

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

March 10, 2005

MEMORANDUM**WHAT'S INSIDE:**

- Policy and procedure related to "protective service alerts"

TO: AREA EXECUTIVE STAFF, CIRCUIT MANAGERS AND CHILDREN'S DIVISION STAFF

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: PROTECTIVE SERVICE ALERTS

INTRODUCTION OF *CHILD WELFARE MANUAL* POLICY SECTION 3, CHAPTER 4 ATTACHMENT E PROTECTIVE SERVICE ALERTS

DISCUSSION:

The purpose of this memorandum is to introduce policy and procedure related to "protective service alerts".

Protective Service Alerts:

A Protective Service Alert (PSA) is a notification sent out through Central Office to go statewide, to particular CD Offices, or to other states. A PSA may also be received from a child protective service agency in another state to be sent out statewide or to particular county/circuit offices.

Protective Service Alerts are used to:

1. Inform local CD offices or child protective service agencies in other states about past or current concerns regarding a specific family;
2. To assist in locating families that CD or another protective service agency in another state has custody or involvement with; or
3. To inform CD offices or child protective service agencies in other states about run away and missing children.

Protective Service Alert Guidelines:

1. Discuss with direct supervisor whether a PSA is appropriate and obtain approval from Circuit Manager.
2. Draft an email to include:
 - a) **Identifying information** including name, date of birth, DCN, and social security number of parents, parent substitutes and children.
 - b) **Nature of Concern** including:
 - Brief description of current hotline or concerns
 - Brief history

- Description of the child(ren)
 - Description of vehicle (if applicable)
 - Last known address or location
 - Possible whereabouts or destination
 - Custody status (CD custody, pick up orders...etc.)
 - What agencies have been alerted (Other county offices, other state agencies, juvenile office, law enforcement...etc.)
- c) **Contact Information:** Worker and Supervisor contact information including county address and telephone number.
3. Send protective service alert email information to "DSS.CD.PSA@dss.mo.gov" to be sent state-wide or to other state child protective agencies.
 4. Specify particular out-of-state child protection agencies that need to be alerted.
 5. Questions regarding the content of the alert or the process may be directed to (573) 751-2882.
 6. For missing or abducted children, repeat every 90 days until child is recovered.
 7. Send follow up email to "DSS.CD.PSA@dss.mo.gov" to rescind the protective service alert if the circumstances no longer warrant an alert.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division Staff.
2. Review *Child Welfare Manual* policy revisions referred to above.
3. All questions should be cleared through normal supervisory channels.

FMS/RDM

Attachment

[Section 3, Chapter 4, Attachment E](#)