



# Clark County Department of Family Services

## Implementation Team Meeting

Meeting Minutes from February 6, 2014 2:00 pm – 4:00 pm

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### Present

Theresa Ball (Mile High), Paul Bollinger (SNVRHA), Lisa Coppock (REM NV), Shauna Davis (Children's Advocacy Alliance), Alicia Davisson (East Valley), Richard Egan (OSP), Sonji Green (Kid's Peace), Valerie Hicks (SAFY), Sarah Kern (Mojave), Leslie LaCombe (Apple Grove), Carolyn Muscari (Safe House), Leslie Murdock (LACSN), Candice Nichols (The Center), Aga Pinkerton (Senator Harry Reid's office), Pam Porter (Olive Crest), Jim Raffle (SAFY), Brittany Robinson (Red Rock), Audrey Rosenstein (Fostering Southern Nevada), Jamie Ross (PACT Coalition), Alex Sandoval (Mile High), Carol Scauffer (Youth Law Center of California), Nancy Sirkin (DCFS) and Melissa Webb (Red Rock)

Clark County Department of Family Services (DFS) Director: Lisa Ruiz-Lee

DFS Assistant Directors: Paula Hammack and Michael Knight

DFS Staff – Lani Aitken, Oscar Benavides, Samantha Charles, Jolie Courtney, Faiza Ebrahim, Keshia English, Tisa Evans, Mark Fitzgerald, Brenda Herbstman, Lisa Howell, Kristi Jourdan, Mari Parlade, Carolyn Potter, Kevin MacDonald, Denise Parker, Shannon Rooney, Cheryl Shuberea, Barbara Straight, Christina Vela, Andre Wade and Lauren Wagner

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### Agenda

- Welcome and Introductions
- Where are we now with Quality Parenting Initiative (QPI)?
- Workgroup Reports – Community Engagement – Next steps
  - Training (Lauren Wagner)
  - Community Partnership (Leslie Murdock/Shauga Davis)
  - Recruitment (Larry Bowen/Denise Parker)
  - Communication Plan (Jennifer Erbes)
    - Caregiver Courier
  - Child Welfare Services (Mark Fitzgerald)
    - QPI introduction to Workers
    - Partnership Plan
  - Support and Retention (Karlene Ulibarri/Audrey Rosenstein)
    - Survey

- Workgroup Participation
    - Recruitment of Caregiver Partner Participation
    - Recruitment of Community Partner Participation
  - Other Information
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## Minutes

### Meeting Content:

1. Welcome and introductions were done
2. Discussed the creation of the new Quality Parenting Initiative (QPI) Coordinator position
  - a. Denise Parker's experience and background were highlighted
    - i. Denise was previously part of the QPI project in Florida
    - ii. Denise discussed the concept of QPI is that we don't just want quality parents, we want quality workers as well
    - iii. Commented we must set expectation standards for the workers as well as the families
    - iv. Attendees were invited to join work groups if they are not currently involved but have an interest
    - v. Coordinator will be playing a larger roll in keeping the momentum of QPI moving forward
3. Meeting objectives outlined
  - a. Update attendees as to progress since the last meeting
  - b. Involve attendees in initiatives of other workgroups
  - c. Gather participant feedback
  - d. Disseminate information about upcoming events
4. Handout discussed
  - a. "White Paper" document explains the QPI project as a whole
  - b. Organizational Structure document was explained
    - i. Shows the flow of the collective out come of the workgroups and the process for implementation of changes
    - ii. The Implementation Team will evolve as the process continues and act as facilitators
    - iii. This document was created in an effort to identify how information is shared and implemented
    - iv. Clark County Department of Family Services (DFS) management is very committed to QPI and is very involved in the organization and progress of the process
  - c. Identified workgroup documents included in the handout
    1. Roles
    2. Co-Leads
    3. Initiatives

