



Support and Retention Workgroup Meeting Minutes  
November 13, 2014, 12:30 p.m. to 1:30 p.m.  
DFS Central – Carson City Room

### **ATTENDEES**

Denise Parker – DFS QPI Coordinator  
Shannon Rooney – DFS Special Projects Unit  
Mike Pochowski – Foster/Adoptive Parent/Fostering So. NV  
Audrey Rosenstein – Foster/Adoptive Parent/Fostering So. NV/Peggy’s Attic  
Karlene Ulibarri – Bountiful Family Services

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### **AGENDA**

1. January Meet and Greet
  2. Grievance Process
  3. Survey
  4. Retention – Closed License Surveys
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### **MINUTES**

#### **January Meet and Greet**

The date for the January Meet and Greet has been postponed to February 2015. We are looking at changing the venue to ensure we can accommodate everyone.

- The intent of the Meet and Greet is to enable the caregivers to mix and mingle with DFS workers and have an opportunity to get together.
- The primary focus will be on the Partnership Agreement.
- The location and agenda of the Meet and Greet is being worked out.

#### **Grievance Policy**

Karlene shared a flow chart on the grievance process detailing the chain of command that will be followed to resolve the caregivers’ concerns.

- If the concern is not resolved after following the grievance procedure, the case will go to a Concerned Review Panel (CRP). The CRP should consist of three people who will listen to the concerns and make recommendations that will then get sent to the Director of DFS.
- The CRP members should include one individual from each of the following:
  - DFS worker who will be the facilitator
  - Agency worker
  - Caregiver
- The group also discussed the Common Policy Element (CPE) document that Denise submitted which details the grievance policy procedures.
  - Audrey suggested that the Foster Parent Champions be one of the first points of contacts in this process since they have a wealth of knowledge and can sometimes resolve a problem before it becomes a grievance.
  - The Caregiver should also give the Case Managers a reasonable amount of time (two days) to return the Caregiver's call.
  - Caregivers should go through the formal chain of command for any concerns similar to the Citizens Advisory Board in the past:
    - Caregivers should be told this information is available in the Caregivers phone book;
    - Caregivers should contact the Case Manager's supervisor if they do not respond in two days;
    - Caregivers should reach out to the Foster Parent Champions;
    - Caregivers can now submit a concern form to the review panel. if it is a child specific related issue, the form would go to the Ombudsman
  - Denise will revamp the written CPE process with more detail and send it out to everyone for their review.

### **Survey**

Denise is evaluating the survey results and will highlight the strengths and areas of focus. She will ask Child Trends to insert pie charts/graphs and will make recommendations and/or expectations for change.

- Once the resolution to concerns is addressed, she will assign resolution tasks to the QPI workgroups.
- After the QPI process, it will then be rolled out to Executive Management and to the community.
- Focus will be placed on the highest problem areas, any other focus areas will be passed on to the Supervisor in that particular unit.

### **Retention – Closed Licensed Surveys**

Shannon stated the Foster Parent Champions are continuing to do closed licensed surveys, and by the first of the year she should have some solid results.

- Referrals to the Foster Parent Champion program went up 300% for September and October. This makes it more challenging to get to the closed licensed surveys and the daily placement calls, etc.
- By December, Shannon anticipates hiring four more Foster Parent Champions to alleviate the workload. The Foster Parent Champion program is doing exceptionally well.

Denise feels the retention of caregivers is a major concern. Lack of support and customer service are other major concerns. Some areas of concern noted are:

- Families need to be treated as partners;
  - Case Managers are not returning phone calls in a timely manner;
  - Caregivers are not getting their request for services and do not know what services are available;
  - Caregivers do not know what's going on with their case;
  - Caregivers generally feel that they are alone with no one to answer their questions;
  - Caregivers are experts in the child's life, but they are not being involved in the decision of what's best for the kids;
  - Caregivers feel they are not being heard and supported for what's best to make the family work; and
  - Caregivers feel there is no support for when the child is leaving the home, no transitional services are provided
- Audrey stated that most of the caregivers' issues could be addressed in training. Case Managers also need to be trained. It was suggested that the Foster Parent Champion Program information be woven throughout the training process.

Currently, there is an issue where caregivers are specifically targeting the holidays for respite care when there are other children in the home. Caregivers are requesting that they have "family time" with their biological families without the foster children. It was suggested that the message be the same throughout, that this is not acceptable.

Due to the winter holidays, there will not be a QPI Support and Retention Workgroup meeting in December. The next meeting will be held: Thursday, January 8, 2015 at 12:30 pm at DFS Central – Carson City Room.