

**HOUSE COMMITTEE ON HUMAN RESOURCES**

**SUBCOMMITTEE ON HUMAN SERVICES**

**February 10, 1999 Hearing Room D**

**3:30 PM Tapes 5 - 6**

**MEMBERS PRESENT: Rep. Jeff Kruse-Acting Chair**

**Rep. Betsy Close**

**Rep. Bill Morrisette**

**Rep. Kitty Piercy**

**MEMBER EXCUSED: Rep. Jackie Winters**

**STAFF PRESENT: Janet L. Carlson, Administrator**

**Diane M. Lewis, Administrative Support**

**MEASURE/ISSUES HEARD: Informational Meeting**

**Overview of Crisis Relief Nurseries**

These minutes are in compliance with Senate and House Rules. Only text enclosed in quotation marks reports a speaker's exact words. For complete contents, please refer to the tapes.

TAPE/#	Speaker	Comments
TAPE 5, A		
004	Rep. Kruse	Opens the meeting at 3:40 PM and explains that he will be acting as Chair for the meeting. Opens an informational meeting on Crisis Relief Nurseries in Oregon.

020	Judge David Brewer	Relief Nursery Advocate, speaks in support of Relief Nurseries and introduces Rex M. Newton, Ph.D. Explains that when he first began working with juvenile offenders, it became obvious that the majority of those juveniles had been facing issues of abuse and neglect for most of their lives. Reports that the state spends approximately \$30,000 for each prison inmate per year. States that trying to rehabilitate juveniles after the damage of abuse and neglect have taken their toll is much more expensive than the cost of funding front end, crime prevention programs. Maintains that the most impressionable ages for setting behaviors and value systems are birth to five years. Explains that early childhood years are also the best time for reaching and successfully intervening with parents.
088	Judge Brewer	<p>Discusses why relief nurseries are so important:</p> <ul style="list-style-type: none"> <li>• Relief Nurseries have created the ideal public ñ private partnership.</li> <li>• Relief Nurseries have crossed party lines and are an apolitical concept.</li>   <li>• Oregon has a serious problem with child abuse issues.</li> <li>• Primary risk factors-- alcohol and substance abuse, low income status, physical and mental abuse, neglect.</li> </ul>
100	Rex Newton	Mental Health Specialist, Prison Consultant, explains his extensive experience with the Oregon prison system. States that he has been around long enough to see the sons and grandsons of prison inmates enter the justice system. Explains that the dynamic of multiple generations entering the judicial system is not surprising, based on the research of family dysfunction and understanding how anti-social behavior is learned in infancy. Discusses how anti-social behaviors affect children as they enter the school system.
155	Newton	Continues by stating that professionals know what to do to interrupt the cycle of generations entering the state system. States that relief nurseries work to stop anti-social behavior at a very young age.
183	Jean Phelps	<p>Executive Director, Eugene Relief Nursery, discusses components of relief nurseries. States that relief nurseries function a little differently from each other in order to best serve the communities they represent.</p> <p>Components of Relief Nurseries:</p> <ul style="list-style-type: none"> <li>• Therapeutic, early intervention programsó"schools for little kids"</li> <li>• Parenting support through home-based programs and various support groups.</li> <li>• Alcohol and drug counseling-- substance abuse is a dominant risk factor.</li> <li>• Partnerships with community-based services and state agenciesóttwenty-five percent of state funds must be matched by community dollars.</li> </ul>
256	Cassandra Wade	Executive Director, Family Building Blocks Relief Nursery, Salem, speaks to the flexibility of relief nursery programs. Discusses her experience in 1980 as a Services to Children and Families (SCF) worker. Explains that she was working with parent education programs and taught parents who could recite all the important aspects of good parenting and yet had no ability to apply this knowledge to their own lives. Explains that she worked to create a partnership with the local relief nursery where parents could practice applying what they learn in a "lab setting."

