

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 14, 2005

MEMORANDUM

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

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: [FY 2006 CONTINUOUS QUALITY IMPROVEMENT \(CQI\) PLAN](#) AND
[CQI TRAINING](#) AVAILABILITY

What's Inside:

- FY 2006 CQI Plan
- CQI Training Available

The purpose of this memorandum is to announce the development of the [FY 2006 Continuous Quality Improvement \(CQI\) Plan](#). Additionally, Power Point training about the CQI process is available on the CD Intranet and through the Regional Quality Assurance Specialists.

The FY 2006 Continuous Quality Improvement Plan

Council on Accreditation (COA) standard, G2, requires the division to develop a continuous quality improvement (CQI) plan. This plan must be reviewed and evaluated on an annual basis as part of the statewide CQI process, resulting in a report being generated at the end of each fiscal year. The CQI Plan is an annual strategic tool used by Children's Division staff to enhance the overall CQI practice to achieve positive outcomes and enhance quality services to children and families. Through the use of the CQI Plan, staff and community stakeholders are engaged in a structured process to examine and evaluate all Children's Division services, and to act on identified quality issues.

Philosophy of CQI

CQI is designed to involve **all staff** in the evaluation of services provided by the Children's Division. This evaluation involves the review of the division's internal systems, procedures and outcomes; the review of input from other participants; as well as the review of relationships and interactions between the Children's Division and other stakeholders. CQI is a regular, structured, solution-focused process which is inclusive of all and allows for the creation of local level solutions to identified issues.

CQI, Accreditation, and the Program Improvement Plan

The CQI process was initiated by the Children's Division in 1999 as part of our first attempt to become accredited. Utilizing CQI indicates our commitment to become a learning organization.

This means we are an organization which evaluates itself, learns lessons from that evaluation, and develops improved ways of doing business. This is a continual process. Elements of the CQI process included implementation of statewide peer record reviews, restructuring of consumer surveys, implementation of an annual staff survey, and development of twenty critical outcome measures to monitor services provided to children and families.

Since 2000, the Children's Division has continued to recognize the importance of the CQI process. As a result, improvements have been made despite staffing and fiscal setbacks. This continued commitment to the CQI process has helped the Children's Division grow and embrace the positive changes spurred by accreditation and the Program Improvement Plan.

With the passage of HB 1453 during the 2004 legislative session, the Children's Division was encouraged to become accredited through the Council on Accreditation (COA) within five years. This sets us on a course to meet best practice standards for serving children and families. CQI and accreditation efforts work together as a fluid on-going process to strengthen Children's Division policy and practice.

In February 2005, the Children's Division Program Improvement Plan (PIP) was finalized in response to the 2003 Federal Child and Family Service Review (CFSR). The CFSR identified areas of strength and need in services provided by the Children's Division. The PIP provides the framework to achieve systemic improvement in Children's Division practice and is therefore intricately tied to CQI and COA. Over the next two years, the Children's Division will use the PIP and COA standards as the guide to improved practice, with CQI being integral to that change.

CQI Training

A [CQI Training Power Point](#) covering the basics of the CQI Process and CQI Plan is now available on the CD intranet site. Additionally, the Regional Quality Assurance Specialists are available to conduct CQI Training for staff upon request. This hour long training provides a broad understanding of the CQI process, allowing staff to look at our agency as a whole and appreciate the vital role they play in the development of plans for improving the services to children and families.

If you would like to schedule an in-depth training on the CQI process, please contact your Regional Quality Assurance Specialist or Quality Assurance Unit Manager, Susan Savage at (573) 751-4319.

NECESSARY ACTION:

1. Review this memo with all Children's Division staff.
2. Direct any questions or comments regarding CQI training to the Regional Quality Assurance Specialists or Susan Savage, Quality Assurance Unit Manager.

FMS/SS

Attachments:

[FY 2006 CONTINUOUS QUALITY IMPROVEMENT \(CQI\) PLAN](#)
[CQI Training Power Point](#)