



Clark County Dept of Family Services (DFS)
QPI Co-Lead Team Meeting Minutes
Thursday, February 27, 2014
8:30 am – 10:00 am
DFS Pecos – Red Rock Room

Present

Larry Bowen (Foster Parent), Jennifer Erbes (Maplestar)

DFS Staff – Oscar Benavides, Mark Fitzgerald, Denise Parker, Shannon Rooney, Andre Wade

Agenda

1. Introductions and Welcome
 2. Communications and Coordination:
 - QPI work group – notifications, constant contact, consistency
 - Review Implementation Meeting
 - Discuss what Quality Parenting Initiative's (QPI) goals are for the next six months
 - Communications across work groups/co-leads regarding initiatives:
 - Calendar of events/training calendar
 - Challenge/Sustainability - community/caregiver participation
 3. Committee Reports:
 - Support and Retention
 - Training
 - Recruitment
 - Communication Plan
 - Community Partnership
 - Child Welfare
 4. Next meeting date: - March 27th 8:30 a.m. 10:00 a.m.
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Minutes

1. Introductions and welcome
2. Communications and coordination topics were discussed
 - a. Discussed communications across Quality Parenting Initiative (QPI) work groups/co-leads regarding initiatives
 - b. Procedures for communicating need to be identified and improved
 - c. The Communications Work group was tasked with making sure the process is investigated and streamlined
 - d. Asked if all people involved in QPI know what the individual work groups do and if they could speak in an informed manner about what the work groups are doing and their initiatives
 - e. Shannon Rooney discussed the need for consistency regarding how notifications are sent
 - f. There needs to be a format which is followed by all the work groups so that no one gets missed in the notifications of the meetings and initiatives
 - g. Discussed that in the past a variety of different contact systems have been utilized
 - i. Constant Contact
 - ii. Personal Emails
 - iii. QPI Email Mailbox
 - iv. Outlook, etc.
 - h. Discussed which system to utilize going forward in order to create standardization
 - i. Suggested work groups send Andre Wade, Co-Lead of the Communications Workgroup, the list of their members and a date by which a notification should be sent to the members each month
 - ii. Suggested a list of members of the individual work groups should be sent to Andre five (5) days in advance of the date that the notification needs to be sent out to members
 - iii. Andre will send Denise Parker, QPI Coordinator, the current lists on file who will send them to Co-Leads for updating
 - iv. It was decided that Co-Leads would send updated member lists to Andre immediately following their meeting each month to announce the next month's meeting in an effort to promote a larger attendance
 - v. An additional reminder will be sent out five (5) days prior to the upcoming meeting in the next month
3. Reviewed Implementation Team meeting highlights
 - a. Challenged members to bring additional participants to the work group meetings
 - b. Growth of the work groups is important for sustainability and achievement of the individual work group initiatives
 - c. Posting all the meeting dates to the Nevada QPI Just in Time web site will help people to get others involved

- i. When people know in advance, its easier to plan to attend
 - d. Discussed QPI goals for the next six (6) months
 - i. Reviewed topics from QPI National Meeting
 - 1. A major topic of the conference was communication
 - a. Within jurisdictional departments
 - b. The importance of having clear and consistent lines of communication
 - 2. Attendees of the QPI National Meeting discussed challenges with transition and visitation processes
 - a. Attendees identified many projects QPI work groups can continue to work on going forward with regard to transition, normalcy, and the visitation processes
 - b. Work group members will be presenting these potential projects to their individual work groups
 - 3. Proposed the possible creation of a mentorship program staffed by caregivers for caregivers
 - 4. Denise will send out a summary of goals/initiatives for the next six (6) months to the Co-Leads after she has compiled all the notes from the QPI National Meeting
 - e. Reviewed calendar of events and training calendar
 - i. Discussed adding the calendar of QPI meetings to the Caregiver Currier and the Just in Time website
 - ii. Discussed the possibility of combining the QPI Meeting/Events Calendar with the Training Calendar and decided the Training Calendar is long and they should kept be separate so each get reviewed
 - iii. QPI Meeting/Event Calendar will include
 - 1. Community events
 - 2. QPI work group regularly scheduled meetings
 - 3. QPI or Recruitment related events
 - 4. Clark County Department of Family Services (DFS) events, announcements, etc.
 - f. A reminder was given that QPI meeting minutes need to be submitted to Denise before the fifth (5th) of the month for uploading to the Just in Time site by the tenth (10th) of the month
 - g. Challenge/Sustainability - community/caregiver participation
 - i. Members were again tasked to bring in new and returning members for work group meetings
4. Committee reports were given
 - a. Support and Retention
 - i. Survey update given by Shannon Rooney
 - 1. Child Trends will be on a conference call today, 2/27/14, with Shannon to discuss suggestions to be made to the survey
 - ii. Foster Parent Champions (FPC) program is up and running