293	Phelps	Points out that the relief nursery implemented the parenting "lab" with no additional funds. States that the nursery decided it was important to see how a pilot program would work.
298	Wade	Discusses the cooperation that relief nurseries receive from parents and families. States that families trust and actively participate in the programs offered by relief nurseries.
322	Rep. Piercy	Asks how the home visitation program compares with the Healthy Start program.
327	Phelps	Responds that all the families involved with the Eugene nursery receive home visitation services. Explains that the Eugene relief nursery conducts the Healthy Start home visits and reports that there is no duplication of services. States that nurseries get referrals from Healthy Start because Healthy Start is highest risk families cannot be assisted by a program that mainly relies on home visitations. States that relief nurseries complete the program needs of high risk families.
360	Lorraine Barton	Director, Portland Relief Nursery, explains that in Multnomah County there are no Healthy Start programs. States that community health nurses conduct home visits and make referrals to the relief nursery.
368	Colleen Stewart	Program Coordinator, Cottage Grove Relief Nursery, states that most referrals come from Healthy Start. States that information is shared between programs with the consent of the parent(s). Explains one situation where SCF requested that a family receive weekly home visits by the nursery workers.
390	Rep. Piercy	Asks if nurseries receive state funding for the alcohol and drug services they provide.
394	Phelps	Responds negatively. Explains that the Eugene nursery is licensed as a level-one treatment facility and is in the process of re-licensing at a higher level. States that the entire alcohol and drug program is paid for by donations. Explains that the substance abuse treatment program was started with a federal grant and has had great success. Explains that <u>parents</u> designed the program with components that were not billable, under a traditional program, i.e., anger management classes, parent training, long term peer support, and sober recreational activities.
<b>TAPE 6, A</b>		
013	Janet Carlson	Committee Administrator, asks about the most significant ways that families become involved with relief nurseries.
017	Phelps	Responds that there is no limit to the ways that families have entered the nursery programs. Explains that referrals come from other parents, neighbors, self-referrals, health care providers, educators, and state agencies.

022	Wade	<p>Provides the committee with a breakdown of Salemis referrals:</p> <ul style="list-style-type: none"> <li>• 55% of referrals come from Healthy Start, Children's Guild, Head Start, SCF, and corrections.</li> <li>• 30% of referrals come from clinics, hospitals, shelters, and the health department.</li> <li>• 15% of referrals come from self referrals --this category is growing.</li> </ul>
031	Stewart	Explains that self referrals in Cottage Grove have also been increasing.
032	Rep. Piercy	Asks about the growth of self referrals in Eugene.
034	Phelps	Replies that the Eugene nursery gets about four to five referrals per family. Explains that second-party referral calls are asked to have the family call the nursery personally. This maintains the "voluntary" aspect of the program. States that nursery staff will then make a home visit.
042	Rep. Close	Comments that she is glad to hear that there is such a high level of trust among the programs parents. States that she has had concerns sent to her office regarding "government record keeping of families" and "privacy rights." Asks about the nurseries' record keeping practices.
050	Phelps	<p>Responds that every record kept on a family is available to them at any time. Also:</p> <ul style="list-style-type: none"> <li>• Records are kept locked at the nursery--- No one is allowed to take records out of the office. Families can have copies of anything in their file.</li> <li>• Records can be subpoenaed--- will not release records without appropriate forms.</li> <li>• Parents sign release forms allowing information to be shared.</li> </ul>
070	Barton	<p>Explains that records include:</p> <ul style="list-style-type: none"> <li>• Assessments on the child's development and the family's progress.</li> <li>• Paperwork for early intervention referrals.</li> </ul>
085	Rep. Close	Asks how long records are kept
086	Phelps	Replies that Eugene keeps their records for seven years. Explains that records are kept locked and marked inactive when a family terminates services.
091	Rep. Close	Asks if records are used against clients.
092	Phelps	Responds that records are used more for the benefit of a family. Explains that families want a record of their successes and use them to move ahead with their lives. States that if a record is subpoenaed, then the relief nursery has no alternative and must release the file.

