

## DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

**October 23, 2006**MEMORANDUM**What's Inside:**Results of the  
Supervisory  
Case Reviews

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

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: INTRODUCTION OF SUPERVISOR CASE REVIEW RESULTS

DISCUSSION:

This memorandum provides information regarding the results of the recently implemented Supervisory Case Reviews (SCR). The SCR process is an action step included in the Child Welfare Supervisor Strategic Plan and the Program Improvement Plan. This process is designed to improve supervisory capacity for monitoring practice related to case assessment and planning. More importantly, the SCR process supports front-line supervisors in providing staff with enhanced clinical supervision.

The data from each completed review is sent to a database located in Central Office. Results are tallied monthly and reported in percent of strength responses for each of the overall items on the SCR tool. The SCR results are summarized in two tables, monthly by region and quarterly by circuit and state. The result tables are posted on the CD intranet or may be accessed via this link, [Supervisor Case Review Results](#). Additionally, these tables provide statistics regarding the total number of cases randomly selected and the total number actually reviewed.

The aggregated SCR results are intended to provide feedback and accountability to staff in a timely fashion. Subsequently, the results should be discussed in Unit, Circuit, Area and CQI meetings. We should keep in mind that when areas of need are identified, successful resolution of some issues requires careful and thoughtful consideration given to all possible solutions. Therefore brainstorming ideas should be encouraged, especially in areas of practice barriers, training needs or changes in policy or procedures.

The SCR process and results assist us in becoming a "learning organization" by requiring supervisors to examine current practice and establish plans to improve practice in identified areas of need. As practice quality increases, the Children's Division moves forward in assuring safety, permanency and well-being for the children we serve.

<b>Necessary Actions:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children's Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels or directed to your designated QA Specialists.</li> </ol>	
<b>PDS CONTACT:</b>	<b>QA PROGRAM MANAGER:</b>
Becky Porter (573) 751-9603 <a href="mailto:Rebecca.L.Porter@dss.mo.gov">Rebecca.L.Porter@dss.mo.gov</a>	Susan Savage 573-751-4319 <a href="mailto:Susan.K.Savage@dss.mo.gov">Susan.K.Savage@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b>	
N/A	
<b>RELATED STATUTE:</b>	
N/A	
<b>ADMINISTRATIVE RULES:</b>	
N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS:</b>	
G7.5	
<b>PROGRAM IMPROVEMENT PLAN (PIP):</b>	
S2.3.3 AND ITEM 25.3	
<b>SACWIS REQUIREMENTS:</b>	
Built into business requirements for case management	
<b>RELATED LINKS:</b> (Employee Access Only)	
<a href="#">Supervisor Case Review Results</a> <a href="#">Memo PN06-08-Supervisor Goals and Guidelines</a> <a href="#">Memo CD06-57 Supervisory Case Review Process</a> <a href="#">Child Welfare Supervisor Strategic Plan</a> <a href="#">Program Improvement Plan</a>	