

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 21, 2015

## M E M O R A N D U M

**What's Inside:**Engaging with  
Parents through  
Case Manager Visits

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

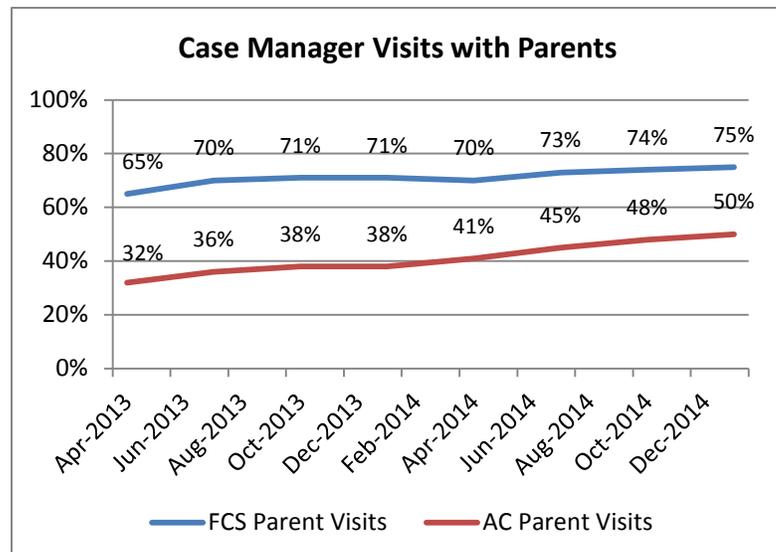
FROM: TIM DECKER, DIRECTOR

SUBJECT: ENGAGING WITH PARENTS THROUGH CASE MANAGER VISITS

Visiting with parents of children in Alternative Care or Family-Centered Services is an important case activity which is vital to assuring child safety, planning for permanency and assessing the children and family's well-being. Consistent, quality visitation with parents leads to more positive outcomes for children and families and plays an integral role in achieving the Children's Division's mission. According to the [findings](#) from the second round of the Federal Child and Family Services Review, children experiencing permanency and stability in their living situations were significantly associated to the states' performing well with case manager visits with parents.

The Children's Division outlines [practice guidelines](#) for case manager visits with parents and has emphasized the importance by establishing [performance measures](#) related to visitation with parents. Reviews of the consumer surveys completed by parents in 2014 indicate that they are receiving monthly visitation more frequently than in recent years. They responded more positively to questions about being treated fairly and with respect, as well.

Continuous Quality Improvement (CQI) efforts encourage each employee to look at where we started, assess where we currently perform and make plans for even greater



advancements. As noted in the chart, visitation with parents of intact Family-Centered Services and parents of children in Alternative Care has shown marked improvements over the past two years and deserves celebration.

Some circuit improvement plans have included supervisor diligence in tracking visitation and discussing the quality of visits in supervisory conferences. In addition, one circuit has uniquely engaged their local post office in helping to locate missing parents. This new initiative has met with great response. Excellent work can be celebrated through local and statewide recognition through Shining Stars nominations or DSS Employee of the Month nominations.

While progress has been steady, as a division we continue to identify ways to improve the frequency and quality of visits with parents. For example, the Children’s Division [5-Year Plan](#) includes an intervention of increasing worker visits with parents.

For information on PERforM Measures, please refer to the PERforM Measures Guide or contact your regional Quality Assurance Specialist.

<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> Carla Gilzow 573-751-1354 <a href="mailto:Carla.R.Gilzow@dss.mo.gov">Carla.R.Gilzow@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>	
<a href="#">PA-CPS 9.04</a> <a href="#">PA-FKC 8.02</a> <a href="#">PA-FKC 12.01 &amp; 12.02</a>	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)/ PROGRAM IMPROVEMENT PLAN</b>	
<a href="#">Item 20: Caseworker Visits with Parents</a>	

**PROTECTIVE FACTORS**

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

**FACES REQUIREMENTS**

N/A