



## **Clark County Department of Family Services**

Support and Retention Workgroup Meeting Minutes

April 9, 2015, 12:30 p.m. to 2:00 p.m.

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### **ATTENDEES**

DFS – Shannon Rooney, Denise Parker, Tracie Bailley

Mike Pochowski – Foster Parent, Karlene Ulibarri – Bountiful Family Services

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### **AGENDA**

1. Bulletin Boards
  2. Concern/Grievance Plan
  3. Attrition
  4. Retention Activities
  5. Caregiver Survey Results
  6. Goals for next year
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### **Bulletin Boards:**

- Foster Parent Champions are moving forward on the bulletin boards. Eight are finished with background material. Boards will be covered in fabric and will be ready next week.
  - Bulletin boards will have the hard plastic pockets in them to place information. All bulletin boards will look the same and contain the same information at each location.
  - Boards will be located in Visitation, Receiving, and each of the different sites - East, West, South, North, Central, and Clark Place.
- Currently we have pre-approval from five different areas where we can put them up. Shannon is hoping that most of the boards will be up within a two week timeframe at most of the locations.
- QPI information or other pertinent information like the Foster Parent Champion program, Caregiver Courier, Just In Time trainings, or information on any upcoming

events will be put on the boards. No one is allowed to put items on the boards without pre-approval.

- Items on the boards will be pertinent to Caregivers only.

### **Concern/Grievance Plan:**

- Denise received everyone's feedback on the grievance procedure; she would like additional information from Karlene. Denise would like the Foster Parent Champion program to be woven throughout the plan in a greater capacity.
- Formatting still needs work, this draft is more about the procedure so that families know which chain of command to follow.
- Denise plans to send this draft out to everyone tomorrow for final changes before she takes it to leadership to get their buy-in on the grievance concern panel in two weeks.
- It was suggested that the Champions be listed in the procedure under Subcategory B.
  - Shannon suggested that the word "Caregiver" be exchanged when "Foster Parent" is utilized in the document. "Caregiver" applies to fictive kin or any relative caregiver. It should be noted in the beginning of the document that this procedure be applicable to all Caregivers.
  - This plan also applies to agency homes. It's important that agencies go through their internal chain of command first in reference to grievances.

### **Attrition:**

- Surveys – Denise and Shannon both feel all families should be surveyed when they close their license with the exception of the Caregivers whose license has been revoked.
  - Exit Survey – Revised and the first surveys were done in August. Refined the survey, added information to ask more specific questions, got more information and based on that survey we got better data in October. From the data we received in January, we have 55 homes of which we will not survey six of those homes. We need to know why homes were closed so we can better move forward as an agency in the future. Will have more concrete data/analysis in about two months.
  - It takes approximately 30 minutes per survey – people want to talk, they want to share information. Currently we are conducting the survey over the phone and then inputting the data into Survey Monkey.
  - We are surveying all licensed homes, as well as relatives, but we are not surveying ICPCs or agency homes.
  - The Foster Parent Champions are talking on the phone to Caregivers and are getting more responses. The Champions are getting about 80% of the survey

responses, compared to the 5% response rate when sending the survey out to everyone online.

- National University is evaluating the sustainability and effectiveness of QPI in different jurisdictions. Denise asked that they look at QPI Nevada and has sent our data to them and feels it will be helpful to see the accomplishments in the community and it should give us some direction in which to go in the future.

### **Retention Activities:**

- Denise would like to do a sub-workgroup on retention activities with Lauren Soskin from Licensing who will lead the group. Lauren has a couple of things in mind for retention activities that she would like to do in addition to the:
  - Back to School back-pack event with Associations
  - Christmas event with CASA
  - Spring Celebration and Foster Connection with City of Las Vegas
  - Easter Egg Hunt with County Commissioners

Please come up with one or two other events that we can suggest as a retention activity.

### **Caregiver Survey Results:**

- Reviewed and discussed survey findings from Child Trends.
- Denise will put together a bulleted list of what areas need to be worked on and to which workgroup it will be assigned.
- Denise and Shannon will pull together summarized survey results to provide to Management for approval then have available for the Passport to Partnership event for Caregivers and Staff.

### **Goals for next year:**

- Utilization of Caregiver Survey to share with other workgroups and the DFS community, information gathered to focus direction, activities and improvement opportunities.
- Further development of Phase II of the DFS Caregiver Support Services program that is customer-oriented based upon the findings from the Caregiver Survey and subsequent information gathering.
- Assist management in on-going development of plans for decision making and enforcing policy that affect the Caregiver community.

- Development of retention activities to acknowledge and support quality parenting among caregivers that compliment DFS overall retention plan found in other QPI workgroups.
- Development of a Grievance/Concern policy that will allow caregivers a process to resolve concerns in a proactive and consistent manner.

**Next Meeting:**

- The next meeting will be held on Thursday, May 14<sup>th</sup>, 2015 @ 12:30pm