



Clark County Department of Family Services

Co-Lead Workgroup Meeting

Wednesday, October 15, 2014 – 12:30 -2:30 pm

Attendees

Jennifer Erbes (Maple Star), Leslie Murdoch (Elm Educational Consulting), Karlene Ulibarri (Bountiful), Gwen Dixon (Legal Aid Center), Denise Tanata Ashby (Children's Advocacy Alliance)

DFS- Oscar Benavides, Tara Donohue, Mark Fitzgerald, Cynthia Metzger, Denise Parker, Mari Parlade, Audrey Rosenstein, Lauren Wagner

Agenda

1. Welcome
2. Meeting Minutes from September meeting
3. January "Town Hall, Meet and Greet, Mixer"
 - a. Subcommittee to work on locations – booked
4. National Conference in San Diego
5. Legislative state-wide initiative
6. Workgroup updates
 - a. Training
 - b. Child Welfare Services
 - c. Support and Retention
 - d. Recruitment
 - e. Communication Plan
 - f. Community Partnership

7. Statewide workgroups, UNITY, Caregiver/Foster Parent Handbook, Information sharing/confidentiality, Normalcy
 8. Other
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Minutes

1. Welcome
2. Meeting Minutes from September
 - a. The group reviewed the minutes, and no corrections or changes were requested.
3. January 'Town Hall, Meet and Greet, Mixer'
 - a. Denise has met with Michael regarding this event, and it is not possible to book a room in November. The event has been scheduled for January, during the week of the 13th.
 - b. Three of the four locations are booked. Denise will call people to get a committee together to start planning the mixer. The intent is to get case managers and caregivers to attend, as well as Licensing and Placement representatives together.
 - c. Attendees will be looking mainly at the Partnership Agreement.
 - d. Invitations need to be designed, and will be sent out in December.
 - e. The incentive that will be offered to case managers to encourage their attendance will be announced during the Supervisors meeting on Dec 3rd, so that Supervisors can share this information and encourage case managers to attend.
 - f. This will be a great first chance to talk about what QPI is doing and what changes will be made. We don't want the message to be "this is what we will do," but instead want a more interactive feel in which participants give feedback and influence the direction taken.
 - g. One option that has been discussed is having each table be a mixed group, including case managers, caregivers, Licensing representatives, etc., and giving the tables each a part of the agreement to discuss and report out to the group.
 - h. We would like to see this type of meeting happen every 6 months, as it is a good opportunity to bring our families together.
 - i. We would like to put together a packet of information to show our families all of the things that QPI has achieved. We hope to include the survey results in this packet.
 - j. The Blue Ribbon Panel is at 9AM on the 15th, but it likely won't run late enough to conflict with the Town Hall Meeting.
 - i. This panel will be held at the Supreme Court Regional Justice Center. Members were advised to get there early if they wish to attend, as it may be difficult to get a seat.
 - k. The Town Hall Meeting will take the place of the November Implementation meeting. It will not be the same format as previous Implementation meetings
4. National Conference in San Diego

- a. This conference will be held on January 20th and 21st. Denise is on the planning committee. They intend to have multiple tracks: leadership, case manager, caregiver, etc.
 - b. There will be a large number of attendees, as there is no limitation on how many people can go. The registration fee is \$200. Denise has talked with executive management, and they will sponsor at least four (4) caregivers. There will be an application and review process to determine which caregivers will be invited. Foster youths will be present at the conference as well.
 - c. There will be public recognition of individuals and their accomplishments in quality parenting. This is the first time QPI has done this. Workers, caregivers, etc. from each region can be nominated in acknowledgement of their efforts and their movement forward.
 - d. There will be events for spouses who attend the conference as well. The rate for the hotel is \$100/night rate, and this rate has been extended to the three days before and after the conference as well. Once the prices and travel information is finalized, the information will be publicized.
5. Legislative State Wide Initiative
- a. The Child Welfare Workgroup has been working on the normalcy plan. The workgroup includes youths, biological parents, etc. and has come up with a draft of things they want to include. Washoe had a copy of what they had already started to rollout. This draft was being worked on simultaneously with Denise Tanata Ashby's group working on drafting a Standards document.
 - b. Denise Tanata Ashby gave an update on the legislation being drafted:
 - i. Children's Advocacy Alliance put together and distributed a Standards report regarding creating normalcy for children in foster care that covers what reasonable and prudent standards are. This was being drafted at the same time as the legislation, and now that the legislation is finalized, it has been incorporated into the report. All involved parties seem to be in support of the legislation passing. Denise has met with Assemblywoman Heidi Swank, who has agreed to sponsor the bill.
 - ii. The next step is for the Legislative Council Bureau to edit the language. They will determine if some things need to be taken out of the bill and implemented at the regulation/policy level instead of the state level.
 - iii. Denise Parker has compared this to what Washoe and the other workgroups have done, and notes that the piece about viewing caregivers as partners is absent. The inclusion of this language has been successful in other regions (i.e. Florida), and would probably increase support across involved groups.
 - iv. Denise Tanata Ashby noted that there is not likely to be much opposition to this legislation.
 - c. Will agencies have issues with any of this?
 - i. It has been discussed that agencies would be able to interpret this based on different levels of need. The legislation does talk about recognizing the behavior and emotional level of the individual child.

