



QUALITY PARENTING INITIATIVE  
NEVADA

# Spotlight on Quality

## Christen Murray

### Quality Foster Care Team Member

*Each month the Foster Parent Champion Program will highlight a caregiver, case manager, or other foster care team member who exemplifies the quality of care that we strive for as a community focused on the needs of children.*

Christen Murray has been a Family Services Specialist and Eligibility Worker since 2009, joining the DFS Eligibility Team in 2013. Her position in the Medicaid Intake Unit keeps her busy processing applications for Child Welfare Medicaid, answering the Medicaid Help Line, assisting medical providers with questions related to children's Medicaid eligibility and resolving outstanding medical bills.

During all these tasks, Christen maintains positive energy, friendly and happy demeanor, and goes the extra mile to help her team members and caregivers. Christen is both a reliable employee and demonstrates strong customer service skills.

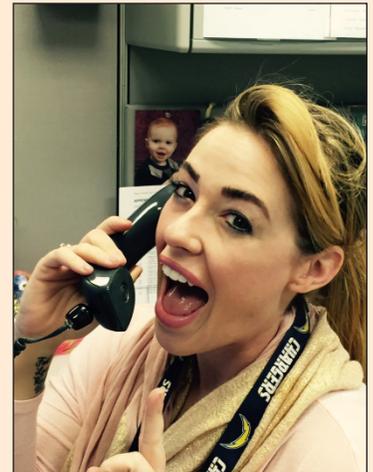
Recently, Christen worked with one of our caregivers. When describing Christen, our caregiver shared, "No matter what my concern and no matter how big or small I thought it was, Christen stepped in and helped solve the problem. She is kind, respectful, eager to help and it's obvious that she has a love for the children in our care."

When talking to other caregivers about assistance they have received from Christen, they have had the same exceptional service. Christen listens, takes her time to understand the situation, has patience, doesn't mind explaining processes and always returns calls!

Fun Fact about Christen...she **LOVES** Starbucks!!!

It is team members, like Christen, who demonstrate how working together in partnership promotes QPI and the DFS vision of Safe Children, Healthy Families, and Caring Communities.

*Submitted by Foster Parent Champion Patricia Nordstrom.*



### Do You Know a Quality Caregiver or Case Manager?

To nominate a caregiver, case manager, or other foster care team member that you believe demonstrates quality care, please email your nomination to [DFSFPC@ClarkCountyNV.gov](mailto:DFSFPC@ClarkCountyNV.gov) or call us at 702-455-1149. The Foster Parent Champion Program is available Monday – Friday, 9 am – 7 pm.