

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 31, 2008

M E M O R A N D U M

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

FROM: JAMES C. HARRISON, ACTING DIRECTOR

SUBJECT: GUIDANCE FOR THE UPCOMING PROGRAM IMPROVEMENT PLANS

DISCUSSION:

As stated in the [Readiness Assessment Guide](#), circuits will be asked to address practice issues and systemic factors identified in the readiness assessments through circuit-specific Program Improvement Plans (PIP). The purpose of this memo is to provide guidance for circuits in preparing these PIPs.

Purpose of Circuit PIPs

Through the use of our Continuous Quality Improvement (CQI) process, systems are perpetually improving. This momentum supports Missouri's guiding principles of protection, permanency, partnership, practice, prevention and professionalism. Just as important, this motion further supports the division as we enter into the second round of the federal Child and Family Services Review. To prepare for this review, individual circuits must strategize for improving practice on a local level. To assist in this effort a management tool, such as a circuit PIP, will help ensure all staff are working toward the same goal of improving practice.

Creating positive change for children and families is the ultimate goal of the circuit level PIP. With this in mind, a circuit plan is no more or no less than a set of decisions about why a change is being made, what to do to make improvements and how the change is going to occur. It is impossible to change everything all at once, therefore, keep the PIPs focused on a few goals at a time. When improvements have been made, incorporate other goals as appropriate.

Before any strategic plan such as the PIP can be developed, a thorough assessment and evaluation must occur. If your circuit has completed their Readiness Assessments, circuit strengths and challenges have been identified. From the readiness assessments, circuit staff and stakeholders should build on circuit strengths and concentrate on one identified barrier at a time. First, identify an end goal, how to

overcome any barrier to the goal and then develop a primary strategy which includes actions steps, timeframes and persons responsible. To assist you in this planning process, a [PIP Guide](#) is available.

PIP Matrix Template and Sample Matrix

A [PIP Matrix](#) template has been developed. The matrix has areas to record circuit goals, strategies, action steps, persons responsible, date due, evidence of completion and progress. In addition, a [Sample Matrix](#) is available. Keep in mind, the sample matrix is only supplied to assist with the PIP Matrix format. The sample contains suggestions, not requirements.

PIP Posting and Re-posting Instructions

All Regional Directors, QA Specialists and QI Specialists have capabilities to post information to the CFSR shared drive. Completed PIP plans must be posted in the appropriate regional folder. Please use the following naming standard: Circuit, title of document, and date last revised. For instance, a Circuit Manager from the 11th Circuit would create a file named as: “Circuit 11_PIP_1_30_09”. Each time the PIP is revised, a new posting is required with the most current date included in the file name. The due dates for each specific circuit’s PIP are available on the [CFSR Timeline](#).

If you have questions or concerns regarding this process please contact Becky Porter, Management Analysis Specialist at 573-526-3735 or by email Rebecca.L.Porter@dss.mo.gov, or contact your regional Quality Assurance or Quality Improvement Specialist.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to your regional QI Specialist or: 	
CONTACT Becky Porter (573) 526-3735 Rebecca.L.Porter@dss.mo.gov	QA MANAGER Meliny Staysa (573) 522-8303 Meliny.J.Staysa@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
Readiness Assessment Guide PIP Guide PIP Matrix Sample Matrix	

RELATED STATUTE N/A
ADMINISTRATIVE RULE N/A
COUNCIL ON ACCREDITATION (COA) STANDARDS G2.4, G2.5.05, G2.11
CHILD AND FAMILY SERVICES REVIEW (CFSR) Relates to the entire CFSR Instrument Systemic Factor C, Quality Assurance System, Item 31
PROTECTIVE FACTORS Parental Resilience: N/A Social Connections: N/A Knowledge of Parenting and Child Development: N/A Concrete Support in Times of Need: N/A Social and Emotional Competence of Children: N/A
FACES REQUIREMENTS N/A