

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

April 6, 2005

MEMORANDUM

**TO:** REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND ALL CHILDREN'S DIVISION STAFF

**FROM:** FREDERIC M. SIMMENS, DIRECTOR

**SUBJECT:** QUARTERLY CQI NEWSLETTER, IN FOCUS

**REFERENCE:** CHILDREN'S DIVISION

**DISCUSSION:**

The purpose of this memorandum is to introduce the new quarterly Continuous Quality Improvement newsletter, *In Focus*.

The *In Focus* Newsletter

*In Focus* is a quarterly CQI Newsletter issued by the Quality Assurance Unit during the first two weeks of each quarter. This newsletter will focus on one to two pertinent data elements as determined by the Division's Program Improvement Plan (PIP). The CQI quarterly newsletter is meant to provide guidance for the CQI Teams. While teams are encouraged to use the *In Focus* newsletter in their meetings, teams are not limited to discussing newsletter items only. **Any service delivery issue is appropriate for discussion during CQI meetings.**

**Ongoing elements of the newsletter may include:**

- Message from the director;
- Statewide trend chart on data element with discussion of COA best practice associated with this element and how it affects consumers;
- Links to trend charts for data element for each circuit;
- CQI calendar for the quarter;
- CQI successes;
- Statewide CQI meeting minutes link;
- Power of Prevention - quarterly article about success due to accessing early childhood services;

What's Inside:

- CQI Newsletter, *In Focus*
- Using the newsletter in CQI meetings

- Accreditation Corner;
- PDR calendar;
- Mission statement; and
- PIP update.

### **Summary**

Local and state level solutions will be developed and fed back into the next quarter's CQI newsletter. Solution development leads to improvement in the PIP, which leads to better outcomes for our children and families.

Staff feedback on the CQI process indicated that enhanced communication throughout the agency is desired. The ***In Focus*** newsletter is intended to assist in meeting this need. If you have any CQI activities, information or success stories you would like to share with others, please contact your Regional Quality Assurance Specialist. Thank you for your ongoing commitment to the children and families served by the division.

### **Necessary Action:**

1. Review this memorandum with all Children's Division staff.
2. Review the ***In Focus*** newsletter during CQI meetings.
3. All questions should be cleared through normal supervisory channels.

FMS/SL:js

Attachment: [\*\*\*In Focus Newsletter\*\*\*](#) (Employee Access Only)