1. The bill doesn't distinguish levels of care; bill doesn't specifically say what each child can and cannot do, but instead just allows caregivers to make some judgment decisions without fear.
2. Agencies are not sure what they will do and what the legislation will mean for their groups.
- ii. Will there be specific training required with this legislation, as there is with it at the federal level?
 1. No- If there were training, a fiscal note would need to be attached, and the Division of Children and Family Services (DCFS) does not want to attach a note.
- iii. If a caregiver makes a really bad decision, s/he is still liable.
 1. A case manager still has the ability to tell a caregiver they don't think a particular decision would be prudent, and if the caregiver still makes the decision they have gone against advice given.
- iv. Birth parents should be included in some of these decisions (ex- if a birth parent doesn't want a child to have a driver's license and the caregiver does, this will need to be worked out together in partnership).
- v. The Statewide Workgroup is putting prudent parenting language, QPI language, and normalcy into the Nevada Administrative Code (NACs). Changes to the NACs will not happen until after the session.
- vi. How will this and AB348 impact each other? Denise Parker is looking at this with Michael. They still need to look at the differences and figure out what these mean.
 1. When this is sent to the Legislative Committee, they need to look whether it conflicts with any other state law.

6. Workgroup updates

a. Training

- i. The first Pre-Licensure Training focus group was facilitated three weeks ago. It went well and the turnout was pretty good. The group was very engaged, and mainly expressed that they wanted more experiential types of things (i.e. going to court, working with an experienced caregiver one-on-one for mentorship, knowing what to do when they first receive a child or how to handle a worker not coming for a visit in the first two (2) weeks). Another meeting is scheduled for October 27th.
- ii. Matt and Lauren are also looking at the case managers' training, and how this and caregiver training marry. They are considering including some of the language from this training in the Pre-Service Training. This will be a long process.
- iii. The Training Proposal is completed, and we are not sure if it will be included in NACs. This is ready to be included on the agenda for the statewide QPI meeting.

b. Child Welfare Services

- i. This group has been working on the Partnership Plan, which will be the topic of discussion in the January Town Hall Meeting.

- ii. There has also been discussion around ten (10) day notices. They are being attacked from multiple angles:
 - 1. Representatives from the agency will be attending the Foster Kinship meeting to see how better support can be provided to relative caregivers.
 - 2. DFS Placement and Licensing units will be following up right away on all notices.
 - 3. Agencies are also taking a bigger look at whether they are having disruptions and how they can be handled
 - 4. The Foster Parent Champions (FPCs) have also been helpful in providing support to at-risk placements right away and potentially preventing these notices. For example, one FPC made a visit to a new caregiver in need of extra support.
 - iii. The Respite Policy has passed P3, and is moving to P4. Once this is finalized, it will need to be incorporated into the Pre-Service Training.
 - 1. Currently, staff view policy updates by going on DFSNet. The respite policy update could potentially be presented in a short video.
 - 2. The biggest change is that the custody letter now talks about the travel. While birth parents should still be included, children should not be denied travel because they will miss a visit or two.
 - iv. An IM will be coming out about the Child Transition Survey.
 - v. Child Trends has provided some feedback about the 360 Evaluations. The questions that the child will answer have been made more open-ended. The rating scales have been adjusted to match the questions. The next step is to look at who will administer these surveys. The survey is still in its infancy, and the surveys given to the child will be the last part implemented, as it is crucial it is implemented correctly.
- c. Support and Retention
- i. Data from the Caregiver Survey will be released soon.
 - ii. The group is hoping to look at things we can put into place that recognize and identify the reasons we are losing families. Shannon will bring some of the closure surveys to look for trends and themes.
 - iii. They are also looking at and revising the grievance procedure. This will be incorporated with Tisa Evans. They will look at steps that existed before Tisa's process. They have discussed using the word "concern" instead of "grievance," or something else more neutral. One option would be to implement a small committee of a DFS caregiver, an agency caregiver, and a neutral party. This would give the opportunity for people to discuss their concerns with peers, potentially resolving issues before they need to be taken any further.
 - 1. Clark County School District (CCSD) has a public concern forum and well fleshed out process that they use. We could potentially use this as a model. It can be found at ccsd.net.
- d. Recruitment

