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Eastern Region QIC Meeting – June 3, 2014

PRESENT: John Behn, Debi Taylor, Kobi Prettyman, Shawn Jack, Kevin Webb, Carolyn O’Hearon, Josie Luke,

John welcomed everyone.

Everyone said their name. No guest other than members of the committee.

We were hoping to have a new committee member. We need to replace Reverend Huseby. We have invited Pastor Bob Wells. He couldn’t make it today but will attend next month.

Follow up from March QIC Meeting. Southwest felt like the TAL money wasn’t to take care of the kids’ needs for transition. They created a letter that went up to the State Office, John passed around a copy to all. We have been asked to support them in this. John thinks the letter stands on it’s own merits. Don’t feel like we have to do anything. This committee took time and read this letter.

Jordon Whitbeck gave some input on this letter.

Are there any recommendations from the committee regarding the letter? We need to stand for the kids. Josie said we don’t want to put these kids who have been put in foster care, to put them out on their own.

A motion was made and everyone agreed.

Kevin Webb – He pulled data, he is still waiting on this information. Cases are declining because they are being successfully closed. We have had a lot of success with permanency. This will remain on the agenda until the data comes through.

Gretch Howell – Recognition Party. Postponed until next month.

John Behn – Proposed we submit to the paper the information he passed around for everyone to read. Does anyone have any comments or suggestions? Kevin wanted the goal changed to the mission is to protect children and strengthen families. Josie asked if John is submitting this as an editorial or a story? She feels it should be edited. She feels some of the things are written as an editorial. Kobi wanted the last paragraph changed a little bit regarding the legal representatives. Does the committee agree with this article with the few changes? Kobi feels we are opening the flood gates for concerns? John said this is what this committee is for.

John feels the majority of the community doesn’t understand the Division’s Purpose and what they do. Carolyn asked what happens if the floodgates do open? John said he would take strong control.

Kevin asked if this committee is an open public forum? You would have to be on the agenda. No one can come in and disrupt the purposes of this meeting.

Kevin asked Jose if she had any consultational advice because of her experience in news. She said usually the first paragraph should be called the Lead. Josie will follow up after John revises it. John

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would also love to see a follow up on this letter from the Division. We were going to walk through the system starting from a referral thru to a case. We need feedback from a CPS worker.

John will make some modifications to this letter and Josie will read thru it again. Josie and John will finalize the letter and then e-mail a copy to everyone the same time he submits it.

Suggestions from committee for discussion – Nothing came out of this from the last meeting. Nothing was decided upon what recommendations can be made. We recognized focusing on the job itself is hard and the stress. Co-workers support and relations. Events or barbecues to get to know each other and their family more personal. Homewards is a new program. We need more info on this. Also courtesy supervision and courtesy worker. This was discussed last meeting. Also employee assistance program or just talk to another worker. Talked about this committee do a monthly recognition for an employee. We will need DCFS' participation in on this. John feels we need a definition for this.

Shawn – Talked about the word potential to do the right things for families and kids. The word potential could be helpful or harmful. He said we just finished our QCR audit. It is an intense process. Systems side, talks about all the things a family needs to be successful. Child Status Side, how is the family doing, what is the potential for a case to reoccur. At the federal level, the standard is we need to be better more than 70% in each of these areas. Under Systems, 15 areas they look at, Child Status, 15 areas they look at. Both sides of this for our region improved slightly from last year. Our systems side was just a slight. We improved hugely on child status. Both sides we improved. Areas we were good in was permanency. Ours was the highest in the state. Adoptions for the Price Office is the highest in the state. As a region we set goals for a certain number of adoptions. Foster homes are necessary but are not for kids to remain there and age out. Price area, over 30 adoptions. Children that are removed have a 30% chance of going back home to their family. Child status was pretty good. The need for foster homes is going down a little bit. The areas that we declined a little bit was our teaming. It was the quality not the quantity. How could a quality improvement committee help us. The key is the right people around the table during the teaming meetings and getting them all here. We are also struggling with assessments and how well we are understanding the families and what they really need.

Each region in the state gets a budget to give incentives. Shawn said we have some money and time to give to employees for incentives. The entire budget was spent. The \$24,000.00 was spent. 4% went to admin. 11, to supervisors, 85% went to workers and senior asst. caseworkers, everyone got an incentive in one form or another Shawn said. An employee during the year can receive up to \$500 a year. Give incentives to employees this year just for following rules. Going above and beyond. Worker after hours. Shawn said if we develop an employee of the month or whatever, they can kick into this.

John asked if local businesses could donate to the committee. We can do that but administration cannot.

How can we improve our practice? We need to have the right culture in our agency if we are going to be successful. When employees feel good about what they do, this will be passed on to the people we work with. Respect, integrity, everyday work atmosphere, every attitude. Put a higher value on the people that we work with the quality of our value would go up.

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We want our workers to be empowered so they can empower their families. We brought the sign out that Shawn gave us. We are going to focus on this. Shawn said we want the culture to be the norm. Shawn said personally, this is going to be an all or nothing thing with him. He said they have done what he has needed to do to make the people fit with each other. It hasn't been easy but he is committed to this. He feels the administrators are on the bottom and the caseworkers and sr. asst. caseworkers are on the top because they work with the clients every day. The Price Office has completely changed within the last 2 years. We have really changed.

John recommended that we get Shawn's sign publicized out to people. Kobi suggested that co-workers recognize each other. Kobi thinks it should be geared by other things and not just how many home visits you got done.

Shawn suggest an employee every quarter instead of monthly. We need to decide how we are going to do this.

John thinks we need to also put this in the paper. He believes newspaper media is the best.

Josie asked what are we doing to improve teaming and the assessments? Shawn said yes. Last year we ran Kevin ragged last year going to a lot of family team meetings. We now have a clinical group that is in every office that attends these meetings now. Kevin doesn't have to travel as much. They are called facilitators. They meet on a regular basis to get more knowledge from each other. The assessment part, we are improving. This comes right back to the team as well. We miss it by not getting all of the people at the meetings that know the kids.

We need to find better ways to get our teaming people to the team meetings.

John wants the minutes to go out to everyone even though they're not approved. (May's minutes). John wants these sent out to everyone.

Debi ask Gretchen to send out in addition ask the members when they come to think about ways that we can work with the incentive program and how it will run, how to determine who gets them, what we are going to give with them, whats, ifs, ands or buts. Please have all the members come with these ideas to the next meeting.

No additional items. Next mtg. July 8, 2014, 11:00.

Motion, meeting is adjourned.