



**Clark County Department of Family Services**  
**Support and Retention Workgroup Meeting Minutes**  
June 11, 2015, 12:30 p.m. to 2:00 p.m.

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**ATTENDEES**

DFS – Tracie Bailey, Denise Parker, Lauren Soskin

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**AGENDA**

- Bulletin Boards
  - Concern/Grievance Plan
  - Attrition
  - Retention Activities
  - Passport to Partnership Event
  - Caregiver Survey Results
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**MINUTES**

**Bulletin Boards**

- All bulletin boards are up in the various locations. The workgroup shared feedback they got from some of the Caregivers in the Visitation Center:
  - Bulletin boards can be hard to read.
  - Suggested plain background and lettering, no cursive text.

**Concern/Grievance Plan**

- Denise will follow-up with leadership with a clean copy of the grievance plan. Leadership has put money aside (stipend) as an incentive for people who will be willing to sit on the committee. Management is excited about this process.
  - Denise made changes to the grievance form and would like everyone's feedback. Denise will send the plan back to everyone then she will send it to leadership for their final approval and next steps.

- The grievance plan will be on both the policy website and the QPI website once approved by leadership and management. Everyone will know the process once it has been approved.
- A question was asked, “Where does the form go after grievance is completed?” Denise stated if the form is in reference to a child, it would go into the child’s file. If grievance is concerning an employee, it will go to the next level of management.
- Grievance committee will be used only if there is no prior resolution to a grievance/complaint.

### **Attrition**

- DFS is behind on making the Closed Licensed Survey calls.
  - Denise would like to use the PS-MAPP Licensing Caregivers who are Co-Leads and who are not currently working their 20 hours this summer to help make some of these calls. A comment was made that they were short on Co-Leads right now.
  - Denise will check with Oscar and Cindy to see if we can get some assistance in making the calls.
- Management has approved funding to determine why we are losing our Caregivers.
  - Lauren stated that a good starting point would be to have an event where there is a larger concentration of Caregivers, i.e., school backpack event.
  - She also suggested that the Case Managers who are assigned to the caregivers be invited to the event; this will help the retention process. Tracie stated she will pass this information on to Sha’Londa.

### **Retention Activities**

- The workgroup is planning to invite Case Managers to the Caregivers group meetings so they can connect with the caregivers. Out of 1,200 licensed caregivers, only 10% attend a support group. The following caregiver support groups currently hold regular meetings:
  - Clark County Foster Parent & Adoptive Assoc. – Mark, Rochelle and Kathleen
  - Foster Kinship – Alison’s group
  - Foster Connect – faith based, only group that has events
  - Fostering of Southern Nevada – Audrey’s group
  - Southern Nevada Foster and Adoption Families
  - Email group – new
- Licensed Caregivers that are also DFS employees are looking to form a support group. Denise will set a date to start the group and will see if Lisa Ruiz-Lee will agree to let employees meet informally for one hour during work hours.
  - Denise feels that Lauren Soskin will be a good leader for this group.

- Visitation program and the implementation of the ABC visitation.

### **Passport to Partnership Event**

- Shannon will be sending out Thank You notes to Caregivers and Staff who was in attendance at the Passport to Partnership event.
- DFS will be giving ID cards to Licensed Relatives and to Licensed Agency Caregivers. DFS will place the Agency name on the badge but not the Agency logo.

### **Caregiver Survey Results**

- The Caregiver survey will be presented at the All Supervisors meeting on June 17<sup>th</sup>.
  - We are asking everyone to take the survey results back to their team and discuss their particular areas. We would like supervisor's level to front line employees to make recommendations.
  - Feedback from these meetings will be given to Denise and she will share it with the workgroups, employees may also want to get involved in the various workgroups in order to make change.