

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

January 18, 2011

What's Inside:

- CQI Newsletter, In Focus

MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND ALL CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: QUARTERLY CQI NEWSLETTER, [IN FOCUS](#)

DISCUSSION:

Find attached the quarterly Continuous Quality Improvement newsletter, *In Focus*. This quarter's newsletter discusses several of the agency's goals for 2011 including reducing disproportionality, cultural competency, increasing worker/child visits, and ensuring timeliness of initial contact. The Division New Critical Event Protocol is explained in the newsletter including new form requirements. Several Circuits are also highlighted for their efforts ensuring timeliness of contact of a child abuse and neglect report. Additionally, the newsletter contains CQI successes and an update from the Supervision Advisory Committee.

If you have any information or success stories you would like to have shared in next quarter's newsletter, please contact Carla Gilzow, Program Development Specialist, through Microsoft Outlook or by phone at (573) 751-1354 or your regional Quality Assurance Specialist. Thank you for your ongoing commitment to the children and families served by the division.

Necessary Action:

1. Review this memorandum with all Children's Division Staff.
2. Review the In Focus newsletter during CQI Meetings.
3. All questions should be cleared through normal supervisory channels.

CS/CG

[Attachment](#)