

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

February 25, 2005

MEMORANDUM

TO: AREA EXECUTIVE STAFF, CIRCUIT MANAGERS AND CHILDREN'S DIVISION STAFF, AREA TECHNICAL COORDINATORS (ATC) AND CHILD ABUSE/NEGLECT HOTLINE UNIT (CANHU) STAFF

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: STATUS OF AFTER-HOUR/HOLIDAY CALL OUT PROCEDURE FOR CHILD ABUSE/NEGLECT HOTLINE REPORTS/REFERRALS PILOT PILOT SITES INCLUDE: CIRCUITS 2, 11, 12, 16, 19, 22, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 42, 44 AND; COUNTIES: LINCOLN AND FRANKLIN

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to recognize the hard work and dedication pilot counties and CANHU staff are making to put the new policy for CA/N reports/referrals call-out procedure into practice, as well to recognize challenges that need to be met in order to make the system run smoothly.

Many pilot counties have done an excellent job of accepting reports; using dial-up procedures to pull up reports/referrals; checking inquiry screens; and entering worker ID's and supervisor ID's in ATRU to indicate the assignment of reports/referrals. Other pilot sites have had more difficulties due to technical problems, locally specific obstacles or lack of procedural follow through. We have restated basic procedures below as a reminder, but encourage staff to review memorandum CS03-45 and it's attachments.

Call Out Procedure for On-Call Workers:

Emergency reports (3 hour response) for all holiday and weekend hours and for after hours Monday through Friday, 5 pm to 8am:

- On-call worker is paged with CANHU phone number. (1-877-642-6320)
- On-call worker calls CANHU to confirm acceptance of emergency and receives incident number over the phone.
- On-call worker accesses phone outlet; uses the dial-up procedure; connects to PROD system; pulls up the CA/N report/referral and/or checks inquiry screens.
- On-call worker enters worker ID and supervisor ID in ATRU to indicate assignment of the report

Non-emergencies for holiday and weekend hours only, between the hours of 8 am to 5 pm:

- On-call worker receives page with the incident report number.
- On-call worker accesses a phone outlet; uses dial-up procedure to connect to the PROD system.
- On-call county worker accesses CA/N report screens to pull up report/referral information necessary to proceed.
- On-call worker enters worker ID and supervisor ID in ATRU to indicate assignment of report.
- CANHU will verify worker has accepted report, (via ATRI)

After Hour/Holiday Workers will Check ALOG:

- *Monday through Friday, 8 am check:* to pull up non-emergencies from previous evening.
- *Saturdays, Sundays and Holidays, 8 am check:* to pull up non-emergencies from previous evening.
- *Saturdays, Sundays and Holidays ALOG check between 8 am and 5 pm:* at least three times throughout the day.
- *Next working day:* staff print off CA/N-1 to indicate in CA/N data system report has been accepted.
- *Comp time for checking ALOG:* A minimum of 20 minutes of comp time will be accrued for each time the worker checks ALOG, totaling an hour for three checks during an eight hour shift.

Problems with the laptop, dial-up connection or access to dial-up:

- **Technical assistance during business hours:** contact the FACES unit (573-522-9651) or Area Technical Coordinator (ATC).
- **For password resets and other system connectivity issues** (after hours, weekends and holidays) contact DSS Centralized Help Desk at 1-800-392-8725. The State Data Center answers the phone after hours and will page the appropriate contact.
- **For hardware issues** (after hours, weekends and holidays) contact the DSS Centralized Help Desk at 1-800-392-8725. The State Data Center will page FACES staff at 573-681-0527. *If you are unable to contact the help desk you can also call the beeper number and leave your phone number and someone from the FACES Unit will contact you.*

NECESSARY ACTION:

1. Review this memorandum with all Children's Division Staff.
2. Review this memorandum CS03-45 and it's attachments with all Children's Division Staff.
3. All questions should be cleared through normal supervisory channels.

FMS/RDM/ct