

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

June 22, 2005

MEMORANDUM**What's Inside:**

- SACWIS CANHU Automation Field Preparation
- CWM revisions

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

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: CHILD ABUSE/NEGLECT HOTLINE UNIT (CANHU) PROTOCOL AUTOMATION-FIELD PREPARATION

CHILD WELFARE MANUAL REVISIONS:

Section 2, Chapter 1
 Section 2, Chapter 2, Attachment C
 Section 2, Chapter 3
 Section 2, Chapter 4.3.5

FORMS REVISION: Referral Code Sheet and CAN-1 Instructions

DISCUSSION:

The purpose of this memorandum is to inform staff of automated enhancements to CANHU Protocol effective June 28, 2005, and to prepare staff for the resulting changes in the field. These enhancements are part of the "Statewide Automated Child Welfare Information Systems" (SACWIS) initiative, a comprehensive automated case management system that will support the complete continuum of Children's Division child protection and prevention services. CANHU Protocol Automation is merely the next step toward SACWIS implementation. This phase of automation will allow CANHU staff to enter directly into the automated system the necessary information collected from the caller. This will eliminate duplication and improve worker efficiency.

How will CA/N reports or referrals look different in the field?

1. **On-Call Scheduling** – On call schedules will be entered by county staff using ASM3. (See tutorial http://dssweb/cs/on_call/on_call_training_manual.pdf) Currently, CANHU does not have a back-up copy of this on call schedule. Until this back-up report is available, all counties must e-mail their updated on call

schedule to "On Call CD" each Friday by noon for the upcoming week (Friday to Friday). This schedule must include the county name, the primary contact, the back-up contact, and the supervisory contact for the entire week ahead. For each of these three contacts, the preferred contact number should be listed with one back-up number. This procedure will assure that CANHU will be able to reach the correct on call staff in a timely manner if Production goes down. Counties are advised to use the Word template and e-mail a copy to "On Call CD" as they have done in the past.

- 2. Receiving alerts and pulling up CA/N report or referral information -**
Procedures for receiving alerts and pulling up CAN-1's through APRT have not changed. Workers will notice some differences in the CA/N-1 narrative. The CA/N-1 narrative will now consist of six protocol questions and answers. Staff will need to access and print off additional narrative information to get a complete picture of the reported situation. For detailed instruction on accessing CANHU Protocol Pathways see the following tutorial:
http://dssweb/cs/protocol_resource_guide/protocols/investandassess/table_of_contents.doc)
- 3. Incident Numbers -** CAN report incident numbers will not change. As before, referrals will still begin with the appropriate letter, but may also contain a letter at the end. (example: A050110A, M050220C, P050320P...etc) This will occur when the number of referrals received in a 24 hour period exceeds 99.
- 4. Searches –**Effective with SACWIS Protocol automation and until SACWIS Investigation/Assessment enhancements are implemented, CANHU will only do limited searches prior to sending an alert to the county. Field staff will need to complete more in depth searches on their own if necessary. (See "Guide to Production System Inquires": <http://dssweb/cs/memos/2003/cs45/prodguide.pdf> for assistance in conducting searches). Once SACWIS automation for investigation/family assessment is operational, searches will be done automatically, providing in depth searches and saving CANHU workers and field staff valuable time.
 - During the interim, CANHU will do a limited search consisting of an ANME search to obtain only those DCN's listed on the most recent prior report/referral. The prior history for those DCN's will print out on the CA/N-1. Field staff will complete any further prior history search, except that CANHU will do a complete prior history search on emergencies that are called out after-hours and on weekends.
- 5. "From" reports -** Reports called in by county staff, previously referred to as "from reports", will not be accepted automatically as in the past, but will undergo the screening/classification process to determine if the call meets the CAN report criteria and to determine response priority level and track assignment. This will require narrative information to be obtained by the county staff. County staff will

also need to be particularly diligent about calling CANHU with information received at the county level, prior to or at the time of initiating contact with the family. CANHU automation will record real time when the call is received and CANHU staff will not be able to back date CA/N reports initiated prior to the call being made.

- 6. Duplicate Reports** – CANHU will no longer screen out duplicate reports. The automated system will log every call in real time and assign a separate call number for each caller. The local office will have access to CAN-1 information as well as the pathway questions in order to determine when reports are duplicates and need to be deleted or combined. (See CD04-97, *Deletion of Duplicate CA/N Reports by County Staff*, Reference CWM Section 2, Chapter 2 Attachment C)
- 7. Employee Reports** – Procedure for CA/N Reports in which the alleged perpetrator or victim is an employee or an employee’s immediate family or household member has been simplified and are conducted as follows:
 - a.) CANHU will call the Regional Office who will determine a county other than where the employee, immediate family member or household member resides who would be most appropriate to conduct the investigation
 - b.) CANHU will then send the report to the county of assignment
 - c.) CANHU will also send a courtesy alert to the Region
 - d.) CANHU will contact the county of assignment to relay narrative and reporter information by phone
 - e.) The county of assignment will conduct an investigation/family assessment according to the appropriate track response
 - f.) At the conclusion of the investigation/family assessment a written report and findings will be forwarded to the Regional Office.

NECESSARY ACTIONS:

1. Please review this memorandum with all Children’s Division Staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:
Randy McDermit, PDS
573-751-8932
Randall.D.Mcdermit@dss.mo.gov

PROGRAM MANAGER:
Kathryn Sapp
573-522-5062
Kathryn.Sapp@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

[Section 2, Chapter 1](#)

[Section 2, Chapter 2, Attachment C](#)

[Section 2, Chapter 3](#)

[Section 2, Chapter 4.3.5](#)

RELATED STATUTE:

[Chapter 210 RSMo](#);

[210.145.2 RSMo](#)

ADMINISTRATIVE RULES:

[13 CSR 35-20.010 Screening and Classification of Child Abuse/Neglect Hotline Reports](#)

COUNCIL ON ACCREDITATION (COA) STANDARDS:

S10

PROGRAM IMPROVEMENT PLAN (PIP):

S1.1.5 Call Management and Structured Decision Making (SDM) Protocols Implemented at the Child Abuse and Neglect Hotline Unit (CANHU) to provide consistent screening and classification of calls received.

SACWIS REQUIREMENTS:

Protocols: http://dsswebp.modss.net/cs/priority_tracking/sacwis/status/20050316.xls

RELATED LINKS:

N/A

FMS/RDM