

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

JUNE 14, 2017

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: REVISED CQI HANDBOOK

DISCUSSION:

The purpose of this memorandum is to introduce staff to the revised Continuous Quality Improvement (CQI) handbook. The CQI Handbook is the result of collaboration between Children's Division staff from all levels and programs and the Capacity Building Center for States, who came together to assess current CQI practice and to strategize on ways to enhance it. (See [CQI Action Plan](#))

The CQI handbook describes how CQI implementation impacts services, practice and children and families served by the agency. It presents Missouri's overall CQI structure and provides practical knowledge of how CQI is integrated throughout the agency, including the agency's core mission and values, current practice model/initiatives, and the structure and function of the CQI group meeting process.

The revised CQI handbook provides education on the basic CQI process, particularly how data and information should be generated and applied to informed decision making. Additionally, the handbook offers suggestions for practical CQI implementation support and provides guidelines and tools to support CQI activities.

The newly revised CQI handbook contains several new and updated sections including:

- CQI and Practice Model/ Initiatives
- CQI Member Roles- *includes revised leadership responsibilities with an emphasis on team member participation*
- Working through identified concerns- *Integration of Signs of Safety Assessment and Planning Framework to assess needs and develop solutions*
- Coaching Questions to support team work- *adapted from Transformational Coaching, Tom Crane*

Supporting CQI training materials are being developed and information about CQI training will be forward coming by your local QA/QI teams. Please review the CQI Handbook prior to your next CQI meeting. If you have any questions or concerns, please contact your regional [QA or QI Team Specialist](#).

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT	MANAGER CONTACT
Randall McDermit 573-751-8932 Randall.D.McDermit@dss.mo.gov	Tiffany Moore 573-751-2502 Tiffany.Moore@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
CQI Handbook	
RELATED STATUTE	
N/A	
COA	
Performance and Quality Improvement (PA-PQI)	