4. Accomplishments
  5. Next Steps
5. Workgroups reported as to their progress and asked for input on next steps
- a. TRAINING:
    - i. Lauren Wagner indicated that a new co-lead is needed for this work group and requested volunteers
    - ii. Nevada (NV) currently has the lowest requirement for Continuing Education Units (CEU) hours at four (4) hours annually
      1. Number of hours currently being required for initial licensing
        - a. Thirty (30) for non-agency homes
    - iii. Work group is proposing the CEU hours increase to twelve (12) hours/year including suggested classes like
      1. Car Seat Training
      2. Cardio Pulmonary Resuscitation (CPR) Training
    - iv. Copy of the proposal will be completed by next Implementation Team meeting for input from attendees
    - v. Discussed the specific mandatory trainings
      1. Trauma Informed Care
      2. Effective Discipline (by age and developmental stages)
        - a. Discussed if training could be called something else with the use of the words behavior change rather than discipline
        - b. Mentioned that the use of the word discipline is important due to caregivers needing to know it is okay to discipline
        - c. Suggested that both discipline and behavior changes be present in the title of the training
    - vi. Explained the Child Welfare Academy
      1. An additional training for DFS new hires
      2. Invited foster parents and caregivers to attend and help with training new staff
    - vii. Discussed QPI Nevada Just in Time website content and reviews
      1. Reviews of all trainings were completed by the Special Projects Unit (SPU) of DFS and will be featured in the next newsletter
      2. Web site is a resource for everyone not just foster parents
      3. There are some topics that are being requested for inclusion on the web site that don't lend themselves to video trainings and should be actual live classes
      4. Identified specific web site address for attendees
    - viii. Nevada Parenting Partnership
      1. Identified the way to register for classes

- 2. There are many different options for trainings offered in a variety of formats
- ix. Asked if the amount of DFS training will be decreasing
  - 1. No decrease is anticipated
- x. Requested information be forwarded to Lauren or Denise if agencies currently offer training that would be helpful to our foster parents
- b. COMMUNITY PARTNERSHIP:
  - i. Shauna Davis discussed accomplishments
    - 1. Recruiting partners to the workgroup has been very affective
    - 2. Identified needs of caregivers using focus groups
      - a. Provided this information to Shannon Rooney for addition to the survey that is being crafted by the QPI Support and Retention Workgroup
  - ii. Mari Parlade commented on the group's next steps:
    - 1. Community partners acting as Ambassadors will be reaching out to different associations and recruiting them back to the workgroup
      - a. Anticipating launch by April, 2014 in conjunction with Foster Care Awareness Month
      - b. Peggy's Attic has a list of twenty five (25) partners in the community willing to participate
        - i. Audrey Rosenstein will get the list to the work group by their next meeting
      - c. Suggested Ambassadors approach people in beauty shops and barber shops
        - i. It is a "captive audience"
        - ii. Kids need haircuts and this would be a service the business could donate
      - d. A future goal is the creation of a plaque which would identify a community partner as a participant with DFS
        - i. Would be a tangible item recognizing their involvement that could be displayed in their business
        - ii. May have different plaques to identify varying levels of involvement
    - 2. Public Relations (PR) items are being created identifying services DFS is currently able to provide to our caregivers
      - a. PR pieces will be presented to the Implementation Team for input upon completion

- b. After DFS approval, the Ambassadors will be provided with these PR documents to assist in their recruitment efforts of future community partners
    - c. PR pieces will help to justify our requests for assistance from the community as they will identify where there are gaps in services being provided by DFS
  - 3. Child Abuse Awareness Month discussed
    - a. On 4/15/14 the Child Haven playground will be getting a makeover as a donation
      - i. Child Haven would like this to be a community event to facilitate awareness
      - ii. Attendees were invited to participate
  - 4. Branding of our community partners is an additional future goal
  - 5. Carol Scauffer discussed the QPI program in Florida (FL)
    - a. FL has a link on their Just in Time site that lists foster program friendly businesses
    - b. FL created an event where businesses donated meals, etc on a specific date for foster families that was then publicized on their Just in Time site and other publications
    - c. Suggested Nevada might want to look at the FL model to see if there are items we can adopt for our QPI program
- c. RECRUITMENT:
  - i. Recognized the loss of Kevin Smedley
    - 1. Acknowledged the work and vision he had for this workgroup
    - 2. Mentioned prior to Kevin's passing a meeting was planned to be held at the Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Center and it will be revisited at a later date
  - ii. Denise Parker reminded the attendees recruitment is not just about putting up a table in the mall
    - 1. That sort of effort won't get us what we need and who we want to attract
  - iii. Recruitment will partner with the Support and Retention work group to utilize the outcome of the survey
  - iv. Discussed Market Segmentation
    - 1. Reports generated will allow us to target our foster family recruitment efforts on specific segments of the Clark County population
    - 2. Reports will help us identify who is best equipped to be a foster parent and meet the needs of the three (3) targeted

