



Clark County Department of Family Services

QPI Support and Retention Workgroup

Meeting Minutes

Thursday, September 10, 2015 – 12:30pm to 2:00pm

ATTENDEES

Department of Family Services – Tracie Bailey, Denise Parker, Shannon Rooney,
Fostering of Southern Nevada - Audrey Rosenstein

AGENDA

1. QPI Statewide Conference – October 19th-21st
 - a. Discuss Conference
 - b. Identify Attendees
 2. Review Grievance Process
 3. Review Attrition Rates/Information
 4. Develop work plan for upcoming year.
 5. Next meeting
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MINUTES

1. QPI Statewide Conference – October 19th-21st

- The statewide QPI conference will be held October 19th-21st, 2015 in Reno, Nevada. Our budget will allow us to send 16-17 individuals.
 - This will be the first statewide QPI conference and will be addressing issues within the foster system that are prevalent throughout the state of Nevada as a whole.
 - We are recommending that the attendees we send include the co-leads of each QPI workgroup and several foster parents.

2. Review Grievance Policy

- The grievance policy draft was reviewed as a group.
 - The group agreed that the policy can also be used to address any possible concerns and issues, not necessarily grievances only.
 - It was agreed that “Department of Family Services” will be referred to only as “Family Services” throughout the document.
 - It was agreed that the “programs impacted” portion of the policy be changed to include all programs.
 - It was agreed that the policy state that a minimum of 24 hours should be given for response to grievances.
 - Several other grammatical errors were found and changes to wording were agreed to be made. These changes will be made and the new draft will be reviewed at the next meeting.

3. Review Attrition Rates/Information

- We are currently working on conducting closed home surveys. We have someone in the office calling caregivers this week.

4. Develop a Work Plan for the Upcoming Year

- A work plan for the upcoming year will be developed using the attrition rates data.
- We plan to initiate retention activities and events and increase our presence, acting as retention mediators. Retention activities that we are confirmed to participate in include the National QPI Conference and the Court Improvement webinars with Dr. Zeneah. Some proposed ideas for retention activities in the future include:

- Events involving HUB homes
- Themed family events
- Resource fairs
- Acts of appreciation for caregivers
- We plan to review survey administration techniques. We want to ensure surveys are going to the right people, in the right ways.
- We plan to increase Department involvement with Foster Kinship and support the partnership efforts with the Foster Parent Champion Program. We want to bring in someone from Foster Kinship to sit on the Support and Retention workgroup. Additionally, we would like to invite someone from Relative Licensing to sit on the workgroup as they are instrumental in this partnership.
- Stability in placements, and preventing disruptions are the ultimate goals.

5. **Next Meeting: Thursday, October 8th from 12:30pm – 2pm at the DFS Central Office.**