

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

April 9, 2014

What's Inside:In Focus
CQI NewsletterMEMORANDUM

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: QUARTERLY CQI NEWSLETTER, [IN FOCUS](#)
FEATURING: FAMILY AND YOUTH INVOLVEMENT IN CASE PLANNING

Find attached the quarterly Continuous Quality Improvement newsletter, *In Focus*. In this quarter's newsletter, we spotlight the importance of involving families and older youth at the table in every phase of the case planning process. Our lead article, *Nothing About You Without You*, underscores the commitment, as an agency, to facilitating positive and sustainable change in the lives of families and older youth. The segment of "Just Ask..." includes statements by older youth on the importance of being involved in their own case plan.

This quarter's newsletter also includes:

- The examination of *Survey of Employee Engagement (SEE)* data on the degree of which staff feel their voice is heard and their opinion is valued;
- *Results Oriented Management (ROM)* takes a look at the data on older youth who achieve Permanency before youth are 18 years (of those in care 24 months or more.) and those who don't;
- Updated information for *Council on Accreditation (COA)*, and *CQI Successes*; and
- A reminder that April is National Child Abuse Prevention Month.

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](#)