Clark County Dept of Family Services (DFS)
QPI Co-Lead Team Meeting Minutes
Wednesday June 18, 2014
12:00 pm – 1:30 pm

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**Present**

DFS Staff –Denise Parker, Shannon Rooney, Andre Wade, Cynthia Metzger, Lauren Wager

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**Agenda**

1. Welcome/Introductions
2. Implementation follow up
3. Committee Reports
   1. Training
   2. Child Welfare Services
   3. Support and Retention
   4. Recruitment
   5. Communication Plan
   6. Community Partnership
4. Statewide workgroup updates
   a. Normalcy
   b. Information/confidentiality
   c. Unity
   d. Caregiver handbook
5. Action steps
6. Other

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**Minutes**

1. Introductions and welcome were made.
2. Scheduling meetings
   a. Who do we want to put things on people's calendars in Outlook, and who do we want to be sending updates via Constant Contact?
   b. Denise asked whether Constant Contact has the ability to have a "put this on my calendar" button on the email.
      i. It can, and for some people this option works but for some it doesn't.

  c. Constant contact will send an email out as long as we have the minutes one (1) week after the meeting, and the minutes are sent to DFS Partnership.

  d. One (1) week before the meeting, Andre's team will send out a Constant Contact reminder.

  e. The co-leads for each group can send out a calendar reminder for their specific meeting.

  f. Shannon was thinking it would be beneficial for the regular groups to have a recurring calendar appointment in Outlook.

    i. The meetings are typically at the same time every month, so this should be possible.

    ii. We can consider doing this for either the core group that tends to be at every meeting, or sending it out to everyone who has signed up for the group.

    iii. This way the group members would always have the meetings on their calendar when they are planning their schedules.

    iv. The co-lead for each meeting is the person who would do this.

    v. Some groups already do this (send out calendar events to all of their members).

    vi. This can be sent to each of the groups as a recurring appointment through the end of 2014.

    vii. Denise will do this for co-lead group.

3. Communication Plan

  a. Andre will send the communication plan out to the co-leads.

  b. The communication plan covers how the department will communicate out QPI information.

  c. Denise notes that it was hard to read the communication plan.

    i. When reading it to give feedback, she found it difficult to follow and got confused.

  d. Structure of the plan:

    i. The plan starts off with the vision and QPI (Quality Parenting Initiative) goals, and moves into the objectives, the target audiences, and then the strategies and tactics that will be used. The plan puts everything together.

    ii. The communication plan reads so that each individual piece is separate, and at end the entire thing comes together.

  e. Denise asks whether this plan applies QPI overall or whether it just applies to communication.

    i. It applies to QPI overall

      1. The goals and objectives are taken from the other report.

      2. It is how the department can communicate out all these different broad strategies and tactics.

f. Denise is wondering whether there is a communication plan that is more specific to the communication workgroup and how we will communicate QPI information externally.
   i. This plan would serve to ensure things such as that our staff is up-to-date.
   ii. The group members are still hearing people ask questions about what QPI is and what it actually does, and hearing people make comments such as "QPI is just for foster parents."
   iii. Every time Lisa, Michael, or Paula speaks they give a brief update, but people don't necessarily let them know that they are unaware of QPI.
   iv. What we see and what FPCs (Foster Parent Champions) do might be inconsistent with what caseworkers and others are aware of.
   v. Are we talking about communicating changes agency-wide?
      1. First, people need a conceptual understanding of what QPI is and what we do.
      2. For example, in regards to the partnership agreement, we need to let staff know what is going on before we take it out to foster parents.
   vi. In order to achieve sustainability, QPI needs to be something that everyone is aware of and everyone buys into.
   vii. The main link between the workgroups is Denise, and there needs to also be another way of communicating what different workgroups are doing to each other.
   viii. It is important to have plans for both internal and external communication.
      1. This current plan covers external communication about QPI and everything related to QPI.
      2. Andre's workgroup doesn't have details about the agreement plan and anything else that needs to go out (i.e. in the Caregiver Courier).
      3. Michael & Christina will work on the agreement.
         a. This is not something QPI needs to do.
   ix. Who is this communication plan going to and what needs to go?
      1. They had another document to go off of when creating it.
         a. It was not created from scratch.
      2. There isn't really an understanding of the big picture of what we need to have.
   x. Where we are at right now, every workgroup has something that is getting ready to be rolled out, and we need a process so that things are not being rolled out haphazardly or in the wrong way.
4. Do all decisions need to be made in the Implementation team meeting?
   a. Do we need to have everything decided and agreed upon in this meeting?

i. The purpose of this meeting is to communicate to each other what is going on and how things are moving forward.
ii. Yes, everything does need to go through the Implementation team.
iii. The "how to" goes back to the different groups, and once Implementation says "yes, we agree," then how things get rolled out goes back to the subgroups.
iv. If this information isn't shared, the communication won't happen and the work will be a waste of time.
v. Someone needs to wrangle everything in.
    1. How can all of these different projects be facilitated in a way where everyone knows about them and recognizes the effects and implications of each?
vi. Denise does pull people in, but not at the intensity at which it needs to be done.
vii. We need to build in processes to make sure this happens.
viii. We need to make sure not to expect more to get done in the Implementation team meetings than is possible.
    1. We can give updates, but this is not the place that we can get a lot of things actually done.
ix. Lauren's understanding of what needs to be done is that the implementation team needs to give its approval before anything moves forward.
x. We can send in an agenda ahead of time so that the Implementation team is aware what will be handled ahead of time so that things can get done.
xi. The Implementation team is where things are vetted.
    1. Subgroups need to note that the Implementation team meeting needs to receive information about what needs to be handled a certain amount of time before the meeting takes place.
xii. The Implementation team can send out their meeting agenda via email to everyone beforehand. The agenda can list times that different topics will be discussed, so that anyone interested in discussing a specific item can come in to discuss it at a specific time.
    1. People who are interested in a single topic can share their opinions without having to come and sit through the entire meeting.
    2. All of the work will have been done previously by the subgroups, and at the Implementation team meetings everyone can come and give input, and then the group can take a vote and the subgroup can move forward with the project.

xiii. We want to make sure that we get feedback from the people who are in charge of the programs that are potentially being changed. Those who are affected will be contacted and brought in.

xiv. This relates back to our internal communication, which needs to be better solidified.

xv. Is all of our communication is supposed to go through Constant Contact?

