

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

September 7, 2011

MEMORANDUM**WHAT'S INSIDE:**New PERforM
measures for staff

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: PERforM Measures for Staff

DISCUSSION:

As employees of the Children's Division, we work each day with one goal in mind – better outcomes for the children and families we serve. I am pleased to see we are increasingly measuring our results through the use of data, which in turn informs our practice. Quantitative and qualitative measures are critical in establishing how well we are performing today, identifying emerging trends, and strengthening our accountability at all levels within CD. With this goal of improved outcomes for children and families, I want to let you know about a change which will occur with the PERforM cycle beginning in 2012. Performance measures tied to desired outcomes for each job classification have been developed for use in the coming year. These will be added to your performance expectations in January 2012 and will be the foundation upon which your achievement is evaluated throughout calendar year 2012. Your supervisors will have access to important data sets throughout the year, enabling them to guide you in meeting and exceeding these expectations.

A [list of outcome measures](#) for each program area for workers and supervisors is attached. These measures will also be used when evaluating PERforM's for specialists, program managers, circuit managers, field support supervisors, and Regional Directors. Supervisors and managers will be provided with detailed data showing the current performance of the worker and supervisor in the desired outcomes. This information will be used to introduce the expectations to you and let you know how you are doing before the expectations formally become part of your annual appraisal. The information will also be used to establish an annual developmental plan which both recognizes your strengths and addresses any necessary additional skill attainment.

Additional information regarding the use of the outcomes as they relate to the PERforM appraisal process will be shared prior to January 2012.

I sincerely appreciate your commitment in serving Missouri’s children and families. The refined performance measures will allow us to continue to improve our practice and provide families with the best possible services.

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: 	
UNIT MANAGER CONTACT: Meliny Staysa 573-751-4832 Meliny.J.Staysa@dss.mo.gov	DEPUTY DIRECTOR Susan Savage 573-522-8024 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: N/A	
RELATED STATUTE: N/A	
COUNCIL ON ACCREDITATION: N/A	
FACES REQUIREMENTS: N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR): N/A	
ADMINISTRATIVE RULES: N/A	
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	