



Clark County Department of Family Services
Support and Retention Workgroup Meeting Minutes
May 14, 2015, 12:30 p.m. to 2:00 p.m.

ATTENDEES

DFS – Tracie Bailey, Denise Parker, Shannon Rooney, Lauren Soskin, Disa Whitlock

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

AGENDA

1. QPI Initiatives Document
 2. Bulletin Boards
 3. Concern/Grievance Plan
 4. Attrition
 5. Retention Activities
 6. Passport to Partnership Event
 7. Caregiver Survey Results
 8. Goals for next year
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MINUTES

QPI Initiatives Document

The Support and Retention Workgroup updated the QPI Initiatives during the last meeting. The group reviewed the following initiatives and agreed that they be the goals for the upcoming year.

1. Utilization of Caregiver Survey to share with other QPI Workgroups and the DFS community the information gathered to focus direction, activities, and improvement opportunities.
2. 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.
3. Assist management in on-going development of plans for decision making and enforcing policy that affect the Caregiver community.

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

Bulletin Boards

- The Foster Parent Champions completed the eight bulletin boards and permission has been granted to hang them. The Transition Team will put them up within the next month. We will have an update by the next meeting on where each is located.

Concern/Grievance Plan

- Denise requested that everyone look at the grievance plan and forms and give her feedback on any requested changes. The group had a detailed discussion on particular corrections/changes to the plan.
 - Denise will make all changes and she will send it back out to the group. She will also send the final draft to Lisa, Paul, and Michael within the next few weeks.

Attrition

- We have not gotten all the needed information in yet. If we can get it by July, we will need about eight months to do a complete summary. Shannon expressed concern that the Foster Parent Champion Team is very busy and that each Closed License Survey call takes about a half hour to conduct.
 - Shannon stated that she has found that Caregivers will talk to the Foster Parent Champions more openly than talking to DFS staff about their concerns.
 - Karlene stated she possibly has someone who could make the calls with FPC staff supervision.
- There are also leadership concerns that we are not recruiting enough. They want to know if we are we not licensing the right type of families or if we are we losing our good Caregivers? We need to find out more about attrition to determine these answers

Retention Activities

- Retention activities are moving from the Recruitment Unit into the Licensing Renewal Unit – under the direction of Lauren.
- Denise will be meeting with the Renewal supervisors to discuss what activities we are working on.
 - The Passport to Partnership event was one of the recent retention activities.

Passport to Partnership Event

- Passport to Partnership event went very well; only downside is there was limited Caregiver involvement.
 - There was a relatively high initial Caregiver interest level, but the “no show” rate was high.

- Had 150 registered on the first night of the event, but 63 Caregivers failed to attend.
- The second night, 52 Caregivers registered and 26 did not show up.
- Over 50% of the Caregivers that registered did not attend.
- Attendance in this event seems to be reflective of the number of Caregivers who are involved in the various association and support groups within the community.
- Those Caregivers who attended gave positive feedback in regard to the event.
- Staff that are also Caregivers (thus have dual roles), if counted as Caregivers; we would have had more Caregivers on our “count”.
- The “Big Question”.. Next time should we provide babysitting?
 - A lot of families show up to the Foster Connect Spring Celebration. This might be because children are allowed. Concern is if babysitting is provided and there is a 50% no show rate, the cost would have been enormous.
- We need to do more retention activities to make Caregivers feel a stronger connection. We need to do something that we haven’t done before to build relationships – trust has to be built.

Caregiver Survey Results

- Received survey results from Child Trends.
 - The group summarized the overall report. Child Trends gave us raw data on every area and suggested areas of improvement.
 - Concern: Licensing – It takes 7 - 9 months to get licensed. Is this too long?
 - Initial Licensing Training - Is this something we need to look at?
 - Flexible standards on case by case basis, there is no wiggle room with the program we have right now.
 - Overall, there are minor changes noted in every area of the survey except for Placement and Case Management. These two areas showed the most concerns.
 - Communication follow-up and partnership with foster families were the two areas of concern most noted in overall. Not having enough information about the children that are being placed was most significant in Placement.
 - We can see trends in each unit from the number of concerns in particular areas.
- Denise had conversations with Leadership and shared areas of improvement to determine:
 - Which workgroup will tackle each concern, and how will they tackle the concern in the various areas?
 - Are the concerns already being addressed, and if so, can we measure our improvement in a year?

- Survey information will be shared with Leadership during Monday's Management Meeting. We hope to be able to get this into the Caregiver Courier next month. First Managers must take the information to their Supervisors.

Next Meeting:

- The next meeting will be held on Thursday, June 11, 2015 @ 12:30pm