

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

September 25, 2009

M E M O R A N D U M

<u>What's Inside:</u> Introduction of the Plan of Change (POC) Form
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TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: PLAN OF CHANGE (POC) FORM

DISCUSSION:

The purpose of this memorandum is to introduce the Plan of Change (POC) Form to Children's Division (CD) staff.

The POC serves as an accountability tool for staff members whom, by virtue of their job descriptions or their responsibilities as supervisors, have cause to review practices or processes required by CD policy and/or standards established by the Council on Accreditation (COA). The POC may be used following either a formal or informal type of review.

The POC serves as formal documentation representing an unequivocal commitment by a minimum of two levels of personnel (i.e. the person responsible for making the change and his/her supervisor) to implement a plan of change required by CD policy, COA standards, and/or standard operational procedures the Division affirms to be best practice. The POC may be used as a first line of action to instill change, or it may be used when other, more informal methods to convey the need for change have failed.

The Children's Division proudly touts itself as a learning organization committed to delivering consistent and quality services using principles of continuous quality improvement. An effective agency must constantly assess and reassess itself using available data. It must identify its challenges and devise strategies for incremental or breakthrough improvement. Changes must then be tested and monitored and permanently implemented if deemed successful. The Quality Assurance (QA) and Quality Improvement (QI) Units work together to ensure policies and best practices are being followed to maximize the likelihood of more favorable outcomes for children and families.

As circuits have prepared to undergo the rigorous scrutiny associated with accreditation site visits and strived to reach desirable outcomes in preparation for round-two of the Child and Family Services Review (CFSR), staff members have focused on adhering to CD policy and standards established by the Council on Accreditation (COA) and meeting

federal outcome measures. As public servants, CD employees are accountable to the government and to the citizens of Missouri. Likewise, as state employees, they are accountable to their supervisors and to themselves. Within the scope of their employment position, they are obligated to report, explain, and be answerable for consequences resulting from decisions they make and actions they take. An effective agency is able to demonstrate accountability for its decisions and actions by accurately and thoroughly documenting the activities it undertakes, whether to capture how families are engaged in case planning, how the agency collaborates with its community partners, or how it manages risk and liability.

POC Form Guidelines

1. The POC may be used for, but is not limited to: concerns regarding case records, resource files, personnel files, processes, practices, or unacceptable outcomes within a circuit.
2. Reviewers may be, but are not limited to: QA Specialists, QI Specialists, Children Service Specialists, Supervisors, Field Support Managers, Circuit Managers, Program Managers, and Regional Directors.
3. Persons responsible for making plans of change may be, but are not limited to: Children's Service Workers, Children's Service Supervisors, Circuit Managers, Program Managers, and Regional Directors.
4. The description of the change, the person responsible for making the change, and the due date by which the change will be made must be written in the body of the POC.
5. Two people must sign the POC: The person responsible for making the change and two successive levels of supervisors committed to ensuring the change is made (according to the terms agreed to in the POC).
6. The Reviewer must keep the original POC and distribute copies to the two persons committed to ensuring the change is made (all whom provide their signatures at the bottom of the POC).
7. The Reviewer is responsible for monitoring the completed POC to ensure the change has occurred by the designated time frame.
8. The Reviewer will keep a notebook of all POCs he/she has reviewed and is monitoring.
9. The Reviewer's supervisor will ensure POC policy is being followed by discussing the process during supervisory meetings and by periodically inspecting the notebook kept by the Reviewer.

Now that all circuits have completed their accreditation site visits, accreditation maintenance efforts are underway in each circuit across the state. This means Quality Improvement (QI) Specialists based in each region will conduct maintenance site visits on a quarterly basis to ensure circuits remain in compliance with COA standards. Other types of reviews, both informal and formal, occur regularly as well. Exploring

opportunities for growth are welcomed in an agency such as CD that prides itself on being transparent and continuously striving for excellence.

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: 	
PROGRAM MANAGER Linda K. Miller 573-522-2713 Linda.K.Miller@dss.mo.gov	DEPUTY DIRECTOR Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS Desktop Forms CD-143 (09/2009)	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS PA-PQI 1 PA-PQI 2 PA-PQI 3 PA-PQI 5	
CHILD AND FAMILY SERVICES REVIEW (CFSR) Items 1 through 23 Item 30: Standards Ensuring Quality Services Item 31: Quality Assurance System Item 33: On-going Staff Training	
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	