



Clark County Dept of Family Services (DFS)  
QPI Co-Lead Team Meeting Minutes  
Wednesday July 16, 2014  
1:30 – 3:00 pm

---

**Present**

DFS Staff - Denise Parker, Andre Wade, Lauren Wager, Mari Parlade, Mark Fitzgerald  
Community Partners – Jennifer Erbes, Richard Egan, Leslie Murdock, Karlene Ulibarri

---

**Agenda**

1. Welcome/Introductions
2. Communication Plan – Internal – Andre
3. Committee Reports
  1. Training
  2. Child Welfare Services
  3. Support and Retention
  4. Recruitment
  5. Communication Plan
  6. Community Partnership
4. Implementation Meeting
5. Action steps
6. Other

---

**Minutes**

1. Introductions and welcome were made.
2. Communication Plan – Andre
  - a. Andre led the group in a planning brainstorming session to discuss how to strengthen and improve internal communication stating we need to define who we are and what we are going to be doing.
  - b. We brainstormed the communication channels; DFS NET, Management team meetings, Unit and team meetings, Site visits (Exec Management) All staff emails, Random acts of Kindness, Lunch and learn, all sups meeting.

- c. A discussion occurred regarding the need to standardize the voice mail messages and to standardize the email signatures.
  - d. In order to have the DFS whole team embrace QPI they need to understand the ABCD's of QPI.
  - e. A= QPI brand Statement, B= Talking points, C=Caregiver courier, D= projects and initiatives.
  - f. We need to enhance communication between staff and caregivers.
  - g. QPI workgroups know and understand the different components, elements, projects and initiatives going on.
  - h. The tactic we discussed is to provide staff with QPI info at unit meetings, present at different sites.
  - i. Tackle it from all different angles, mini campaigns on the brand statement, what has been accomplished
  - j. Everyone needs the short and sweet elevator speech.
3. Caregiver Courier content submissions
- a. If any groups have things to include, ask them to send them to the Communication workgroup.
    - i. The Courier usually goes out the third (3<sup>rd</sup>) week of each month, and the group typically wants to have all content submitted by the second (2<sup>nd</sup>) week of the month.
      - 1. The sooner content is submitted, the better.
4. Committee Workgroups
- a. Recruitment
    - i. Strategic plan:
      - 1. This group is working on drilling this down more and making other plans with deadlines.
      - 2. Working with the county on current presentations
      - 3. The information session is being rewritten to focus on adoption.
      - 4. CPE should have the 'foster' rack cards completed soon
      - 5. We are waiting for the company to get back to us regarding foster parent ID's
      - 6. Working with QA/QI on the Arc reader to identify hub homes and help with placement.
  - b. Training
    - i. This group will start doing focus groups with foster parents and community partners to discuss how the training went and whether it prepared them to be foster parents.
  - c. Community Partnership
    - i. Currently workgroup is working on streamlining foster friends and preparing for the event in September that will launch foster Friends.

- d. Child welfare services
  - i. They have focused on the respite process and disruptions, this group is not a sub group of the leadership work group.
  - ii. They are waiting on a draft of the information sharing to get back from the DA.
  
  - iii. They have completed the partnership agreement
  - iv. The Child Transition survey has been sent to get the IM for policy.
  - v. The 360 evals are completed and now need to go to management and Union for input.
  
- e. Support & Retention
  - i. Group is working on a Grievance process so families understand where they can go and also include who can support them.
  - ii. Also working on Attrition with the foster champions.
  - iii. Shannon shared statistics regarding distribution of the caregiver survey:
    - 1. Eligible homes: 790
    - 2. Complete surveys: 294 (37% of eligible homes)
    - 3. Out of 874 emails sent out, 509 have been opened (63%).

5. Next meeting is on August 20, 2014 at 1:30 p.m. in the Lincoln room