



## QPI LEADERSHIP TEAM – 3/14/18

(action items highlighted in yellow)

1. Comfort Calls/AAM update – Jillian Blackwell
  - a. Have a new all About Me meeting form – passed it around.
  - b. Comfort calls – 7 pilot units are
    - i. 3 units at QP,
    - ii. Darrell Harris unit,
    - iii. Bill Moench,
    - iv. Mary Mitchell,
    - v. Chris Malcolm
  - c. Biggest barrier is getting everyone to report back the information and get the logs from the sups
  - d. Going to add more options to the log for why the calls didn't happen
  - e. Meeting this Friday....other ideas were given. Kira suggested contacting some workers on the logs and asking questions about why it didn't happen.
  - f. Since January have had 8 calls reported. Have not gotten any feedback from workers yet. Will track how many custodys in each unit vs how many calls made.
  - g. Stitt – when it comes to relatives they are already known to each other, and this kind of call doesn't always fit since they already know each other
  - h. David brown – happy we are operationalizing this and have units identified. Really is up to discernment of staff.
  - i. Kathleen - Great Job is being done by this task force
  - j. Have only had 8 calls reported since January. No feedback from staff yet
  - k. Will start tracking how many calls in each unit vs how many custodies taken
  
2. Denise Goodman kick off sessions postponed until we can get a contract through to pay Denise
  - a. Tentative dates; June 18-19-20
  - b. Campaign still needs to move forward but in which ways?
    - i. Posters - yes lets put them up
      1. Poster pix are almost exclusively male
      2. Picture does not always match the message
      3. Would love to see one that is a sib group\
      4. Kathleen to take suggestions back to Stephen Flannery

**ii. Top 10 things - Kathleen to assign some to each team member to make the list**

- iii. Department Meeting QPI Presentations by Sr. Mgrs
1. Yes this should be short – no longer than 10 minutes. With or without PPT. Give senior managers talking points.
  2. During these presentations sr. mgrs. Should be looking for champions in department – those who are already doing things the qpi way.
  3. Yolonda told a story about a youth who was reunified primarily because of the relationship between worker and caregiver.
    - a. Use these stories as role models
    - b. Do appreciate inquiry with those champions already on a qpi path in department
- c. Kathleen, Lara and Lisa to put together talking points for presentations.**
- iv. Comfort Calls rolled out to all – not until we an operable tracking system

3. Partnership Agreement

- a. Providers feedback –
- i. Felt that
    1. it cut out their case manager and implied that the foster parent should go through our worker for everything
    2. we have a dictatorial relationship with their foster parents.
    3. this was just another document that wouldn't make a difference
- b. Department feedback was similar:
- i. This is our family to family philosophy and shouldn't need a document
  - ii. Its building the relationship that will help, not a document
  - iii. Caregivers need to be more invested in well-being of the children
  - iv. Seems repetitive as ICCA contains much of this info and AAM meeting contains the rest
  - v. It's a feel-good memo
  - vi. It should be ingrained in the culture of our work.
  - vii. Should be given to relative caregivers as well
  - viii. There were two senior managers who thought it was just fine but the majority did not like it
- c. Plan B
- i. Educate our staff. They are the driving force, they are the lead. If they show genuine interest it will change the culture (Y. Stitt)
  - ii. Discussion of creating a video of how to do it, or how not to do it (the caregiver/worker relationship) Lisa Stevens check into this?**
  - iii. Question about supervisors going out to first placement with new staff.

1. They don't have the time to do that
  2. Maybe pairing a more seasoned staff member with new.
- iv. David Brown proposed using the document in the kick-off sessions with Denise Goodman as a personal commitment, or a development piece for sups to review on a regular basis. **Kathleen to discuss with Denise Goodman.**
  - v. Use the philosophy on the form in our campaign messaging

#### 4. Metrics

- a. David brown discussed that when they first rolled out QPI it took several years for retention rates and placement stability to show improvement.
- b. Spent the first couple of years poring through existing homes and deciding if they wanted to retain everyone.
- c. Established a baseline after the first year or two
- d. All sites are wrestling with this
- e. **Lynetta Allen** will sift through the national survey and categorize our results
- f. Do we want to do our own local survey? **(Lynetta/Kathleen)**
- g. Gretchen Test benchmarks will be on top of next agenda.
- h. David Gray – what is Open Table using for their benchmarks? It is also focused on quality relationship. **David** to follow up and find out.

#### 5. Other items

- a. **Kathleen to draft the action plan and send it to all.**
  - i. Will keep a rolling plan thereafter
- b. Lisa suggested Jackie Fletcher do a segment of new worker training on engaging relationships with foster parents **Kathleen & Jacquie will do a half day new worker training to begin may 8<sup>th</sup> and include qpi philosophy**
- c. We need two network representatives on our leadership group. **Elizabeth will secure those people.**

Future meetings: 3<sup>rd</sup> Monday of each month at 1:30.