



Clark County Department of Family Services
QPI Support and Retention Workgroup
Meeting Minutes
Wednesday, February 17, 2016 – 9:30am to 11:00am

ATTENDEES

Department of Family Services – Lauren Soskin, Denise Parker, Shannon Rooney, Ashleigh Henry,

SAFY – Heather Brockway

Never Give Up Foundation – Matt Cox

AGENDA

1. Welcome / Introductions
 2. Support and Retention Workgroup Initiatives Work Plan
 3. Retention Activities
 - a. Spring Egg Hunt – March 23rd
 - b. Spring Celebration and Foster Connection – April 2nd
 - c. Other Upcoming Events
 4. Update on Attrition rates/ information
 5. Grievance Policy Update
-

MINUTES

1. Support and Retention Workgroup Initiatives Work Plan

- Shannon Rooney distributed the Support and Retention Workgroup Initiatives Work Plan proposal for 2016.
 - The group discussed the goals and revised the wording to make it more inclusive of all caregivers within our community
 - The group added one additional goal:
 - The development of an Employee Foster Parent Support Group for DFS employees – this support group will be developed and supported by Lauren Soskin
 - The work plan will be revised by Shannon Rooney and submitted to Denise Parker to present at the Co-Chair meeting in March

2. Retention Activities

- Lauren Soskin updated on current planned and future Retention activities:
 - Spring Egg Hunt
 - Wednesday, March 23rd, 2pm – 5pm
 - Government Center
 - This event is for LICENSED Caregivers (Relatives, DFS & Agency) - Denise is working on developing a list of caregivers for CPE to send invitations to
 - Shannon will get contact information to Lauren for Target representative for Egg Hunt purchases
 - Spring Celebration & Foster Connection
 - Saturday, April 2nd, 10am – 4pm (10am – noon for DFS families only)
 - Floyd Lamb State Park
 - This event is for ALL Caregivers – Denise will be sure that CPE sends out invitations to Unlicensed caregivers from email list provided by FPC
 - Email to Vendors to participate in event was sent out beginning of this week (February 15th)
 - Back to School Event
 - August/September
 - Need to start planning for this no later than May to make it successful

- Make this a Resource Fair type event to include education resources for caregivers
- Potential Future Events:
 - Night at the Museum – Lied Discovery Museum
 - Kick-Off Events – 4 separate events divided by geographical zones/zip codes
 - May – Foster Parent Appreciation Dinner/BBQ in the Park for Foster Parent Appreciation Month
 - Present Foster Parent Certificates
 - Certificates for Years of Services
 - Need to start a committee to start planning for this ASAP to make this happen
- Retention/Recruitment supplies/swag has been ordered and will arrive soon
 - Cards for caregiver appreciation
 - Shirts/table cloths/pens/etc.

1. Attrition rates/ information

- Denise advised that we will continue to keep this on the agenda and work to get further information on Licensed Home attrition
 - Foster Parent Champion program has not had the staffing to do regular Closed Home Survey calls, so data is not available
 - We are hoping that by this summer we will be able to have an update on this and be able to do some trending

2. Grievance Policy Review

- Ashleigh Henry reminded the group that a Request for Assistance needs to be submitted to the Policy & Procedures Unit in order for to continue to work on this document.
- The group reviewed the suggestions presented on the document and discussed the direction the team wanted the Greivance Review to go. Suggestions included:
 - Possibly need a “Disclaimer” so that caregivers do not feel that the information they share will be used against them
 - Denise will be in charge of the oversight of the Grievance Committee
 - Importance of expanding the “Chain of Command” section to be more prevelant
 - Grievance Review documents would be processed through the Special Projects Unit (FPC Program)
 - The Grievance Review Committee would be trained in Conflict Resolution

- Training would be requested by the DFS Training Team and/or the Ombudsman
- The Ombudsman would be notified of all Grievance Review Committee concerns as they come in, and the caregiver would be notified of the participation of the Ombudsman so that both could work hand-in-hand throughout the process
- An expanded section needs to be added for the Resolution of grievances
- A process/procedure needs to be determined for how records will be kept
- The Committee will be appointed by Leadership and will include:
 - DFS Representative
 - Agency/Community Partner Representative
 - Foster Parent Representative

Discussed that we would want to have 3-4 from each of these groups so that rotation could occur and it would be possible to hold Grievance meetings more readily

3. Other

- Caregiver Survey – Shannon was asked to bring the Caregiver Survey results in to the next workgroup meeting so that we can discuss what has been accomplished since the survey was taken, and what is still needed, in the area of Support and Retention
- Tutoring – Denise asked that everyone on the Team bring in any known tutoring resources to share
 - This information is being gathered by the Community Partnerships workgroup to distribute to caregivers
 - Matt Cox is going to contact the local colleges/universities to see if there are resources available in that arena

Next meeting date: TBD