



Clark County Department of Family Services
QPI Support and Retention Workgroup
Meeting Minutes
Thursday, October 8th, 2015 – 12:30pm to 2:00pm

ATTENDEES

Department of Family Services – Tracie Bailley, Shannon Rooney, Lauren Soskin
Fostering of Southern Nevada - Audrey Rosenstein

AGENDA

1. Welcome/Introductions
2. QPI Statewide Conference – October 19th-21st
 - Attendees
 - Foster Parent Champions presentation
3. Review Grievance Process
4. Develop workplan for upcoming year – current suggestions:
 - Workgroup membership
 - Caregiver attrition
 - Retention activities
5. Meeting Days/Times
6. Other
7. Next meeting

MINUTES

1. Statewide QPI Conference

- The Statewide QPI conference will be held in Reno, October 19th- 21st
 - Attendees will include:

- All QPI workgroup Co-Leads with the exception of the Co-Leads for the Child Welfare and Communication workgroups
 - Between four and five foster parents including members of the Foster Parent Champion team
- Members of the Foster Parent Champion team will be presenting information about the Foster Parent Champion program. Washoe County is considering implementing a Foster Parent Mentor program and would like some information on ours. The presentation will include information on:
 - How the program was started
 - Who the Foster Parent Champion team is made up of and what they do
 - The issues that Foster Parent Champions have identified through the program and possible solutions
 - Foster Parent testimonials

2. Grievance Policy Review

- The most recent draft of the new grievance policy was reviewed by the workgroup and clarifications and revisions included:
 - Revise draft for consistency in wording; the terms “concerns” and “grievances” are swapped throughout. We want to consistently use only one of these terms throughout the document
 - Policy will be updated to state that workers have a minimum of forty-eight (48) hours to respond to grievances instead of the previously stated twenty-four (24) hours
- The committee that will handle grievances is still to be determined. Ideas for possible members include Agency partners and foster parents

3. Develop work plan for the upcoming year

- Workgroup membership
 - The questions regarding workgroup membership are:
 - Who do we want as member of this workgroup
 - How do encourage participation
 - We need to brainstorm the answers and what strategies we can use in future workgroup meetings
 - Ali from Foster Kinship will be joining this workgroup
- Caregiver attrition

- We are analyzing the data that was conducted from the most recent caregiver surveys
- We are looking at having an additional QPI meeting once a month on Saturdays so that caregivers who work during the week can attend
- Retention activities
 - We need to research if there are funds designated for retention activities and how much we have available
 - Potential ideas for retention activities include:
 - Sponsoring foster parents to attend QPI conferences
 - HUB home events
 - These will be community events for specific populations. We want to target the zip codes that contain the highest amount of foster homes as well as ones that have the highest rate of disruption. This can be achieved through utilizing market segmentation information. The goal is to connect foster parents within the community
 - Acts of Appreciation
 - Ideas for acts of appreciation include sending out cards and gift vouchers on licensing anniversaries and holding an event in which outstanding caregivers are recognized

4. Meeting days/times

- A new meeting date/time for the QPI Support and Retention was discussed in hopes of better accommodating some individual schedules.

5. Other Discussion

- The Foster Parent Champion Program and Foster Kinship have begun new partnership efforts to increase Kinship Information Session attendance.
 - The Foster Parent Champion Program has developed a system in which they pre-register individuals for Kinship Information Sessions when they make their daily caregiver calls. They also send these individuals a “Kinship Roadmap” brochure at that time. A week before the session each caregiver is pre-registered to attend, a reminder postcard will be sent out to them.
 - Other ideas for getting out the “Kinship Roadmap” brochures which contain Kinship Information Session information include:
 - Having them available at the Fingerprinting Office and Receiving counter

- Requiring CPS workers to provide them and giving them out on home visits

6. Next meeting date: Thursday, November 12th, 2015 from 12:30-2:00pm at the DFS Central Office