

## DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

June 9, 2006

MEMORANDUM**What's Inside:**Introduction of  
the Supervisory  
Case Review  
Process

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

**FROM: PAULA NEESE, INTERIM DIRECTOR**

**SUBJECT: SUPERVISORY CASE REVIEW PROCESS**

**DISCUSSION:**

This memorandum serves to introduce the newly developed Supervisory Case Review (SCR) process. The SCR process is one of the action steps included in the Child Welfare Supervision Strategic Plan (see memo [PN06-08](#)) for improving the culture of supervision in the state of Missouri. This case review process is designed to support the Mission and Guiding Principles of the Children's Division. It will assist us in becoming a "learning organization" by encouraging supervisors to examine current practice and establish plans to improve practice in identified areas of need.

The Supervisory Case Review Tool and process are intended to support the front-line supervisor in providing staff with enhanced clinical supervision. The tool is structured in such a way that the supervisor will not only be able to determine if policy was followed, but also to examine the quality of the work being completed with children and families. In turn, the supervisor will be able to utilize this information during supervisory conferences with their workers. The process will encourage and support supervisors in teaching staff to recognize how current policy requirements and day-to-day decisions impact the safety, permanence, and well-being of Missouri's children.

Children's Services Specialists from each region have received training on the SCR process and tool. These Children's Services Specialists will be providing training and support to front-line supervisors during the months of May and June, 2006. A Supervisory Case Review Process Training Power Point is available on the CD intranet. A one-page instructional sheet explaining the automation process of the SCRT is also available online.

The Supervisory Case Review Tool addresses child safety and well-being, as outlined in the Child and Family Services Review. Supervisors who oversee investigators and assessors will review two completed hotlines from each worker each month. Supervisors who oversee FCS and out-of-home care cases will review one child/case for each worker each month. The random sample of children to be reviewed will be provided to Circuit Managers on a monthly basis, **beginning in July, 2006**. Once a child/case has been reviewed, it will not be selected again for at least 12 months.

As the case reviews are completed, the results will be collected in two ways. First, the data from all case reviews across the state will be sent to a database located in Central Office. The information from the statewide reviews will be compiled and posted in the intranet quarterly. Second, the information will be sent to a local spreadsheet housed on each supervisor's computer allowing the supervisor continual access to the case reviews which they have completed. Supervisors will be able to ascertain strengths and areas of need for the workers in their units. Supervisors are encouraged to use this information during case consultations to help workers improve child welfare practice with the children and families served.

Front-line supervisors are instrumental to the success of any child welfare organization. The strategic plan mentioned earlier is being used as a guide for the Children's Division to enhance the quality of supervision within our agency. The Supervisory Case Review Process is being provided to supervisors as a mechanism for supporting the vital work that they perform on a daily basis. It is a process that will enable supervisors to identify strengths of individual workers, as well as areas of needed improvements, in the end improving child welfare practice. As the quality of practice increases, the children and families that we serve will experience improved outcomes. And, ultimately, we can be confident that we have fulfilled our Mission Statement – to assure safety, permanency and well-being for Missouri's children.

**NECESSARY ACTIONS:**

1. Review this memorandum with appropriate Children's Division staff.
2. All supervisors should attend a training session which is being offered regionally.
3. Begin monthly supervisory case reviews in July, 2006.
4. All questions should be cleared through normal supervisory channels and directed to:

**QUALITY ASSURANCE UNIT MANAGER:**

Susan Savage  
 573-751-4319  
[Susan.K.Savage@dss.mo.gov](mailto:Susan.K.Savage@dss.mo.gov)

**CHILD WELFARE MANUAL REVISIONS:**

[Section 1 Chapter 1](#) and [Section 3 Chapter 10](#)

**RELATED STATUTE:**

N/A

**ADMINISTRATIVE RULES:**

N/A

**COUNCIL ON ACCREDITATION (COA) STANDARDS:**

G7.5

**PROGRAM IMPROVEMENT PLAN (PIP):**

S2.3.3 and Item 25.3

**SACWIS REQUIREMENTS:**

Built into business requirements for case management

**RELATED LINKS: (Employee Access Only)**

- [Automation Instructions](#)
- [Local Spreadsheet for Supervisory Case Review Tool](#)
- [Supervisory Case Review Tool](#)
- [Supervisory Case Review Process Training Power Point](#)
- [Child Welfare Supervision Strategic Plan](#)

PN/JB