



Support and Retention Workgroup Meeting Minutes
October 9, 2014, 12:30 p.m. to 2:00 p.m.

PRESENT

Denise Parker – DFS QPI Coordinator

Shannon Rooney – DFS Special Projects Unit

Lauren Soskin – DFS RDR Unit

Mike Pochowski – Foster/Adoptive Parent/Fostering So. NV

Audrey Rosenstein – Foster/Adoptive Parent/Fostering So. NV/Peggy's Attic

AGENDA

1. January Meet and Greet
2. Case Worker Supervisors attending the Workgroup Meeting
3. Grievance Process
4. Survey
5. Retention – Closed License Surveys

MINUTES

January Meet and Greet

- Denise will bring information on the Meet and Greet to the next Co-Lead meeting. The Meet and Greet will focus on the Partnership Agreement that will be rolled out. Licensing and Placement should also be at this meeting, the main topic will be the Partnership agreement and we will discuss Normalcy. Caregivers and Case Managers will attend the Meet and Greet in one of the three different locations in their zone.
 - There will be giveaways and possible gift cards and babysitting will be provided. The goal is to get families more involved and communicating.
 - Meeting facilitation will be in small groups and the Caregiver Champions will also help to facilitate these groups.
 - It is anticipated that we will have 120 people attend each meeting.

Fostering of Southern Nevada

- As of December 1st, the support group Fostering of Southern Nevada is going to relocate to Compass Behavioral Health (CBH) on Pecos and Flamingo. CBH is going to partner with Fostering of Southern Nevada and will offer their interns to provide babysitting and creative activities with the kids. They will use the information they gather for student training and therapeutic hours.
 - Denise asked if there was a possibility that CBH would allow us to video tape a training session for the Just in Time Videos and whether they would like to be a part of our Meet and Greet in January. Audrey's answer was yes they would be interested and mentioned that Compass Behavioral Health also had a table at the last Back to School Event.
 - Fostering of Southern Nevada will also partner with Foster Kinship by offering services to relatives and their families who have children and who are in need of behavioral services and are not a part of the system.
 - Foster Kinship was invited and is also partnering with CBH since several of the relatives are concerned with substance abuse. This is a good way for them to provide services and for Caregivers to come in and ask questions.

Case Manager Supervisors attending the Workgroup Meeting

- Shannon and Denise are going to tag team to get more case management supervisor involvement. Case Managers are not a problem in the sub workgroups but are hit and miss on all the other QPI Workgroups. Denise will ask the Managers at the leadership meetings to talk to their Supervisors and find an area of interest for their Case Managers, so the Case Managers can choose a workgroup to get involved in. She will also emphasize having the Case Managers get more involved at the Supervisors meeting in December. Denise wants everyone to talk to various Case Managers and to see if they can get involved in a Workgroup so that they can effect change.
- All DFS staff is invited to attend the Blue Ribbon Committee meeting. If you are a DFS Manager, you are required to attend. The committee meets two more times. The next meeting is December 15th at 9:00 AM at the Regional Justice Center, 17th floor.

Grievance Process

- This workgroup will need to focus on a grievance process. Denise feels the Grievance Committee needs to be internal. When dealing with Caregivers, there should be DFS and the peers of the Caregivers on the committee to prevent bias. Sometimes Communication is all that is needed to resolve a grievance.
 - The next meeting will be in November and they will discuss the most constructive way to file a complaint and the steps that people should take to resolve their issues, i.e., Case Manager, Supervisor, or the Caregiver Champions for Caregiver complaints.

Survey

- Exit surveys have started and they are doing well. Caregiver Champions have been calling people with closed licenses since January and have talked to a number of people about reopening their licenses and have gotten several of them to reopen their licenses. Kinship or relatives are attending the 10 week classes and becoming DFS licensed foster homes. Anyone who is not eligible to reopen their license, i.e., people who have closed due to adoption, et al, the Foster Parent Champions are only giving them the exit survey and not discussing licensure.
 - Shannon stated they have rewritten the exit survey after making a number of calls and have found that different information is coming out of the responses. The Foster Parent Champions are getting some great data; they are finding out what people liked, or disliked, and what issues the Caregivers have.
 - The Foster Parent Champions have contacted over 30 people from a list of Caregivers who have adopted within the last 12 months, January 2013 – January 2014. The Caregiver Champions are also calling them to see if they want to expand their family and foster again.
- It's amazing the response you get when Caregivers are talking to other Caregivers. We are doing all of this in Survey Monkey and will be able to analyze the data.
- 69% of the families surveyed felt there was not enough support with the Caregiver associations in the community. Caregivers do not know about these associations. A lot of people may feel they don't feel welcome, they don't know about the meetings, or the meeting doesn't meet their needs.