

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

January 8, 2014

MEMORANDUM**What's Inside:**In Focus  
CQI Newsletter

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: QUARTERLY CQI NEWSLETTER, [IN FOCUS](#)  
FAMILY ENGAGEMENT PART II

Find attached the quarterly Continuous Quality Improvement newsletter, *In Focus*. In this quarter's newsletter, we continue the discussion on family engagement, started in the [April 2013](#) issue of *In Focus*. Our lead article *Walking in the Parent's Shoes*, looks at engaging families to better understand the barriers families encounter in maintaining consistent and quality visitation with their children and ways to remove these barriers.

This quarter's newsletter also includes:

- The examination of *Survey of Employee Engagement (SEE)* data on staff's connection to the Division's mission, vision and strategic plan and staff's belief in the effectiveness of CQI meetings for organizational change;
- A segment called "*Just Ask...*" which highlights responses from older you on pertinent subjects. This quarter's responses focus on family engagement;
- An update on the statewide implementation of the NCFAS+G-R;
- A *Results Oriented Management (ROM)* tip about using the *Reunification in 12 Months Report*;
- Results of the Health Care Review;
- Updated information for *Council on Accreditation (COA)*, and *CQI Successes*; and
- A special dedication by the *Supervision Advisory Committee (SAC)*.

During CQI meetings each quarter, discuss your circuit's data related to the specific SEE items featured in the newsletter, then share information, through CQI channels, regarding local practices which produce strong scores and/or suggested strategies for improvement.

If you have any information or success stories you would like to share in next quarter's newsletter, please contact Randy McDermit, Program Development Specialist, through Microsoft Outlook or by phone at (573)751-8932, or your regional Quality Improvement Specialist. Thank you for your ongoing commitment to the children and families served by the Division.

**Necessary Action:**

1. Review this memorandum with all Children's Division Staff.
2. Review the In Focus newsletter during CQI Meetings.
3. All questions should be cleared through normal supervisory channels.

[attachment](#)