

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

July 12, 2013

MEMORANDUM

<b>What's Inside:</b> In Focus CQI Newsletter
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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 focuses its lens on stakeholder engagement. This includes the importance of involving stakeholders in family support team meetings; developing innovative strategies to prepare older youth to exit foster care, and giving staff helpful tips for the effective use of Results Oriented Management (ROM). This newsletter also includes updated information for COA, the Supervision Advisory Committee (SAC), and CQI successes.

In this edition we continue our examination of Survey of Employee Engagement (SEE) data. During CQI meetings each quarter, discuss how your circuit's data looks related to these specific SEE items featured in the newsletter, then share information regarding local practices which produce strong scores and/or suggested strategies for improvement through the CQI channels.

If you have any information or success stories you would like to share in next quarter's newsletter, please contact Randy McDermit, Program Development Specialist, through Microsoft Outlook or by phone at (573)751-8932, or your regional Quality Improvement 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.

[attachment](#)