recruitment groups (teens, large sibling groups, Higher Level of Care (HLOC))

- v. Announced the Mayor's Interfaith Council event on 4/5/14 at Floyd Lamb Park
  - 1. The Recruitment Workgroup will have a presence at this event to increase awareness in the community
- vi. Mentioned we should reach out to different sectors of the community for outreach and awareness
- vii. The project to create centralized "HUB" homes as foster parent and caregiver resources was discussed
  - 1. The progress was temporarily halted due to this project being moved to another department of DFS rather than through the QPI workgroup

d. COMMUNICATIONS

- i. Andre Wade covered the Communications Team update
  - 1. Identified different ways to disseminate information to foster parents
    - a. The Caregiver Courier Newsletter has been created and sent out to caregivers and agencies
      - i. Expect more involvement from the community partners with future editions of the Caregiver Courier
      - ii. Explained how the newsletter is edited and distributed (see handout for flow chart)
      - iii. Requested input for the Caregiver Courier
      - iv. Requested nominations of foster parents who should be recognized as they are following the QPI ideals
      - v. Suggested having copies printed and distributed to foster parents during the home visits for the first few months to make certain that everyone is informed and included
      - vi. Next edition should be ready within two (2) weeks.
      - vii. Scheduled to be going out monthly
    - b. Constant Contact content and standardization has been accomplished outlining
      - i. How it will be used
      - ii. How to add members to create a clear channel for information sharing
    - c. A calendar widget has been added to the DFS site including any events with DFS involvement
      - i. Discussed adding community events

1. Content suggestions should be forwarded to the Communications Team
    - ii. Suggested additional web site locations for the calendar to be housed
      1. QPI calendar
      2. QPI Nevada Just in Time
  - d. Discussed how the individual workgroups should communicate with each other
    - i. Everyone needs to be informed
    - ii. Email addresses need to be scrubbed and updated for accuracy
    - iii. Reiterated work groups must make sure to keep the Communications Team well informed
- e. CHILD WELFARE
  - i. Mark Fitzgerald gave the update for this workgroup
    1. Use of the Well-Being form has increased and is being more consistently turned in
      - a. Working on extending the form to include more information that would be important for the foster parents to help integrate a child into the homes more easily
    2. Examined the current process of gathering information from and sharing it with foster parents
      - a. An Exit Form is being created as a vehicle to convey information from placement to placement as a child is leaving a resource home (See handout)
        - i. Once it is ready, it will go into the Caregiver Currier and the Medical Passport
      - b. Recommended some additions and changes to the UNITY system which will allow for a more detailed search of placement options that would be more child specific driven
        - i. Examples of child specific searches
          1. Pets in the home
          2. Language spoken
          3. Etc.
    3. Reviewed policies in regard to what can be shared with the foster parents about the birth parents
      - a. Discussed inviting the foster parents to the Child Family Team (CFT) meetings and make sure they know they are welcome at the court dates as well

