

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

1/29/2019

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: DAVID KURT, DIRECTOR

SUBJECT: SUPERVISOR SUPPORT

DISCUSSION:

The purpose of this memo is to introduce new Children's Division policy related to supervision of case management cases. This policy applies to FCS and AC cases and is part of several CFSR Program Improvement Plan strategies aimed at increasing supervisor support of workers.

Beginning with this memo, supervisors must observe each of their workers once a quarter during a worker with child visit and offer feedback and coaching around engaging youth in quality interactions during visits with children on their caseload.

Quality contacts incorporate the following components:

- **Preparation and planning** tailored to the specific circumstances of the child or youth and family
- **Assessment of:**
 - Safety, risk, permanency, and well-being
 - Progress toward individual case goals
- **Engagement** of the child and resource parents by the caseworker through use of empathy, genuineness, and respect
- **Dialogue** that values the youth voice and promotes reflection on strengths, needs, and concerns
- **Follow-up** on tasks or concerns discussed previously

This visit can occur in any setting. A quarter will be defined as:

- 1st Quarter: January-March
- 2nd Quarter: April-June
- 3rd Quarter: July-September
- 4th Quarter: October-December

Supervisors are encouraged to begin this practice immediately. The process will officially start during the second quarter of 2019.

The worker and supervisor should process the visit and discuss how it relates to the overall case management. The coaching/support should be documented as a supervisor consult in FACES and will count for that month's consultation on that case.

Circuit managers will be responsible for ensuring that this practice is occurring. They may delegate this responsibility to a Program Manager if applicable, though they should still be informed on the implementation of this practice.

Policy will reflect this change when the revised policy manual is posted. Until that time, staff may use this memo as a policy reference.

NECESSARY ACTION 1. Review this memorandum with all Children's Division staff. 2. Review the new revised Child Welfare Manual when it becomes available. 3. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT Jason Kearbey Jason.L.Kearbey@dss.mo.gov 417-895-6414	MANAGER CONTACT Ivy Doxley Ivy.Doxley@dss.mo.gov 573-526-1422
CHILD WELFARE MANUAL REVISIONS N/A (will be forthcoming in the revised policy manual)	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	