

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

November 17, 2005

MEMORANDUM**WHAT'S INSIDE:**

- Announce the discontinuation of the Parental Stress Helpline (PSH)

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

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: ELIMINATION OF PARENTAL STRESS HELPLINE (PSH)

## DISCUSSION:

The purpose of this memorandum is to announce the discontinuation of the Parental Stress Helpline (PSH) service that has been provided at the Child Abuse/Neglect Hotline Unit (CANHU) since 1985. Hotline staff have received about 2,400 PSH calls annually and referred callers to appropriate local resources or linked callers to a professional crisis line.

Other professional services are in place and should serve to meet the needs of PSH users. Numbers such as Tel-Link, Parent Link, Parents Anonymous, Behavioral Health Crisis Line, National Suicide Hotline, 1-800-Children, and Mid-Missouri Crisis Line are toll-free, and some are available 24 hours a day. There are also similar resources that may be found in local telephone directories. In addition, over the years, the CANHU has expanded its own non-CA/N referral service and currently sends out over 30,000 referrals each year. Eliminating this non-mandated service will allow CANHU staff to dedicate their full attention to the nearly 110,000 calls received each year.

Operation of the PSH service will end on December 1, 2005. Callers to the PSH, for one month, will receive the following recorded message: "The number you have reached, 800-367-2543, is no longer in service. If you are calling with an emergency situation, please call 9-1-1. Otherwise, please check your local phone directory for appropriate resources in your community."

Beginning immediately, all Children's Division employees should remove the PSH number from their list of resources and no longer give this number to clients. Central Office employees should remove the PSH number from future publications.

NECESSARY ACTION:

1. Review memorandum with all Children's Division staff.
2. Remove PSH telephone number from all resource listings, and do not distribute the PSH number to clients.
3. Remove PSH number from future publications.
4. Questions about this memorandum should be cleared through supervisory channels and directed to Linda K. Miller, at (573) 522-2713, Email: [Linda.K.Miller@dss.mo.gov](mailto:Linda.K.Miller@dss.mo.gov) .

PN: LKM