- i. The projects currently on this workgroup's agenda need some time to complete, and will not be significantly advanced by holding monthly meetings. For this reason, the group has taken a break to complete these projects, and will resume again in 2015.
 - ii. There will be a two (2) day training for Market Segmentation in October.
 - iii. The Casey Foundation has offered to partner with us and provide funding to complete something unique and effective in the area of recruitment. Weekly meetings are being held with executive management to coordinate these efforts and come up with an action plan.
 - e. Communication Plan
 - i. The goal is to send out an edition of the Caregiver Courier around the 1st Thursday of each month.
 - ii. The External Communication Plan is being reviewed by executive management.
 - iii. The group is currently working on an internal communication plan to update people about QPI that will include emails, meetings, "Lunch 'n' Learn" events, etc.
 - iv. The group has drafted a "hallway statement" (a longer statement) to describe QPI. Andre read the statement to the group. The feedback was positive, and no changes were requested.
 - f. Community Partnership
 - i. The Foster Friends "Step up for Kids" Conference was a success.
 - 1. The goal was to have foster youths and caregivers serve as the experts in communicating the nature of foster care, and for participants to walk away with awareness and some "next steps" and ideas about how they could help.
 - 2. About 100 people attended.
 - 3. The conference included a foster youth personally sharing her story, a video that showed youth going through system as well as how different people come together to help out, and stories of what fostering means and how the community can help from caregivers Larry Bowen, Stan Watkins & Jamie Jackson. It also featured Maria Castillo-Couch talking about Mayor's faith initiative.
 - 4. The first day was mainly business-focused that included discussion about using technology to make a difference. On the 2nd day there were more faith-based attendees who want to be part of support.
 - 5. Attendees were asked how they would design the program to make it a success. Groups of caregivers, youth, businesses, and faith-based members worked together to present ideas. DFS was not part of the groups, ensuring that the feedback was exclusively community input. The groups seemed very enthusiastic, and motivated to help.
 - 6. Tom Wait will analyze the feedback and create a comprehensive report featuring the spectrum of "next steps" and proposed solutions. This report will lay out different ways that people can plug in and help. Part

of the plan will be to make sure we recognize our partners that step up and help.

7. The video of the conference will be circulated through the group via email.
 - ii. Audrey has a vision of putting together a caregiver center to include Peggy's Attic and different businesses coming together in one large space. In Florida, there is one large warehouse that has a food bank, clothing bank, and other community services where caregivers can get tangibles, information, and support. The first step would be to find a warehouse to potentially get donated to use as the spare. Once a location is secured, Peggy's Attic could move into the space, and Three Square Food Bank has already expressed interest in partnering to achieve this as well. In Florida, businesses (such as Bed Bath and Beyond, Home Depot, etc.) donate extras to the center. The hope would be to find people that are capable and interested to help with this (i.e. a real estate professional to help secure a space).
7. Statewide workgroups, UNITY, Caregiver handbook, Information sharing/Confidentiality, Normalcy
 - a. Normalcy
 - i. Already being done in Washoe.
 - b. Information sharing/confidentially
 - i. This has already been approved by our District Attorney (DA). Carol will be working with the rural counties and with Washoe. The Foster Parent/Caregiver handbook draft is just about finished, and we will work with Just in Time Florida to have it automated and added to the website. The hope is that it will be consistent enough for the entire state. There will be sections that will pertain to just Clark County, but the majority will be statewide.
 - c. UNITY
 - i. This will start with Eligibility. It looks good but is taking a long time. It is a matter of tweaking the screens so it fits everyone's needs.
8. Other
 - a. Fostering Southern Nevada, Foster Kinship, and Compass Behavioral Health have partnered to offer two (2) support groups per month. Compass will be providing the space and babysitting (which will be limited to 12 children). Relative, adoptive, and biological families could use additional support. The 2nd Tuesday night of each month will be a question and answer session about the child welfare system and the 4th Tuesday will be topic-oriented, which will consist of discussion on a predetermined topic (i.e. behavioral problems, IEPs (Individualized Education Plans), etc.). This will start in January.
 - b. The first quarterly meeting in which all of the Caregiver Associations meet to coordinate efforts occurred, and went well.