- i. This will help them to be more aware of the permanency plan and assist them with understanding what to expect going forward
- 4. Partnership Agreements are being crafted
  - a. Partnership Agreements would be between DFS and the foster parent
  - b. Feedback will be requested from the Implementation Team once the agreement is drafted
  - c. Examples of Partnership Agreements from other jurisdictions were attached to the handout and discussed
  - d. Partnership Agreement crafting should involve people from many different workgroups
  - e. Challenged people to really look at the logistics of how it will be implemented and utilized once it is crafted
  - f. The view that caregivers are glorified babysitters needs to be changed and the Partnership Agreement can assist
    - i. Culture of DFS needs to be changed
    - ii. DFS is very supportive of the initiative to make these changes
- 5. Surveys and evaluations are being crafted with the intention of gathering information from
  - a. Foster parents
  - b. Caseworker
  - c. The child (if they are verbal)
- f. SUPPORT and RETENTION:
  - i. Shannon Rooney gave an update on this workgroups' progress
    - 1. Discussed survey progress
      - a. Survey was modeled to follow the life of the process of becoming a licensed foster parent
      - b. The goal is to identify what needs exist
      - c. To make it statistically representative, we need about one hundred (100) completed surveys returned
      - d. Relative homes will be done in a different survey at a later time
      - e. Phone surveys have about a twenty percent (20%) return rate
      - f. Email surveys have about a five percent (5%) return rate

- g. Estimate a need of about a total of ten percent (10%) of the total number of our foster homes to complete and return the survey
  - h. Survey will include an incentive gift card
  - i. Requested that all attendees participate in informing our families of the upcoming survey
  - j. Survey will create a baseline we can refer back to later as QPI progresses
  - k. The format is quantitative because it is the required format in order to mine the data we are looking to gather
  - l. Acknowledged the survey is long
    - i. Efforts to decrease the length have been difficult as all of the information we are looking to gather is important
  - m. Suggested having a hard copy created to be available at the visitation center for foster parents to fill out while they wait during a visitation
  - n. Asked if the survey has been reviewed to make certain that it is at a grade level that will be accessible to all
    - i. Child Trends has review it
    - ii. No specific recommendation was made to adjust it in that manner
  - o. Asked if it is available in Spanish
    - i. Not at this point.
    - ii. It is being considered as a possible goal for the future
    - iii. Fourteen percent (14%) of the families we serve are Spanish speaking
  - p. Group was tasked with looking at the survey and giving feedback to Shannon via the email address that has been provided to attendees
  - q. There is a strong desire to get it right the first time with the survey
2. Foster Parent Champion (FPC) program has been launched
- a. Flyers are available for attendees outlining services available and how to contact FPC
  - b. FPC program will help to retain quality foster parents through the services provided
  - c. Staff of four (4) FPC team members are available from 8:00 am – 7:00 pm Monday through Friday

- d. Outgoing calls will start next week to announce the FPC program and confirm contact information for the foster parents we contact
      - e. Agencies were tasked with providing current contact information to FPC team
      - f. Formal DFS procedures are being crafted
- 3. Reviewed The Gold Buckle Champions Rodeo event from 10/31/13 - 11/2/13
  - a. Gold Buckle Champion gifted two hundred (200) free tickets to a rodeo for foster parents and their families
  - b. There were several events combined in a three (3) day period that foster families were invited to attend and participate in
  - c. Discounted tickets were also offered
  - d. Possible future partnering options are being considered
- 4. Market Segmentation through The Diligent Recruitment (DR) Grant was discussed
  - a. How, where, and what to direct our recruitment efforts in regard to recruiting resource homes for general and special groups (examples: teens, Higher Level of Care (HLOC), large sibling groups)
  - b. It will eliminate the need for a “shotgun” effect to marketing approaches
  - c. Will allow us to hone in on the specific demographics that have historically been successful resource homes
  - d. Anticipate this will be completed nine (9) months from final approval
  - e. Support and Retention workgroup will be partnering with many of the other workgroups and sharing the reports generated from this project
- g. COMMENTS OR QUESTIONS
  - i. The Coordinator indicated that there is constant change to each workgroup’s initiatives and priorities
  - ii. Attendees were tasked with making sure that they sign up for workgroups that interest them
  - iii. Michael Knight, DFS Assistant Director, tasked everyone with inviting additional members to work groups
- h. Next Meeting: Next meeting May 8<sup>th</sup>, 2014 (location and time TBD)