



Clark County Department of Family Services
QPI Support and Retention Workgroup
Meeting Minutes
Wednesday, November 18th, 2015 – 9:30am to 11:00am

ATTENDEES

Department of Family Services – Lauren Soskin, Denise Parker, Ashleigh Henry,
Fostering Kinship – Alison Caliendo
SAFY – Andrea Lorenz

AGENDA

1. Welcome/Introductions
2. QPI Statewide Conference
3. Review Greivance Process
4. Foster Kinship Partnership
5. Retention Activities – HUB homes
6. Meeting Days/Times
7. Other
8. Next meeting

MINUTES

1. Statewide QPI Conference

- The Statewide QPI conference was held in Reno, October 19th- 21st
 - Members of the Foster Parent Champion team presented information about the Foster Parent Champion program.
 - 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
- During the conference the QPI team from Clark had the opportunity to work with their statewide counter parts and begin to look at issues that affected everyone throughout the state. Committees were set up to work on the statewide issues.

2. Grievance Policy Review

- We did not have a copy of the most recent Grievance policy that the CPE (policy unity) had reviewed. This will be brought to the group for the next meeting for us to determine the next steps.

3. Update on Attrition Rates / Information

- There was no update available at this meeting. However, currently what is happening with caregiver attrition is:
 - 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

4. Foster Kinship Partnership

- Ali gave an update on the partnership with DFS and Foster Kinship. The intent is to catch our relative caregiver placements as quickly as possible so they understand the process sooner.
 - 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

- Special Projects Unity with the foster parent champion program is helping through the daily placement calls reaching out to families to register them for a information session. Postcards have been ordered so these can be used to remind relative caregivers when they have signed up for a session. Ali is gathering data to evaluate how this program is working.

5. Retention Activities

- Lauren Soskin and Denise Parker will meet with Paula Hammack about funds from the Casey grant that are designated for retention activities. Once funding is secure the proposed retention activities will be initiated.
- 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

5. Other Discussion

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

6. Next meeting date: Wednesday, December 16th, 2015 from 9:30-11:00am at the DFS Central Office