

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

February 7, 2020

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF  
FROM: REGINALD E. MCELHANNON, INTERIM DIRECTOR  
SUBJECT: BANK OF QUESTIONS RESOURCE FOR SUPERVIORS

DISCUSSION:

The purpose of this memorandum is to provide supervisors with a "Bank of Questions" resource that may be asked during case consultations. The "Bank of Questions" resource allows for more in-depth case consultations and enhances critical thinking by turning questions into conversations. The "Bank of Questions" resource is a result of Strategy 3.2 in the Program Improvement Plan (PIP).

The Children's Division recognizes the importance and critical nature of front-line supervision to successful outcomes for children and families. Supervision is a key component to effective work and supervisors are instrumental in helping team members understand and incorporate the integrated practice model in their work with children and families. The "Bank of Questions" resource is designed to help supervisors coach their team to be able to gather crucial information, synthesize that information, and to guide people through a change process. Questions are the sharpest tool to facilitate change and can provide us with the most information.

The "Bank of Questions" resource can found on the Signs of Safety page on the intranet. [Signs of Safety - Childrens Division](#)

**NECESSARY ACTION**

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

<b>PDS CONTACT</b> Crystal Wilson 573-522-9306 <a href="mailto:Crystal.L.Wilson@dss.mo.gov">Crystal.L.Wilson@dss.mo.gov</a>	<b>MANAGER CONTACT</b> Tasha Toebben 573-526-3899 <a href="mailto:Tasha.Toebben@dss.mo.gov">Tasha.Toebben@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> <a href="#">Signs of Safety - Childrens Division</a>	
<b>RELATED STATUTE</b> N/A	