



**Clark County Dept. of Family Services (DFS)  
QPI Co-Lead Team Meeting Minutes  
Wednesday, August 20, 2014  
1:30 pm – 2:30 pm**

**Attendees:** Jennifer Erbes, Mark Fitzgerald, Cynthia Metzger, Denise Parker, Andre Wade, Lauren Wagner

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1. Welcome/Introductions
  2. Logo
  3. Committee update descriptions
  4. Implementation report outs: -
    - a. November meetings – Mixer/Hub homes
    - b. Training proposal
    - c. Foster Parent Identification Cards
    - d. Phone message/email
    - e. Child transition Survey
    - f. Partnership agreement
    - g. 360 Evaluations
    - h. Survey
    - i. Foster Friends event
  5. Statewide workgroups, Unity, Foster Parent Handbook, Information Sharing/Confidentiality, Normalcy
  6. Committee Reports
    1. Training
    2. Child Welfare Services
    3. Support and Retention
    4. Recruitment
    5. Communication Plan
    6. Community Partnership
  7. Action steps
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**MINUTES**

**LOGO:**

Everyone liked the new logo that came out at the coordinator's meeting last Thursday. This logo will be used nationally for QPI. Denise suggested everyone should start transitioning to the new logo. At this time the new logo is not on the website. Denise will contact them to make that change. It was also stated that the new logo should be used in the Caregiver Courier. Lauren would like Denise to send everyone a jpeg of the new logo.

**COMMITTEE UPDATE DESCRIPTIONS:**

The committee descriptions update request that Andre sent out were sent out again under Michael's email. It specifically focused on the individual sections with deadlines. Denise is hoping that the new descriptions are incorporated into the Implementation Team meeting this week. The Implementation Team meeting is set for next Tuesday, 8/26/14 at 10:00 AM in the ODC Room 3, Clark County Government Center. Focus will be on the following agenda items:

- Training Proposal
- Foster Parent Identification Cards
- Phone message/email
- Child Transition Survey
- Partnership agreement
- 360 Evaluations
- Survey
- Foster Friends event

Each workgroup will be given their own committee section on a flash drive and notices were sent out via Constant Contact. The intent of this meeting is to solicit feedback from the workgroup. If there is no feedback, it will be written in stone and implemented. Andre asked if there were anything in it related to communication. Denise responded that leaving a voicemail message and email with manager's name and number has been implemented because now there is a policy which was perfect timing. Everyone should now be leaving voicemail and email messages that if they are not able to reach that particular person within a certain timeframe, a message should state how you can reach their manager.

**IMPLEMENTATION REPORT OUTS:**

*November meetings – Mixer/Hub Homes:*

Denise talked to Andre and Michael about starting a plan for the next Implementation Team meeting in November. This meeting will be in different hub areas, i.e., north side of town where we will invite all the foster parents who live in North Las Vegas. It was suggested that we invite the Foster Friends and businesses that are also in that area. We want foster families and friends to get together, we also want workers to get together and talk about a lot of the initiatives that are happening. This will help to give the Foster Friends connections to our foster parents. We are planning to provide babysitting at the meeting, and possibly have it at

## FIRST DRAFT

different times of the day. North Las Vegas foster parents connecting to North Las Vegas folks by zip codes and and/or zones where families can interact with each other. We are going to encourage workers to choose one event to attend. Mark suggested that food should be provided if the meeting is being held in the evening.

*Training proposal:* The Training workgroup will bring that forward.

*Foster Parent Identification cards:* The Recruitment workgroup will bring that forward.

*Phone message/email:* This will be the Communication workgroup.

*Child Transition survey/Partnership Agreement/360 Evaluations:* This is the responsibility of the Child Welfare workgroup. Both the Child Transition Survey and the Partnership Agreement have been reviewed. We may not get a lot of feedback on the Child Transition Survey and the Partnership Agreement because we have previously received information. The 360 Evaluations are being reviewed for the first time.

*Survey:* Shannon's workgroup will be handling the survey. They are not going to do a full report on the results, and instead only state how many were completed, etc. Denise understands that Child Trends will be finished with the survey by the end of this month. Child Trends will take the results to executive management by mid-October and by the end of October it will be out. Andre stated that everything was sent to Shannon to see if she was okay with it but he hasn't heard back from Shannon yet. Denise stated that we definitely want executive management to see the survey results and that some of our workgroups may change as a direct result of the survey.

*Foster Friends Event:* Andre said the Foster Friends conference will be held on September 23 and 24, 2014, the event will be duplicated each day. The format will allow people to provide input on Foster Friends which will help to build a program. It will also be a platform for community leaders to come and give support and get feedback from foster parents. This will give business owners who have supported us in some way in the past an opportunity for people to break out into sessions and provide solutions to help build the Foster Friends program.

From the survey results, Community Partnership workgroups will be developed and program development will be discussed, i.e., respite. Using that information has helped shape how Foster Friends are currently being developed. We could initiate how to be a Foster Friend on Facebook and have a conversation where all foster parents could get a discount, and this could be a place where foster parents could ask for help. We are trying to communicate this via Facebook. An example of this is Firehouse Subs, they stated they will give a discount to foster parents that purchase subs; this is why it is important that foster parents have an ID to identify themselves as foster parents.

