

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

November 27, 2012

## M E M O R A N D U M

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: REACCREDITATION PROCESS TO BEGIN SOON

## DISCUSSION:

The Children's Division (CD) was deemed accredited by the Council on Accreditation (COA) in January, 2010, making Missouri's child welfare system one of only seven state-administered child welfare systems in the country.

Reaccreditation, which occurs every four years, is just around the corner. Reaccreditation is similar to accreditation; the agency prepares and submits updated documentary evidence demonstrating that it remains in compliance with COA's best practice standards (referred to as the agency Self Study), and COA sends peer reviewers to Missouri's jurisdictions to verify its level of compliance. The peer reviewers will again conduct on-site activities including case record reviews, staff and stakeholder interviews, and facility observations.

Discussions about reaccreditation have been underway with the COA Coordinator who is assigned to assist Missouri with the process. The Self Study is due on December 31, 2012, and a schedule of site visits is in development. Once a site visit calendar is finalized with COA, all Children's Division staff will be notified immediately.

**Site Visits**

During round one of accreditation, circuits were individually reviewed during a site visit. During reaccreditation, site visits will be structured a bit differently using a regionalized model, and circuits will be reviewed in groups or clusters. One to five circuits will be reviewed during one site visit and evaluated as one site vs. as individual circuits. When the calendar of site visits that is currently under development is released, you will learn which circuits will be reviewed as a group.

During reaccreditation, circuits will be grouped in such a way that makes the best sense (considering factors such as geography and size of circuits). There will likely be 14 site visits over a 16 month time period. Site visits are tentatively planned to begin in March, 2013, and end in June, 2014. There will be one site visit per month with the exception of

**What's Inside:**

Reaccreditation process will begin soon.

September and December of 2013. Once circuits are grouped together, they will be put in a logical sequence, with northern, southern, and metro site visits alternating so that one region is not overwhelmed during consecutive months. Central Office will again be the first site visited.

### **Briefing Books**

Briefing Books will again be provided at each review. Briefing Books supplement the agency Self Study and provide the peer team with relevant circuit/region-specific information to aid in the understanding of the unique service provision. In essence, there will be one Briefing Book per region that is reviewed. Each Briefing Book will contain circuit-specific information. Each circuit will prepare circuit-specific sections for a Briefing Book to be displayed at the regional review. More information about the Briefing Books is forthcoming.

### **What Should CD Staff Be Doing Now to Prepare for their Reaccreditation Site Visit?**

Staff should continue to focus on:

- Promoting best practice/ensuring that the agency's policies and procedures are understood and implemented
- Ensuring documentation reflects good practice
- Promoting CQI process/involving stakeholders in the CQI process
- Working with Quality Assurance (QA) and Quality Improvement (QI) Specialists to review data and develop plans of change when warranted

### **Additional Information**

Quality Improvement Specialists will take the lead on the reaccreditation effort. They are adept, equipped, and experienced in providing any technical assistance needed to prepare circuits for their site visits. Quality Improvement Specialists should be contacted if questions arise throughout this reaccreditation process.

It is important to keep in mind that the Children's Division is already an accredited agency and is expected to always be in compliance with accreditation standards. If staff members are following CD's strong policies and documenting their good work, they are 90% ready for their on-site review. Reaccreditation is merely COA's way of verifying and clarifying that the Division is maintaining the standards established by COA.

Children's Division staff members have a wealth of experience with this process and will tap into all available resources to successfully get through this next round of reaccreditation. Through hard work, teamwork, and perseverance, the Division will maintain its standard of excellence!

### **NECESSARY ACTION**

1. Review this memorandum with all Children's Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

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| <b>PROGRAM MANAGER</b><br>Linda K. Miller<br>573-522-2713<br><a href="mailto:Linda.K.Miller@dss.mo.gov">Linda.K.Miller@dss.mo.gov</a>  | <b>DEPUTY DIRECTOR</b><br>Susan Savage<br>573-751-4920<br><a href="mailto:Susan.K.Savage@dss.mo.gov">Susan.K.Savage@dss.mo.gov</a> |
| <b>CHILD WELFARE MANUAL REVISIONS</b><br>N/A   |  |
| <b>FORMS AND INSTRUCTIONS</b><br>N/A   |  |
| <b>REFERENCE DOCUMENTS AND RESOURCES</b><br>N/A  |  |
| <b>RELATED STATUTE</b><br>N/A  |  |
| <b>ADMINISTRATIVE RULE</b><br>N/A  |  |
| <b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b><br>N/A   |  |
| <b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b><br>N/A  |  |
| <b>PROTECTIVE FACTORS</b><br>Parental Resilience N/A<br>Social Connections N/A<br>Knowledge of Parenting and Child Development N/A<br>Concrete Support in Times of Need N/A<br>Social and Emotional Competence of Children N/A |  |
| <b>FACES REQUIREMENTS</b><br>N/A   |  |