



Support and Retention Workgroup

Meeting Minutes

August 14, 2014. 12:30 p.m. to 2:00 p.m.

DFS Central Carson City

1. Survey

- a. The survey has been delivered to Child Trends. They are moving forward very quickly. Shannon anticipates having some good information from them by the end of the month.
- b. They are asking questions about our licensing process, and about what changes have been made, etc.
- c. By the end of July, we only had a few more surveys than we had collected by the end of June, confirming that caregivers were given ample time to complete the survey. About 290 fully completed surveys and about 350 substantially completed surveys were collected.
- d. At the Diligent Recruitment conference next week in DC, Shannon will present the survey. She has already sent it to the Federal Program Officer.
- e. Ten (10) of the surveys distributed were in Spanish. It was noted that while this is a low number, 10 might be a pretty decent percent, depending on how many of our families actually speak Spanish. In our computer system, we don't have a place to list multiple languages, so our number of families that are listed as Spanish speaking would only be those that listed Spanish instead of English.

Some of these families may be bilingual, and we don't have anywhere to track this information.

2. Grievance Policy

- a. Denise distributed the Consumer Complaint/Grievance Policy document from The Children's Network of Southwest Florida. Group members are encouraged to take a look at the policy and send in their feedback. Denise can send this document electronically, to those who wish to have it in electronic form, as well.
- b. Group members were asked to please submit their feedback to Denise within the next 2 weeks.

3. Transition from Initial Licensing Training to Licensing Renewals

- a. Denise has had conversations with Executive Management as well as Licensing. They are really looking to see the hard data out of the Child Transitions Survey. We are hoping to get support and retool peoples' thought processes so that they get help.
- b. Agencies do not conduct the license renewal for their families, DFS (The Department of Family Services) does. Agencies do conduct the training for their new foster parents. Licensing sets up the renewal appointment with a family and everyone (the Licensing worker and the Agency worker) goes to the house and does the walk-through. This is kind of split into two different process.
 - i. Two of the PS-MAPP trainers from DFS have gone over to the Treatment Agency Licensing Unit, and brought a lot of the principles and ideas from PS-MAPP with them. They have tried to advocate for more involvement with the Treatment Licensing worker.
- c. Once we know what actions will ensure quality parenting, we need to make sure we take them. We need to have consistency. For example, we need to be able to show in the NAC's where it requires specific things (i.e. that a parent needs to lock up toothpaste). Some retraining needs to occur to ensure consistency between licensing workers.
- d. We need to be very careful to ensure that we are working in partnership.

- e. Karlene recounted that there was one worker that only emailed her when things were wrong, and that upon receiving an email from this worker she immediately felt stressed. These are not the types of relationships we should be building. We need to be working in partnership and building strong relationships based on communication.
 - f. We should be making monthly calls to support the families that do not currently have children placed in their home in order to see where they are at.
 - g. We need to get people together to identify problems.
 - h. In regards to the licensing process, a family may have same licensing worker the whole time. With case workers, each case worker is different. We need to ensure that every worker is educated in and displays an understanding of how things need to go.
 - i. The NACs are like any other law in that they are open to interpretation. We need to have one interpretation that is consistent across all workers, including both licensing and case workers.
 - j. Almost every NAC includes the phrasing “or as the licensing worker deems necessary.”
 - i. We need to make sure that we are all focusing on the same big issues.
4. New guidance- changes/information
- a. What are our options when it comes to changes in policy?
 - b. Anything that is new to foster parents will come through QPI.
 - c. The Implementation Team meeting is August 26th at 10AM at the ODC at the Government Center.
 - i. This meeting has been on different days and times each quarter. In November it will likely be held in the evening.
 - ii. We are trying to see what time ends up with largest attendance.
 - iii. If something happens through QPI, it will go through the Implementation Team meeting where foster parents have the option to give feedback.

- iv. Once the changes that are recommended from this meeting are made, the proposal goes to Executive Management for final approval.
- v. In November, the Implementation Team meeting will be done in sections, where babysitting will be provided and case managers will be involved. This is where things like the Child Transition Survey, Foster Parent IDs, etc. will be rolled out.
 - 1. This meeting will occur at different locations.
- vi. If this system works to get as much feedback as possible, it will continue to be structured this way.
- vii. We learned from the survey that the more we let people know about things ahead of time, the better feedback/participation we will get.
- viii. If a new policy occurs, the QPI Implementation Team will be pulled together, briefed on the new policy, feedback will be gathered, changes will be made, and the feedback will be sent to Executive Management.
 - 1. Denise was unsure as to whether there is a way to write these things as specific policies/procedures for information dissemination.
- ix. Nothing that is currently coming out of QPI would be surprising to a foster parent other than those coming in from any other state. It is also not new or surprising to any of our Clark County foster parents that are coming to the meetings and staying involved.

5. QPI Workgroup Descriptions

- a. The workgroup description for this group was originally created at a workshop at the beginning of the QPI process.
- b. It is time to take a look at descriptions, because the group has evolved.
- c. For example, our description will be changed to encompass just our group (Support & Retention) instead of the previous, combined group (Training, Support & Retention).

- d. Anything about training will need to be taken out, although the description does not appear to have much in regards to training to begin with.
 - e. If this description doesn't currently make sense and match where we've grown to, we need to make changes.
 - f. The goal is that we have our 10-second "elevator speech," and that all of the Support and Retention members have same message.
 - g. If members would like, they can send their feedback to Denise and she will send it to Shannon to compile.
6. Our next meeting will be on Thursday, September 11th @ 12:30pm at the Central Site in the Carson City Room.