

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 24, 2019

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: DAVID KURT, DIRECTOR

SUBJECT: Program Improvement Plan for CFSR Round Three

DISCUSSION:

The purpose of this memorandum is to inform staff the Children's Division has entered into an approved Program Improvement Plan (PIP) with the Administration for Children and Families (ACF) Children's Bureau (CB). The PIP Implementation date is November 1, 2018.

Following the Missouri Round Three Child and Family Services Review (CFSR) in July, 2017, five cross-cutting themes emerged as areas for practice improvement which are addressed in the PIP:

- Promoting Timely Permanency
- Parent Engagement
- Quality Worker Visits with Children
- Quality Safety and Needs Assessments
- Strengthen Workforce

The Children's Division was encouraged to gather and closely examine data surrounding the five cross-cutting themes to uncover the root cause for each area of concern. To gain an external perspective, stakeholder groups were presented with the areas of concern and aggregate data. They were asked to identify what they felt was going well, their worries and what should happen to make lasting improvements. Similarly, focus groups were conducted with the Supervision Advisory Committee and with front-line staff from each region to learn their thoughts on why the Division faces these challenges. The strategies identified within the PIP are in direct response to the information gathered from these activities.

Within each of these themes, goals, strategies and key activities have been developed to help the Children's Divisions and partners achieve better outcomes for children and families. The PIP in its entirety can be reviewed [here](#).

The PIP activities must be completed within two years of the implementation date. An additional year provides states the time for practice enhancements to manifest in data and outcomes. Fiscal penalties are assessed when states fail to successfully implement the strategies and activities identified in the PIP.

A summary of PIP strategies can be viewed through a WebEx presentation accessible at this [link](#).

In order to determine if the steps outlined in the PIP are successful in improving outcomes for children and families, quarterly case reviews have begun. For more information about the case review process, please see [CD Memo 18-11](#).

The In-Focus Newsletters throughout the next several quarters will communicate important activities and results as the Children’s Division implements the actions outlined in the PIP.

<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, CFSR Coordinator 816-889-2594 JoDene.Bogart@dss.mo.gov	<b>MANAGER CONTACT</b> Julie Starr, QA Unit Manager 660-236-7275 Julie.L.Starr@dss.mo.gov
<b>CHILD WELFARE MANUAL REVISIONS</b>	
N/A	
<b>FORMS AND INSTRUCTIONS</b>	
N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
<a href="#">Round Three Program Improvement Plan</a>	
<b>RELATED STATUTE</b>	
N/A	