

Eastern Region QIC: 06/07/16

Present: John Behn (QIC Chairman), Shelley Bogdin (DCFS), Kobi Prettyman (UFCF), Ronda Peterson (Community Member), Quinn Nelson (LDS Social Services), Lori Savage (DCFS), Shawn Jack (DCFS)

Absent: Bobby Brady, Josie Luke, Rick O'Hearon, Kevin Webb, Bob Wells, Patsy Buchmiller, Shelley Wright, Laurie Molinar, Liz Ferguson

Welcome: We'd like to welcome everyone to our Eastern Region QIC meeting. There are no new members of the committee or guests at this time. Please sign the attendance roster as it's passed around.

Review of and approval of minutes from May 2016 meeting: Everyone reviewed the minutes and there are no changes or deletions. Kobi & Rhonda motioned the minutes to be approved and everyone agreed.

Selection of DCFS Employees of the quarter: Employee nominations would drop off after a year and cease to be active. Kobi & Quinn motioned and everyone agreed. Quinn asked if the employees are receiving a copy of their nomination. He suggested it would be good for employees to know that they were nominated. Shawn & John agreed and discussed sending out this information to their managers every quarter. Everyone agrees this is a good idea and Shelley will send out this information.

Nominations are selected for 2nd quarter 2016

Roosevelt: Kevin Leatham

Vernal: Marc Vaughn

Price: Boni Seals

Castle Dale: Nicole Moore

Blanding: Mackinzie Mashburn

Moab: Chris Woods

Shawn: The UA metrics we've been piloting an assessment that helps us look at a family and the dynamics. With our turn over in the Blanding office the person that has been helping has been busy. This is a great tool and we'll be discussing it at our supervisors retreat. With the work that has been done on this, we are 5 steps ahead. We've had some clients recently that are falsifying their UA's. They are telling us this. The testing facilities are having a hard time with it. Our Judge has ordered them to use a different type of test. We may not be able to always rely on the UA test but can look at the other family dynamics that are going. Kobi was part of the QIC developmental team. It looks at a family's area of life. (friends, housing, job, school) These are things that the caseworker would observe. We want the caseworker to go over it with the clients on a regular basis. It takes about 30 minutes. If they are functioning better they can increase visits. We have 2 clients that have continued to test and a new nurse that was following procedures noticed that these clients were not using their own urine. With using the matrices if the UA testing is clean but everything else is dropping it will show that we need to take a second look and not just rely on the UA. Clients have said our UA's are useless and some are one step ahead and can beat the testing.

The State Leadership Team meets twice a month. There was a conversation concerning QIC. Shawn said it was nice to express and share what our QIC committee is doing. When you look at the last year there

is quite a bit. He feels we are doing quality work and making a big impact. Thank you for what you guys do. He's impressed! The fact that we implement things is great.

QCR is extensive and is completed by outside employees. It's a very intensive process. We showed extensive increase from the previous year. In other regions there scores decreased and ours increased. We had 18 cases that passed out of the 20 cases we had. We did improve. We had a number of cases that had high scores. The case in Price was the highest scoring. Natalee Anderson (Mecham) did an awesome job. Great work! To improve we need better supervision and to take ownership. Regular mentoring is needed to be involved. Lori & Sean went into detail about QCR on how it's equal across the board on scoring.

We have continued to have a very high turnover with employees. We aren't losing people that don't enjoy the work. It's more of a stepping stone and then they transfer for higher pay or to get a foot in the door. Eastern Region is turning into a training area before these employees are recruited to work in another Region. We are committed to have the right employees. Lori said most of the employees aren't leaving because they are disgruntled. John said the US Government holds a meeting for retired employees. If we could link into that it would be great. People that are retiring would be interested in these jobs. Shawn will look into it and said it's a great idea.

At the end of the month we are having our 2nd annual supervisor retreat. It's full of mentoring and training. Last year's retreat was great and we are excited about this year.

John asked if there is a way to include other offices in QIC. To get a greater representation across the region. There are possibilities meeting either on the computer, phone or clusters in offices. There are a number of different options but what about including people from Blanding, Moab, Basin & Price. If everyone could have 3 people from each area could increase our QIC committee. We would need to bring our own lunch. Maybe meeting 1 time a year face to face. Shawn said that we have done a good job with impacting the region and maybe we are at a point to expand. John feels that if we had others from other areas we aren't just worrying about Price. Shawn said QIC has done some fantastic things. Rhonda asked if we could get feedback from the other areas. Kobi said it would be great if we have holes maybe there would be someone else from another offices that could be an asset. Shawn said maybe Systems of Care would be good to meet up with. It would be great to partner with them. John said lets continue and discuss this at another time.

Kobi & John mentioned about changing the QIC meeting dates. Would Monday or Friday work? Shawn said the 1st Monday of every month. Shelley will send out an email and ask about changing to the 1st Monday of each month.

Next meeting: Tuesday, July 12th 2016 at 11:00