

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF FAMILY SERVICES

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 11, 2003

MEMORANDUM

TO: AREA EXECUTIVE STAFF, COUNTY DIRECTORS,
CIRCUIT MANAGERS, AND CHILDREN'S SERVICES STAFF

FROM: DENISE CROSS, DIRECTOR

SUBJECT: USE OF CHILD ABUSE AND NEGLECT HOTLINE UNIT FOR
PAGING DIVISION OF FAMILY SERVICES STAFF

REFERENCE: CHILDREN'S SERVICES

DISCUSSION:

The purpose of this memorandum is to clarify information in CS 02-37, as to calls received on children in DFS custody when the caller is not attempting to report CAN, but is requesting to speak to a DFS worker for other purposes.

The Child Abuse and Neglect Hotline receives numerous phone calls each day of individuals attempting to reach a staff person. This ties up the Hotline for those calling to make an abuse or neglect report. The Hotline should not be utilized as a paging system to reach staff. Staff shall supply foster parents, residential facilities, and other placement providers with contact numbers, during normal work hours, as well as an emergency contact number for after hours. Staff shall provide their home numbers, pagers, or the numbers of an individual on call. While it is unavoidable for the Hotline to have all these calls eliminated, calls to the Hotline attempting to reach staff should be minimal in number.

The administrative referrals will continue to be used for emergency contacts, which will be logged at the CANHU. Please see memorandum CS02-37 about administrative referrals.

NECESSARY ACTIONS:

1. Review memorandum with all Children's Services Staff.
2. All questions regarding this memorandum should be referred through normal supervisory channels.

DC/VES:js