1. Introduction calls are being made to all current DFS foster parents during which FPC team is also updating contact information
2. Announcements about the FPC program were in Caregiver Currier and the DFS newsletter last month
3. DFS will also be announcing the FPC program to new workers at trainings
4. The upcoming DFS All Supervisors meeting will also be targeted as a platform for announcing the FPC program (

b. Training

- i. Work group is currently working on completing the proposal for updating the training requirements for mandatory hours of annual trainings for foster parents
- ii. Specific classes will be required
 1. Cardio Pulmonary Resuscitation (CPR)
 2. Car Seat Training (in homes licensed for children ages six (6) and under)
 3. Trauma Informed Care
 4. Ages and Stages Development/Appropriate Discipline
- iii. Commented that in regard to the car seat training, if the age of the kids that a home is licensed for changes to include ages that are appropriate, the car seat training would be required at that time
- iv. Just in Time trainings and their reviews were put into the DFS newsletter and the review document is being updated monthly by FPC staff as new trainings are added to the site
- v. Suggested that a business card or magnet and a hand out page be crafted that has the address for the web site for Just in Time to be included in the materials given to new foster parents

c. Recruitment

- i. Discussed the creation of foster parent business cards
- ii. Identification (ID) card sample for foster parents was discussed at the QPI National Meeting
 1. Formatting for the card will be presented to the work group later
 2. Addressed the fact there will need to be some discussion in the work group as to what specific information should be included on the card itself (medical, dental, insurance, information, etc.)
 3. Discussed if this is a recruitment tool or more of an ID for foster parents
- iii. Park signs were discussed
- iv. The work group continues to focus on looking at how to reach the most people at the least costs
- v. Discussed if theater partners might be helpful
- vi. Market Segmentation process is continuing and an update was given as to the progress

1. A vendor has been identified
 2. DFS is moving forward with Neilson
 3. DFS is crafting a scope of work (SOW) and purchase order request (POR)
 4. The criteria for what we consider a successful foster parent is being identified so we know where to set the baseline
 5. After the criteria are identified, Neilson will compile information and reports that will help to inform future DFS recruitment and retention plans and efforts
 6. Reports will be relevant to both general recruiting and recruiting for the hard to place demographics
 7. Anticipate having results within the next six to nine (6-9) months
 8. Market Segmentation will be a parallel program which will run concurrent with other DFS recruiting efforts such as participating in events in the community, etc.
- vii. Logos are being crafted
1. The work group agreed we should push forward with what we have for now and continue to work rather than wait for the logos and branding to be approved
- viii. Agency cooperation is a focus for DFS and will be looked at by the work group in the coming months
- ix. Discussed the need to require caregivers to have internet access and e-mail in order for DFS and agencies to be able to adequately communicate with them
1. Is a long term goal, but could have steps to start implementation now
 2. Grandfathering current caregivers and not requiring them to have it, but requiring it for incoming new caregivers was suggested
 3. Talked about discussing the internet and email with caregivers and highlighting the pros of having them while people are still in the training phase of the process
 4. Discussed the positive aspects of having a conversation with caregivers as to why it is important to have internet access for the children and to be able to access the Clark County School District (CCSD) web site to have access to school information and parental controls
- x. Communication Plan
1. Disseminating information is a major focus of this work group and the Caregiver Currier is a first step
 2. Work group has learned a lot about the DFS approval system and processes
 - a. Procedures have been crafted for future communication efforts