104	Ray Brown	<p>Relief Nursery Staff, explains that he facilitates peer support intervention with men and fathers involved with the program. Discusses how he became affiliated with the nursery and the difference it made in his life. States that he learned about the relief nursery when he was leaving his fifth inpatient drug treatment center. Explains that he was a single father, trying to get his children returned to him. States that the nursery gave him a break one day each week and provided him with continued substance abuse treatment. Discusses components of the program that attracted him:</p> <ul style="list-style-type: none"> <li>• Individualized-- services are based on the client's needs.</li> <li>• Voluntary program-- nothing is mandated.</li> </ul> <p>Explains that one of the obstacles in the system is how men are looked at by agencies as parents, both single and as partners. States that he went through a great deal to get his kids back and learned to parent in a healthy way. States that it is very rewarding to share his experience with other dads.</p>
153	Tabitha Langford	<p>Relief Nursery Client, 23 year-old mother of 4 children, discusses her history as a teen mother and wife at age fifteen. Explains that she became ill with a joint disorder during her third pregnancy and had a very difficult time caring for her two younger children. Explains that high school was the highest level of education she and her husband achieved. States that they had minimal extended family help. After keeping an appointment with the Supplemental Nutrition Program for Women, Infants, Children (WIC), she was referred to the relief nursery. Explains that her husband lost his job shortly before her third child was born. Explains that they had a home visit from a relief nursery worker right after the baby was born and states that this was the turning point for their family. Describes how her children were enrolled into Head Start and relief nursery program care. Explains that knowing her children were in a safe and caring place made a great difference. States that she and her husband never had any issues involving domestic abuse, drugs and alcohol, or criminal activity. Discusses the parenting skills, time and money management skills, relationship and peer support that the nursery gave them. Explains that her husband has completed a year of college and she has earned a real estate license which has helped her to acquire a good job. Maintains that the support her family received from the relief nursery gave them the chance to live self sufficiently and successfully.</p>
271	Rep. Piercy	<p>Thanks the presenters for relating their experiences. Asks Brown how the nursery knew that he needed help.</p>
275	Brown	<p>Replies that another father from treatment told him about the nursery. Explains that he contacted the nursery.</p>
290	Rep. Kruse	<p>Asks what kind of connection the relief nursery has with 12 step programs.</p>
294	Brown	<p>Responds that peer support is based on the needs of the family. Explains that the nursery supports client involvement in 12 step programs. Explains that he attends 12 step meetings and is always willing to support another dad interested in attending meetings.</p>
305	Judy Bergstrom	<p>Relief Nursery Peer Support, explains that the nursery cannot promote 12 step</p>

		<p>programs. States that a staff person, who makes use of 12 step meetings as a personal program of recovery, can share his or her personal experience with a client. Maintains that the nursery assists families in getting on track, staying sober, and becoming more successful with parenting skills, relationships, and career possibilities. Explains that the nursery assists families with setting goals and strategies for attaining those goals. Describes her own experience of overcoming issues of abuse and neglect, drugs and alcohol, and relationship dysfunction with the help of the relief nursery.</p>
337	Bergstrom	<p>Adds that record keeping guidelines are quite strict for the alcohol and drug program at the relief nursery.</p>
346	Rep. Kruse	<p>Clarifies his question regarding 12 step programs. Asks if the nurseries have participated in organizing Alcoholics Anonymous and Narcotics Anonymous meetings for their clients.</p>
363	Bergstrom	<p>Responds that when the nursery was starting to organize with 12 step programs, they discovered problems regarding conflict of interest. Explains that the nursery developed the peer support group as a solution. States that staff people model healthy behavior, i.e. attending 12 step meetings.</p>
385	Rep. Kruse	<p>Comments on the long-term support that is found in 12 step programs.</p>
395	Bergstrom	<p>Concurs. Discusses the wrap-around support that families receive after they have met their goals and are becoming independent of the nursery. States that questions of continued involvement in outside recovery programs are part of her follow-up with clients working to stay sober.</p>
406	Brown	<p>Comments that he has connected dads with recovery sponsors.</p>
415	Dr. Laurie Britain, Ph.D.	<p>Program Director, Eugene Relief Nursery, explains the 1995 qualitative evaluation study she conducted at the Eugene nursery. States that she was very interested in how parents became open to changing unhealthy behaviors. She interviewed many parents and discovered three consistent themes:</p> <ul style="list-style-type: none"> <li>• Parents felt they were respected at the relief nursery.</li> <li>• Programs and components of the nursery were conveniently located under one roof as well as more "doable," because the nursery provided child care and help with transportation.</li> <li>• Continuity of messages within the various programs were consistent, which in turn, assisted families in thoroughly learning new behavior.</li> </ul>
<p><b>TAPE 5, B</b></p>		
020	Britain	<p>Comments on components and outcomes of the Eugene nursery for the 1997-98 fiscal year:</p> <ul style="list-style-type: none"> <li>• Out of all families involved in nursery programs, ninety-five percent have 10 or more "intense" risk factors, i.e. substance abuse, mental health,</li> </ul>

