



**Support and Retention Workgroup Meeting Minutes  
March 12, 2015**

**ATTENDEES**

Shannon Rooney – DFS Special Projects  
Denise Parker – DFS QPI Coordinator  
Disa Whitlock – DFS Foster Parent Champion  
Mike Pochowski – Foster Parent  
Lauren Soskin – DFS RDR Renewals  
Heather Brockway – SAFY

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**AGENDA**

1. Grievance Policy
2. Caregiver Survey
3. Attrition
4. Babysitting/Non-Primaries Policy
5. Passport to Partnership Event – May 11th & 12th
6. Goals for 2015

**MINUTES**

**Grievance Policy**

- Denise handed out the grievance policy detailing the steps to follow when filing a grievance. If the grievance is not resolved through normal channels (going through the Chain of Command) the Caregivers can:
  - Complete the concern form which will be submitted to a panel consisting of:
    - Caregiver
    - Outside Agency Representative
    - DFS Staff Representative
    - Foster Parent Champion
- The Committee will meet on a regular basis to review concerns.
  - Committee will respond back in writing and the meeting will include the person who had the concern.
  - If caregiver does not like the decision made, they have a choice to go to an Ombudsman.
  - If the caregiver is not happy with the results of the formal grievance process, the grievance would be sent to Management.

- Denise anticipates Management will receive one or two grievance forms per year.
- Denise would like everyone to look over the grievance form and make any changes they see. She will forward the form to the group.
- Currently there isn't a written policy that discusses how to address concerns. This would at least give caregivers a basis for grieving their concerns.
- The Foster Parent Champions would be a good first point of contact for caregivers who have concerns and are unaware of the process.

Suggested changes to the form:

- Form should have more space to enable the caregivers to tell their story.
- The section on "Who you spoke to" should be condensed.
- Form should be put on the QPI website to enable caregivers to fill it out online.
- Form should be translated to Spanish.

### **Caregiver Survey**

- The summary data for the Caregiver Survey is being separated geographically and is being put into graph/chart format. The summary data will be given to each site manager and will be ready by the Passport to Partnership event on May 11<sup>th</sup>/12<sup>th</sup>.
- Denise would like the workgroup to highlight three major areas on the survey that will let caregivers know what happened as a result of the survey. This will give a snapshot to show how the QPI workgroups utilized the data to move forward.
- In our April meeting, the workgroup can assist with determining what will be highlighted. Shannon will bring all survey highlights to the next meeting.
- Denise stated that she is getting a lot of feedback on people wanting a Case Manager survey. She suggests that we have a Case Manager survey that is not as long as the caregiver survey. We can compare results to our caregiver survey results to see overlaps.

**Visitation** – there has been a great deal of discussion revolving around the struggles in regards to visitation. Some of the discussion revolves around:

- How Visitation is viewed from the court's perspective
- The imposition Visitation is imposing on the lives of caregiver's families
- Caregivers not wanting to take the children to visits
- Biological parents being unresponsive during visits
- Families feeling that the Courts should come to visits to see what actually happens during the visits that they order

Visitation issue is being addressed in the QPI Child Welfare Workgroup

## **Attrition**

- DFS is looking at Closed Homes through our Closed Home Surveys to see what type of trending there is determine if changes can be made to retain Quality Families
- Take a look at trends on the survey on closed homes and ask, “Is there something that we need to change? “
- We now have a closed survey list for October, November and December of 2014.
- We also have a new proposal to change the Closed Home survey slightly which we hope will allow us to gather more pertinent information on all the closed licensed homes starting in January 2015.
- Denise is curious on how big the numbers are for closed adoptions.
  - The current trends are that 50% were closed because of adoptions.
  - Foster Parent Champions were able to reopen about four homes from the Closed Licensed Home calls in 2014.

## **Babysitting/Non-Primaries Policy**

- We are currently working with Licensing and the State on this project.
- The Group is making comparisons of terminology with Washoe with Licensing. The NAC regulations vary between the groups therefore we will need to get back together with the Normalcy group once we get all of the pertinent information.
- Want to make sure what we roll out will have an effect across the board and that Clark, Washoe and the Rurals are all on the same page.
  - Washoe’s definition of a Non-Primary is different than DFS.
  - It was suggested when someone gets licensed they need to have a support system, someone to help with respite and overnight babysitting.
  - We need to re-educate everyone on the definition of a babysitter. If people are leaving children overnight, they need to leave them with what DFS considers a Non-Primary.
  - Case Manager permission is required when leaving children overnight. The Licensing Unit is okay with a Case Manager’s decision and will not disapprove once a Case Manager has given permission.
  - NAC does say that any person who has ongoing contact with the child must be licensed.
  - QPI is working on clarity on the definition of babysitting. How it’s defined has an impact with licensing and fingerprinting.
    - Denise suggested that we decide on a definition that is consistent with what babysitting should be, especially since the summer is coming.
    - SAFY (Agency) has a caregiver contact list by zip code in particular areas of town to enable their caregivers to meet and greet and use each other for respite or babysitting resources. When SAFY licenses caregivers, they request that people bring in support – direct/non-direct support. Any single working parent is encouraged to have non-direct support.

### **Passport to Partnership Event – May 11th & 12<sup>th</sup>**

- We are moving forward with May 11th and 12th Passport Partnership Event at Palace Station.
- There will be 300 attendees each evening.
- Caregivers, Permanency workers/supervisors, some Licensing workers/supervisors, a few CASA's, Special DA's and Judges will be in attendance.
- A Save the Date notice was put in the Caregiver Courier last month and will go into the Courier this month. Invitations will be going out as well.
- The Partnership Plan will be the primary focus for the event.
- All Licensed DFS caregivers are encouraged to attend.

### **Goals for 2015**

- Complete the Grievance Process/Policy
- Assign information on surveys to the proper workgroups
- Attrition Plan
- Babysitting/Non-primaries
- Retention Activities – Received funding w/Casey for retention activities, what retention activities do we put into place, what can we do to retain caregivers
- Caregiver Support Groups
- Focus on closed homes list – is there a particular zip code where there are more problems? Focus on zip codes with retention problems where we are losing our homes and target those areas for support – like HUB homes
- Are the problem areas those that market segmentation says we should keep our homes?

### **Next Meeting**

- Our next meeting will be on Thursday, April 9<sup>th</sup>, 2015 @ 12:30pm in the Carson City Room