## **FIRST DRAFT**

### **STATEWIDE WORKGROUPS:**

*UNITY:* One of the things that came out of the Recruitment workgroup is that the Statewide workgroup meeting happens weekly. It is great that we were able to get things changed in UNITY to accommodate our needs.

*Foster Parent Handbook:* This is a statewide workgroup. We finished four chapters, and there are nine more to go. The Just In Time group from Florida has jumped on board and they will make it user friendly for us. They are going to have links to renew licenses, etc., you will be able to click on a link to renew your license and then click on a drop down where there will be all the forms to renew your license, this will be very easy and interactive for foster parents to use. We will meet on this in September in Sacramento.

*Information sharing/confidentiality:* Denise will be getting back to Michael on this. Lisa and Michael will follow-up with the DA since we have not gotten the information back from Bridgette. Denise needs to get information from them to report where we are at the present time. Washoe and the rural counties are waiting for us for information on confidentiality.

*Normalcy:* Everything that our workgroup has worked on has gone forward. Washoe has moved forward with our drafts and has put it into a document. Denise will cross reference it with our document, and then she will be able to forward it to Lisa so she can look at the prudent parenting and normalcy issues for our teens. Lauren asked if we were not going with the statewide training. Denise stated her concern about foster parents getting licensed in Clark County where they took their training, and the license not being recognized statewide, i.e., Washoe County.

### **COMMITTEE REPORTS:**

*Training (Lauren):* We have a proposal that we will take to the Implementation Team. We have set a date for the first focus group for foster parents that went through TIPS-MAPP and have been licensed for two years or less. We would like to do a focus group to see what the training is missing; we also need to have a “Welcome to Reality” training session. Denise talked to Adoptions at the Licensing Unit meeting and one of the conversations was about separating them out permanently, it’s not helping the families by keeping them together.

*Child Welfare Services (Mark):* There is an instructional memorandum (IM) being created for our Child Transitional Survey. The IM will go out to all DFS staff and eventually foster parents. Denise says right now it’s sent out only to key people. Andre asked if Mark needs help getting this out. Mark stated the survey should wait until the IM’s are out and all staff are told here’s what we have and close to the same time the Caregivers should know that this is coming out too. Andre stated information should be put into the Caregiver Courier and Andre will contact his workgroup. Andre will come to our next meeting and decide how we will send this out, by that time we should have two or three IM’s done and ready to go.

## FIRST DRAFT

The team was not sure if the Partnership Agreement will be sent out as an IM. The team is not sure if the Child Transitional Survey needs to be an IM policy but feels that the staff needs to be aware of it. Denise stated there are procedural issues that needs to be corrected and there are programs that are impacted by IM's. The Partnership Agreement is still with management and they are reviewing it again at the Implementation Team meeting. Management is also dealing with respite and 10-day notices. Denise is seeing a decrease in 10-day notices, but thinks it may be seasonal. She is worried that the change in respite is also seasonal.

In regards to disruptions in respite, the communication between Placement when a disruption occurs and Licensing seems to be much better now. She feels that what we are seeing is the improved communication between the supervisors and managers. Now we have a triangulation if there is a 10 day notice or a disruption, they send it to Denise, she then sends it to Tara and Tara gets the Licensing worker involved. If Denise sees the licensing worker's name a couple of times, she sends it to the managers and the managers follow up.

Denise and Lauren have looked at the disruptions for one week in August and in that particular week there were 50 kids that ended up on campus, a couple of them were big sibling groups. Lauren stated that Denise send the disruption logs to Mark. Both Denise and Lauren feel that most of the disruptions are due to lack of support.

*Support and Retention:* No one is present to represent Support and Retention this week, because they are all in different locations. They are working on the grievance process procedures and attrition. We looked at all of January until the beginning of August. We took all of those closures and they are being survey monkeyed by phone by the Foster Parent Champions (FPCs) and we are getting some idea as to what the trends are and two of the families were willing to come back with some support being offered. What we had before the Support and Retention list came out was licensing crossed off the ones that we didn't want to come back, so the ones that were left were either adopted or closed. The FPC's got two families to come back after two days. Every week Denise is pulling the list of closures and sending them to the FPC's for them to work on.

*Recruitment (Denise):* We have a lot of things going on in Recruitment right now, we have market segmentation, and we have Casey that has started to get involved. The Recruitment workgroup is going to stay in the licensing field, but right now we need to take a little bit of a break to see where Casey and the marketing segmentation is going to fit in before we go forward.

*Communication Plan (Andre):* We have the communication plan written and is being passed to Tara in Management. We are going to reformat the communication plan so people can understand it. Denise stated that it will be rerouted back to Andre's workgroup and then we can take it to the Co-Lead workgroup. The workgroup needs to know if this is what we would like to do in order to get the message out. Andre will reformat the plan, let the workgroup see it, and then he will explain and implement it, only if it's agreed to by the workgroup.

## **FIRST DRAFT**

The Child Welfare workgroup is huge and they impact foster parents the most. This is the area where we fail, in the case manager/foster parent relationships. There are a lot of people in that workgroup that is passionate about different things and every time we meet there is something new to learn. .

*Community Partnership:* The Foster Parent Bill of Rights. Sixteen states have looked at the Foster Parent Bill of Rights and only 10 have adopted it. The 10 that has adopted it are not QPI states.

*Training:* Lauren feels that the training workgroup no longer needs to continue to meet