

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

March 9, 2004

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: FORMAL FEEDBACK REQUEST FOR 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 provide staff participating in the After-Hour/Holiday Call-Out Procedure pilot, an opportunity and a framework in which to provide feedback for the pilot evaluation. Input from actual field experience is crucial to the evaluative process, so observations, experiences and suggestions for improvement are appreciated. We are requesting supervisory staff to:

- Access the attached survey;
- Consult with after-hour/holiday field staff participating in the pilot;
- Compile staff feed back (using specific examples whenever possible); and
- Report the information via email to Randall McDermit, Program Development Specialist, by March 19, 2004.

After responses are collected the information will be compiled, reviewed, summarized and will weigh significantly in the decision to implement the protocol statewide, altering procedures as necessary.

## NECESSARY ACTION:

1. Supervisory staff of pilot sites, review this memorandum with your Children's Division Staff.
2. Supervisory staff of pilot staff, provide feedback to Randall McDermit, Program Development Specialist, by March 19, 2004.
3. All questions should be cleared through normal supervisory channels.

FMS/RDM/ct

This page contains **instructions** to install and access the electronic After-Hour/Holiday Call-Out Procedure Pilot Survey.

**Requirements:**

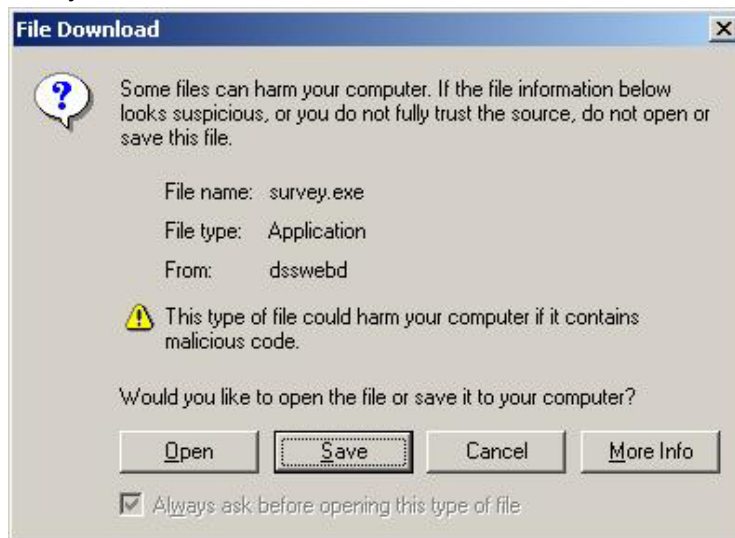
You must have a Children's Division PC running Windows 2000 and a D:\data\word directory to download and install the survey.

You must have Microsoft Office 2002 or later to access the survey.

**Steps:**

Click on the link below to start the download.

1. Left click on the following blue link: [After-Hour/Holiday Call-Out Procedure Pilot Survey](#)
2. When you get the File Download window below, left click on the Open Button to install the survey.



3. When the form is installed the Survey Install window below will open, left click on the OK button.



4. The survey is now installed on your desktop (the window screen you receive when you first logon to your workstation), the name of the survey is: **After Hour Holiday Call Out Procedure Pilot Survey.doc**