- xi. Work group has submitted content for next Caregiver Currier and is waiting for content approval
- xii. Work group anticipates having another issue ready for April in conjunction with Adoption Awareness Month
- xiii. Work group is waiting for software installation which will make it possible for the Caregiver Currier to have monthly issues
- xiv. Attendees were reminded the challenge isn't just information sharing for DFS and needs to include caregivers and agencies
- xv. It was mentioned that there is a concern that DFS staff is not informed about what QPI is doing
 - 1. Asked if the Caregiver Currier also goes out to the staff
 - 2. Suggested that it might be a good idea to send this out to staff so they are as informed as the caregivers that receive it
- xvi. FPC team members are currently making calls to update the contact information for all foster parents
 - 1. They are updating UNITY in both the Facilities and Provider sides and will include multiple emails if there are multiple emails available
 - 2. They are experiencing some difficulties getting cooperation from caregivers because many foster parents are asking why we don't have the information since they "gave it to their workers already"
 - a. This speaks directly to our lack of communication within DFS and not having appropriate information in UNITY
- xvii. We need to have more DFS accountability for updating records in UNITY.
 - 1. Licensing and Placement department staff need to add information to UNITY consistently
 - a. Placement may not have access to update UNITY
 - b. Asked if Placement could be tasked with informing someone who can update UNITY
 - c. Shannon will share the procedure that was drawn up for SPU in regard to how to properly add information to UNITY with the Placement management
 - d. Placement representatives will be invited to future meetings for discussion about this process
 - 2. Procedures need to be crafted so there is a clear understanding as to how caregivers are to inform DFS of changes in their preferences for placements and contact information so their records are updated consistently
 - 3. UNITY needs to be used and updated consistently throughout DFS

4. Adding notes to the case notes portion of a record is not a sufficient way to update a record as many workers don't look at the case notes
 5. Currently there may be a need to update more than one area of a UNITY record and this creates issues for consistency
- d. Community Partnership
 - i. No update given today
 - e. Child Welfare
 - i. Work group is researching manners of gathering information from caregivers and how much information it is possible to share with caregivers in regard to the Well-Being and Exit forms
 1. Next step is to make sure staff knows that it is important to fill out the forms appropriately
 - ii. Washoe Partnership Agreement is being adopted as the model for the DFS Partnership Agreement being crafted by this work group
 1. Denise will be compiling input
 2. Treatment of the caregivers as equal partners in the fostering process will be a focus in the agreement
 3. It will need to be sent to the state level for approval
 4. A staff training will need to be crafted around how to administer the plan and agreement
 - a. It will also be important to make sure the staff of DFS has full awareness of what QPI is trying to accomplish
 - iii. Work group is working on adjusting UNITY information to make sure when a placement is needed the appropriate parents, caregivers equipped to handle that specific child's needs, will appear as options to select when the specific information about a new child coming into the system is input
 - iv. Talked about the Exit Survey crafted by the work group and how it is to be used during a transition or ten (10) day notice period
 - v. Discussed investigating changing the ten (10) day notice process and including a step that would require a meeting of everyone involved prior to interruption of the placement
 1. Suggested in many cases, having a conversation among all involved parties might be a way to stop the termination of the placement
 2. Mentioned this would be a good place to utilize the FPC program team
5. Additional Topics
 - a. Denise thanked everyone for their assistance with the QPI National Meeting
 - i. It was a success
 - ii. Lots of impact and connections were made
 - iii. Discussed how the structure of the QPI National Meeting could be different and more organized next year

- iv. Denise mentioned that there were conversations held about the number of people who don't know about QPI and gave the following statistic
 - 1. Only about ten percent (10%) of the foster parents know about QPI
 - b. Denise is planning visits to each of the agencies to discuss the QPI program
 - c. Denise also suggested the creation of a mandated town hall style meeting for foster parents where we would discuss QPI initiatives and allow caregivers to have a voice in the changes that can and will take place during the QPI process
 - i. This meeting would allow caregivers to speak as to how they want to be involved and how they want information provided to them
 - ii. Discussed how to make caregivers accountable or make them attend the mandated meeting
 - 1. As caregivers aren't employees it is hard to keep them accountable
 - iii. There are standards that QPI will need to hold caregivers accountable for
 - 1. DFS will need to adopt the mind set that we really don't want our kids placed in home where the caregiver won't make sure they are informed about the changes in the system and meet QPI standards
 - 2. We will need to make sure that we have these conversations with parents that don't show up to mandated meetings
 - 3. As we go forward, we might want to look at having some sort of licensing review committee so that families that don't meet the standards of QPI can't "agency hop"
 - 4. A process needs to be put in place for agencies to make certain that agencies and caregivers are all held to specific standards that will allow for difficulties brought on by personality clashes or "bad fits"
6. **Next Meeting Date:** - March 27th 8:30 a.m. 10:00 a.m. Central....room location to be emailed at a later date