

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

July 15, 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 timely completion of CA/N's including the impact to children and families. Results Oriented Management (ROM) system is also highlighted in the newsletter. CQI successes and update from the Supervision Advisory Committee are provided.

This edition continues addressing Survey of Employee Engagement (SEE) issues through the CQI process, highlighting an area of strength and an area needing improvement for your discussion and feedback. During your CQI meetings each quarter, discuss how your circuit's data looks related to these specific SEE items featured in the quarterly newsletter, then share information regarding the local practices which produce strong scores (if applicable) as well as suggestions or strategies for improvement to increase the scores through the CQI channels. If no response or decision for approval is needed for the information you are sharing, list the information at the top of the CQI minutes under a new header called SEE information. However, if you are requesting approval or a decision for a specific suggestion, include it in the CQI minutes as a normal CQI issue for your circuit or region.

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](#)