1. If we have something that a specific workgroup worked on that is getting ready to go out, it will be kicked up through executive management to make sure that they are on board, and the group will put together a plan as to how that information will go out.
   a. At this point the group will go to the Communication group to get input on how to let staff and caregivers know this new information.
      i. Ex: we have recently had to follow this process to send out the message that dropping children off at Child Haven is not OK, and that when this happens we won't be able to place again until there is a conversation about this.
         1. These conversations should be taking place with the Licensing worker.
      ii. Now any time that there is a no-notice drop off, placement emails Denise & she gets in touch with Tara so that the Licensing worker now has information to handle this.

2. When we get to the point where we need to communicate out, it will go through Constant Contact.

3. What are ways other than Constant Contact?
   a. Community forums
      i. We may also disseminate information and then hold a community forum for people to come and give feedback on that information.
   b. Events
   c. Email

4. Is there an opportunity for people to learn more about what an item is and have informed discussions?
   a. Workshops are one way to communicate out information.

5. The "how" is when we would loop in communication and potentially other groups that are affected.

6. Even if we have an opportunity to hold a forum, the information about the forum would go out through Constant Contact.
    a. All formal communication will go through Constant Contact.
7. Shannon requests that any time we have changes that this is also sent to FPCs so that they know about it and are up to date on new policies.
8. Between all of the different groups, QPI is probably working on 30 different things. Some of these things are close to the end stages, other things aren't quite there yet, and there are many things that are still in progress.
9. We need to make sure we have clear and consistent communication once we have something ready to go.
    a. The first step will be to bring the information to the Communication workgroup and talking about it.
        i. A communication plan for sharing the information can be created.
    b. Andre needs to know the expectations for communication plans.
    c. Denise really wants to get things out there both internally and externally.
5. Lauren brought up Fostering Friends program through UMSM (United Methodist Social Ministries).
    a. It is important that we don't have random people go to events and say that they want to start babysitting.
        i. Can we get these people fingerprinted?
        ii. Can we get a clearance to have these people around the children?
    b. Denise noted that there is nothing in any regulation that says if you are in same room as child you need to be cleared. Foster parents are allowed to use a babysitter if the length of time is under six (6) hours.
    c. The people from UMSM will not be "random people."
        i. There will be application, training, and a clearance.
        ii. There will be a beginning event where everyone can attend. UMSM wants to get people involved.
        iii. After the kickoff, the program will start to be developed.
        iv. What are steps, requirements, and guidelines?
            1. These questions should be asked first before we begin implementing this and choosing dates.
        v. This program will have a process and guidelines
            1. Leslie Murdoch's process for people to be surrogates for education and the process for Big Brothers/Big Sisters are good places to look.

    vi. Until there is a plan in place approved by Lisa & Michael, Lauren will wait to move forward with the training component.

      1. We need to have program and process in place with this before additional steps are taken.

    vii. UMSM is currently writing a grant for a video for foster recruitment

      1. Some of DFS is comfortable with this process;

      2. UMSM met with Mari to discuss the Foster Friends program and seemed to be moving forward without complete approval from DFS.

6. Caregiver Courier content submissions

  a. If any groups have things to include, ask them to send them to the Communication workgroup.

  b. Is the Caregiver Courier still doing spotlight on a caregiver?

    i. Yes.

  c. Is there a timeline for submissions?

    i. The Courier usually goes out the third (3$^{rd}$) week of each month, and the group typically wants to have all content submitted by the second (2$^{nd}$) week of the month.

      1. The sooner content is submitted, the better.

    ii. Content that is submitted may not go out in particular month, likely because it does not fit or match the theme.

      1. In this case, content will go out the following month.

7. Committee Workgroups

  a. Recruitment

    i. Strategic plan:

      1. This group is working on drilling this down more and making other plans with deadlines.

  b. Training

    i. This group will start doing focus groups with foster parents who have been here less than one (1) year to ask about how the training went and whether it prepared them to be foster parents.

  c. Child welfare services

    i. They have focused on the respite process and no-notice disruptions.

    ii. They are waiting on a draft of the information sharing to get back from the DA.

    iii. They have many things coming out soon.

  d. Support & Retention

    i. Shannon shared statistics regarding distribution of the caregiver survey:

      1. Eligible homes: 790

      2. Complete surveys: 241 (30% of eligible homes)

        a. 263 people have made it a significant way through.

3. Surveys started: 305 (38% of eligible homes)
4. Surveys completed at the Visitation Center: 65
    a. Administering surveys at the Visitation Center has been great, as we have distributed a substantial number of surveys and an even larger number of gift cards.
5. Out of 874 emails sent out, 509 have been opened (63%).
    a. The link has been clicked in 214 of these emails.
6. Gift Cards
    a. Number of people completing the gift card survey: 66
    b. Gift cards handed out: 99
    c. We have ordered 100 more cards that are coming in this week
7. Shannon has only taken a brief look at the data, but notes that the feedback looks more positive than we expected.
    a. This is true particularly in regards to the initial licensing experiences; there seem to be more mixed results further down in the survey.