

## DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 13, 2018

M E M O R A N D U M

**What's Inside:**Program Improvement  
Plan on-going  
Monitoring

TO: REGIONAL DIRECTORS, FIELD SUPPORT MANAGERS, CIRCUIT MANAGERS, SPECIALISTS, AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: FACES Case Reviews for On-going Program Improvement Plan Monitoring

## DISCUSSION:

The purpose of this memorandum is to inform Children's Division and Foster Care Case Management staff of the on-going process for monitoring the Program Improvement Plan.

Missouri participated in the Child and Family Services Review (CFSR) in July, 2017. The final report from the review was received on January 5, 2018 and can be accessed at this link <https://dss.mo.gov/cd/cfsr/final-round3.pdf>. Several cross-cutting themes were identified and will be addressed through a number of strategies in a Program Improvement Plan (PIP). The PIP was submitted to our federal partners on April 4, 2018 and will go through a period of negotiation before receiving final approval.

In addition to the PIP, the Children's Division is required to submit a Measurement Plan which describes the state's intentions for monitoring progress toward the activities outlined in the PIP. Quarterly case reviews which follow the structure of the case review tool used during the CFSR will be completed to fulfill this purpose.

During the first year of reviews, there will be a total of 65 cases selected, to include 40 alternative care cases and 25 Family Centered Services cases or hotlines completed utilizing Differential Response practices. This number will increase during the second and third years of PIP monitoring.

The case review tool designed within the FACES system will be used for these case reviews. A pool of trained reviewers will be assigned to complete the reviews. The case reviews will

incorporate information located in the FACES system, the physical case record as well as information gathered through interviews with key case members. The assigned practitioner, the child, the parents and the foster parents, if applicable, will be interviewed. The assigned practitioner or supervisor may be asked to help facilitate contact with family members and foster parents.

The reviewer will contact the assigned practitioner either by phone or email to inform him/her of case selection and:

- to make arrangements for obtaining case information
- to schedule an interview
- to help the reviewer understand the family composition
- to elicit assistance in facilitating the introduction of the reviewer to the family and foster parents

Upon the completion and approval of the case review, a system-generated email will be sent to the practitioner and supervisor. The completed case review can be accessed through the Case Review link on the FACES Monitoring screen for the case.

The reviewer pool currently consists of Children’s Division Quality Assurance and Quality Improvement Specialists, FCCM QA designees, field staff who participated as reviewers in the CFSR and central office staff. Practitioners with cases selected may be contacted by any of these reviewers as case assignments begin in April, 2018.

The case reviews, along with all interviews, will need to be completed within three weeks of assignment. It will be necessary for staff to be responsive to the assigned reviewer when contacted about a case selected for review.

Results of the quarterly case reviews will be compiled every six months and submitted to our federal partners for PIP monitoring purposes. Staff will be made aware of case review results and progress with PIP activities through the quarterly In-Focus Newsletter.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> JoDene Bogart 816-889-2594 <a href="mailto:JoDene.Bogart@dss.mo.gov">JoDene.Bogart@dss.mo.gov</a>	<b>UNIT MANAGER</b> Julie Starr 660-236-7275 <a href="mailto:Julie.L.Starr@dss.mo.gov">Julie.L.Starr@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b>	
N/A	

<b>FORMS AND INSTRUCTIONS</b> N/A
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A
<b>RELATED STATUTE</b> N/A
<b>ADMINISTRATIVE RULE</b> N/A
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)/ PROGRAM IMPROVEMENT PLAN</b> N/A
<b>PROTECTIVE FACTORS</b> Parental Resilience N/A Social Connections N/A Knowledge of Parenting and Child Development N/A Concrete Support in Times of Need N/A Social and Emotional Competence of Children N/A
<b>FACES REQUIREMENTS</b> N/A