

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

April 14, 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 factors which could be contributing to an increasing trend in the foster care population in Missouri. This edition introduces Survey of Employee Engagement (SEE) issues into the CQI process, highlighting an area of strength and an area needing improvement for your discussion and feedback. Timely CA/N conclusions are discussed with circuits highlighted which performed at 90% or better for the 2010 year. CQI successes, an update from the Supervision Advisory Committee and resources related to Prevent Child Abuse Month and National Foster Care Month are provided.

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](#)