		<p>criminal justice issues, child abuse and neglect, and poverty. Explains that because of involvement with nursery programs, it was discovered that eighty-nine percent of those families do not require foster care.</p> <ul style="list-style-type: none"> <li>• Nearly one hundred percent of relief nursery children are developing normally or are receiving special education services.</li> </ul>
050	Britain	Discusses the children receiving "managed care" programs because of developmental disabilities. States that these children entered the program at older ages, such as two and three years old and are involved in special therapeutic services offered by the nursery.
063	Chris Peck	Child and Family Therapist, discusses therapeutic components of the relief nursery. Explains that the mental health counselors provide play therapy, family therapy, classroom support, and teacher consultations. Reports that most children in the therapeutic counseling program are new to the nursery, between the ages of 2 years and 6 years-old, and are suffering the effects of intense risk factors. Explains that building relationships between parents and children is a focus of the education that nurseries provide. States that learning to socialize appropriately is a social skill addressed by the nurseries programs.
140	Rep. Piercy	Asks how the nurseries address "attachment disorders."
150	Peck	Replies that the sooner help is offered, the better the results. Explains that treatment is a slow progression that is developed and implemented with long term goals.
174	Britain	States that relief nurseries work to prevent social problems from occurring in the first place. Discusses the intervention required by the nursery in cases where there are multiple siblings.
180	Peck	Discusses the differences of need between siblings. States that younger children don't often need the intense therapy that their older siblings require.
185	Carlson	Asks if the relief nursery is part of the SCF System of Care program and the community safety nets.
198	Phelps	Responds that the Eugene nursery is not formally part of the safety net system. Explains that the relief nursery functions like a safety net program and is an important resource in the community.
218	Barton	Explains that the Multnomah County nursery receives funds to serve Title IV-E families.
225	Wade	Replies that the Salem nursery is a part of the community safety net.
231	Peck	Explains that it is not uncommon that nursery clients are also SCF clients. States that state case workers and nursery staff do communicate with the permission of

