

QPI Leadership Team meeting

12/20/17

**MINUTES**

**Present: Kathleen Sullivan, Lisa Stevens, David Brown, David Gray, Denise Goodman, Yolonda Stitt, Jackie McCray, Elizabeth Nekoloff**

- Before I begin these minutes I want to thank each and every one of you for taking time during this week before Christmas to get on this conference call and brainstorm with us. You are greatly appreciated!
  
- Denise Goodman introduced her “Be Nice To Foster Parents” PR Campaign
  - Did this (in another city) for everyone in the agency, including support staff and security guards
  - Small two hour sessions with 25- 40 in a group
  - Asked the question “how would it help you if we tripled the number of foster homes available to us and our kids?”
  - Talked about why foster parents quit and that 50% quit in the first year
  - Brainstormed 7 simple things I can do to support foster parents (that require no extra forms, no extra paperwork, virtually no extra time)
    - Get people to think about the little things
  - Have foster parents in the room to talk about the worst thing that ever happened with fostering and the best thing that ever happened
  
- Follow up sessions with
  - QPI powerpoint presentations in department meetings
  - Posters Campaign
  
- Advance work:
  - Design and print posters to put up immediately following the sessions
  - Design “role cards” ...ten things you can do to support foster parents depending on what your role is within the agency
    - Similar to “recipe cards” done by Recruitment a few years ago...Lisa has sample
  - CT did a list for foster parents of things they can do to support workers..
    - Simple things like keeping medical docs, or saving questions for one phone call/week.
  
- Next Level
  - Have gap sessions with sups and managers about how you can keep this attitude going

- Metrics
  - How to show success – can we see some positive movement?
    - Placement stability
      - Foster parent retention

Weave this into new worker training

Make it a factor in promotion from worker to supervisor

Make it a factor in annual performance evaluations

Let's staff know it is important

- Macro effort in Florida from a customer service component
- Denise has a class "A Day in the Life of..."
  - Have them think about the Whats In It For me...fewer crises to respond to
  - Fewer phone calls

Planning meeting scheduled for **JANUARY 10<sup>TH</sup> at 1:30**

**Follow up phone call with Denise: she is available Feb. 14, 15 and 16**

**or backup dates are:**

**Feb 28, March 1 and March 2**