

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

What's Inside:April 2015 Edition
of In Focus the
CQI Newsletter**April 22, 2015****MEMORANDUM**

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

FROM: TIM DECKER, DIRECTOR

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

Find attached the quarterly Continuous Quality Improvement newsletter, *In Focus*. This 2015 April edition of *In Focus* features Family-Centered Services.

"The "Family-Centered Services" approach is founded on the principle the first and greatest investments, time and resources, should be made in the care and treatment of children in their own homes. This means resources which have traditionally been expended on one family member are more wisely invested in treating and strengthening the entire family. Therefore, our foremost obligation is to provide families with the services and support necessary to preserve and strengthen the family and prevent out-of-home placement. However, if the child cannot safely remain in their own home, immediate steps must be taken to facilitate timely reunification and assure other legally permanent plans occur when reunification is not possible." ([Child Welfare Manual, Philosophical Base of Child Welfare](#))

In this quarter's newsletter we look at the division's continuing efforts to improve family-centered practice by building upon the agencies core philosophical foundation. The featured article highlights the new FCS practice model; in the Early Childhood Corner the "Five Protective Factors" from the "Strengthening Families" initiative is presented; and this quarter's SEE looks at empathy in the statement "The clients/individuals served by my agency are a lot like me."

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](#)