		the family. Explains that SCF will refer clients to the nursery for parenting classes and respite care.
245	Carlson	Asks if nurseries are reimbursed for SCF referrals.
246	Peck	Responds that SCF client referral reimbursement occurs through the Oregon Health Plan. Explains that the nursery has recently begun contracting with SCF.
250	Stewart	Comments that in Cottage Grove, families are looked at by evaluators from the community safety net and are referred to the multi-disciplinary group of which the relief nursery is one part.
254	Carlson	Asks for comments on the assumption that nurseries are good for urban communities but not rural communities.
265	Stewart	Replies that the Cottage Grove had a slow start because of transportation difficulties. Explains that the nursery contracts with South Lane Wheels for much of its transportation needs. Explains that the nursery is still small and only serves 15 infants and toddlers. Maintains that the nursery is successful and making a necessary impact in the community. Explains that the nursery started in a church. Two and one half years ago the nursery was able to purchase a 1,600 sq. ft. manufactured home with a fenced yard and play area, using foundation donations and community support.
306	Phelps	Explains that the Eugene nursery started in a church and she used her car as an office. Explains that the nursery has grown to meet the demands of the community and has recently purchased a motor home with donations. States that the motor home will provide more outreach services.
320	Dick Withnell	Relief Nursery Advocate, Board Member of Salem Relief Nursery, states that the relief nursery model can be replicated in any community. Believes that it is easier to prevent family dysfunction and abuse than it is to treat it. States that the accountability factor of a local board, overseeing the operation of a community-based program, is what makes the nursery model work so well. Sees this as a bipartisan issue. Discusses future monetary savings to local, state, and federal governments, as a result of the intervention and support that relief nurseries provide to families in need. Thanks the committee for their continued support.
400	Jahime Schultz	Co-Founder and Board Member, Cottage Grove Relief Nursery, explains that the nursery started as a reaction to a fatal instance of child abuse in the community. Explains that members of the Rotary club learned about the Eugene nursery and decided to do something similar with support of the community. States that the board is a true reflection of the community. Explains that a start up grant of \$200,000 funded the first three years of the program. Reports that the nursery has raised \$300,000 with private funding and maintains an annual budget of \$96,000. Discusses additional funds from the Lane County Commission on Children and Families and state funds that are being matched by the nursery at forty percent.



**TAPE 6, B**

040	Rep. Piercy	Notes that Sen. Tony Corcoran is a loud voice of support for the relief nursery in Cottage Grove.
044	Rep. Close	Asks for clarification regarding privately raised funds.
051	Schultz	Responds that \$500,000 has been raised in the five years total fund raising of the nursery. Explains that \$215,000 was federal grants, \$30,000 was state grants, and the balance has been private donations.
058	Rep. Close	Comments that she has experience setting up private, non-profit organizations and dealing with the concerns of government intervention that must be dealt with once government funds are accepted. States her concerns regarding family record keeping and asks if the nurseries have concerns about possible abuse or problems regarding their record keeping practices.
077	Schultz	Responds that board members set the policies and, if there was any problem, the board would meet and find a workable solution. States that government regulations required the tracking of data for proof of a successful program. Explains that he has no concerns regarding the record keeping practice of the nursery.
094	Phelps	Responds that the Eugene has a policy that asks the question, "Who needs this information?" Explains that the nursery is careful about sharing information, even among in-house programs, because the first priority is the protection of children. Maintains that staff is trained in the process of record keeping and the sharing of information.
110	Rep. Close	Asks if the nurseries can maintain their strict policy of record keeping, in the event that government funds dictate the sharing of information.
114	Phelps	Responds that nurseries must release records to a court of law under a subpoena. Reminds the committee that families have access to anything in their files, and the nursery does not seek to hide anything from their clients.
116	Britain	Responds that the Eugene nursery has release-of-information standards similar to all social service agencies. Explains that when another agency calls to discuss a family's situation or progress, she is not allowed to acknowledge that the family is enrolled in any program without a formal release, signed by the family.
138	Rep. Close	Asks what happens if a state agency calls the relief nursery to discuss a client that might be involved in criminal activity.
140	Britain	Responds that in this situation she cannot acknowledge that the client is a participant of the nursery. Explains that there must be a release form, signed by the family, before the nursery can share information with anyone. States that

		discussing a family, without a signed release form, is grounds for dismissal.
160	Rep. Kruse	Thanks the presenters for their time and information. Closes the informational meeting and adjourns the meeting at 5:05 PM.

Submitted By, Reviewed By,

Diane M. Lewis, Janet L. Carlson,  
Administrative Support Administrator

**EXHIBIT SUMMARY**

**A ñ Written information regarding Relief Nurseries of Oregon, Jean Phelps, 3 pp.**

**B ñ Written information regarding Relief Nurseries of Oregon, staff, 18 pp.**