

We give a BIG seventh inning "Take Me Out to The Ballgame" shout to Randy Libbert, Martha Even and Ashley Even for pulling the physical case files and setting up storage cabinets to use during the Peer Review Summer Classic.

A Hall of Fame mention goes out to Gerry Novak who is our designated hitter to slug out a homer in Tech Field. And to Tammy McSorley for her work in the Club House assisting behind the scenes.

Our Stats - So far this fiscal year, QA Case Management has reviewed 9 District Offices, 21 new counselors, 1 Treasure Hunt and 3 Peer Reviews.



"Every strike brings me closer to the next home run."
Babe Ruth



QA Case Management Staff

Kelly Flaughter Coordinator
Central Office
573.526.7007

Tim Gravier Director
STL West District Office
314.587.4855

Kristi Bruning Specialist
Springfield North District Office
417.895.5860

Sharon Loveland Specialist
Sedalia District Office
660.530.5564

Carrie Pugh Specialist
KC Transition District Office
816.251.0636

Patty Halter Specialist
Cape Girardeau District Office
573.290.5191



Quality Assurance Quarterly
Baseball Edition



The QA Case Management Team extends a "Major League" thanks to those who participated in our Peer Review on June 9th and 10th. They reviewed 162 cases, comparing the records used to determine eligibility with what was documented in AWARE and the appropriateness of the SD Classifications and Functional Limitations. We learned from you all and appreciate your "rounding the bases" involvement.

All Star
Peer Review Line-up
June 2015

Teresa King - KC Downtown
Cathee Wolford - Joplin
Jennifer Emory - Springfield South
Barb Collaso - St. Louis Downtown
Megan Piel - St. Louis West Office
Starla Stark - Columbia
Diane Gruenewald - St. Charles
Kristin Donze - Sedalia
Tina Burns - Nevada
Sara Arnette - KC Transition
Sharon Loveland - Central Office
Carrie Pugh - Central Office
Patty Halter - Central Office
Tim Gravier - Central Office
Kristi Bruning - Central Office

Post-Game Comments

....I felt the review went very well and there were no issues or concerns.

....it was a wonderful experience. Not only was it valuable to see other counselors points of views and ways of handling and interpreting cases, it was a pleasure to be helpful and perform tasks from a different perspective.

....asked me to share at our staff meeting and I let them know the efforts of trying to get away from the feel of inquisition and the respectful nature of the review toward helping counselors understand continued improvement.

....I thought the peer review was very helpful and encouraged all of the counselors in my office to participate, if they get a chance.

....helpful in that I can provide guidance, as well as the "why", when I am reviewing work. I feel like it gave me new information to be able to do what I do even better.

....It was such a refreshing experience...we are on the same team and it was good for me to see what you do.

Seventh Inning Stretch Tips

- Service-I does not interrupt the Federally required Annual Review. The IPE needs to be reviewed annually even if services have been interrupted.
- Clients are not interruptions of our work – they are the purpose of it.
- When clients become employed, contact them each month to encourage a successful outcome.
- It is possible to commit no mistakes and still lose. That is not a weakness; that is life¹

Upcoming Peer Review....

The QA Case Management Team is organizing another Peer Review to be held in the Dug Out (Central Office) September 2nd and 3rd 2015. The review focus is yet to be determined, but we're hoping for a Home Run Derby.

¹ Jean Luc Picard quote found on: https://en.wikiquote.org/wiki/Jean-Luc_Picard