on language. Notices of hearings rights aren't being provided in the appropriate languages. 2) Problems when scheduling appointments for clients with language accommodation needs. The FSRC noted that this is part of POP #21 that addresses language translations.
- Jessica mentioned that the resolution on the customer complaint report often doesn't actually address the complaint. The FSRC had a number of questions: Is it our

responsibility to make sure meaningful resolutions are reached? (Rob provided some history on this topic). Will this issue be part of the McKinsey project as a service delivery issue? How do we include customer complaints in the strategic plan? A small sub-committee was going to address this issue further, but it hasn't met regularly. The sub-committee, which can include community partners, could do the analysis and bring back to the commission for decision. The FSRC will discuss this item further at the strategic planning meeting in February.

- Jessica mentioned that she will be calling FSRC members to get better acquainted and to understand their individual focus on the FSRC.

Next Meeting: The next FSRC meeting is scheduled for February 7, 2008. The morning session from 8:30 a.m. to noon will be held in HSB-252 and will include a legislative update from DHS and possibly Rep. Koteks' office. The afternoon session from 1:00 to 4:00 p.m. will be held in HSB-137A and will be dedicated to strategic planning. FSRC members were asked to let Nancy know if they planned to attend by Video Conferencing or phone.

Meeting adjourned at 12:00 p.m.