

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

January 14, 2015

MEMORANDUM**What's Inside:**

January 2015
Edition of In Focus
the CQI Newsletter

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: JANUARY 2015 QUARTERLY CQI NEWSLETTER, [IN FOCUS](#)
CUSTOMER SERVICE

Find attached the quarterly Continuous Quality Improvement newsletter, *In Focus*. This 2015 January edition of *In Focus* features customer service. As a child protection agency we are in the business of providing quality services to the population we serve. This means accurate assessment of each family's needs and effective provision of services to enhance each caregiver's capacity to provide a more protective environment for the children we serve.

In this quarter's newsletter we discuss the use of consumer surveys sent to parents, youth and resource providers to collect valuable feedback to inform our efforts toward continuing quality improvement. In two articles, "*During the Last Five Years*" and "Focus on Prevention", we focus our attention on plans to address the rising foster care population and in "*Fostering Court Improvement (FCI), Having an Impact on the Foster Care Population*" we hear the opinions from judges and court personnel in FCI circuits about the cause of the increased foster care entry, as well as thoughts on its reduction.

Our segment "*Just Ask...Voices of Youth*" addresses the question: "*What services in your community were helpful and what services would have been beneficial in reaching your goal of permanency?*" The Early Childhood Corner describes the Home Visitation program which is an in-home service designed to assist with the prevention of children entering alternative care by offering additional in-home support for at-risk families.

This quarter's SEE area of strength is "My workgroup uses feedback from our customers/clients when making decisions." 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](#)