

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

December 22, 2005

MEMORANDUM**WHAT'S INSIDE:**

- **Introduction of Section 8 to the CWM**
- **Service Delivery Grievance Process**

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

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: INTRODUCTION OF SECTION 8 SERVICE DELIVERY GRIEVANCE PROCESS

## DISCUSSION:

The purpose of this memorandum is to introduce Section 8 of the Child Welfare Manual (CWM) and policy changes to the Service Delivery Grievance Process.

Section 8 has been created to address the administrative policies of the Children's Division. Additionally, Section 8 will serve as a location for the placement of policies that are not suitable for placement in other sections of the CWM. As a result, it is anticipated that policies in other sections of the CWM may be moved to Section 8; we ask your patience during this process. Importantly, we hope that you will find topics easier to search and access in the CWM.

The Division strives to provide all its consumers with the highest quality of professional services. As an organization we want to ensure, to the best of our abilities, that the citizens we serve are informed of their rights and responsibilities, which is imperative when making choices that impact their family. To this end, the Division has made revisions to Section 1, Chapter 1, and Section 1, Chapter 2 and has dedicated Section 8, Chapter 1 to grievance and appeals.

The Children's Services Worker (CSW) shall provide and explain the Know Your Rights Brochure (CS-132) and the Service Delivery Grievance form (CS-131) to all consumers **at the initial contact when providing Family-Centered Services, Family Centered Out-of-Home Services, Intensive In-Home Services, Family Reunion Services, Independent Living Services, or Adoption and Guardianship Services and when initiating a Child Abuse/Neglect Investigation or Family Assessment.**

Previously, client rights signs were mailed to circuit managers to distribute to offices for posting in their reception area. The CS-131 and the CS-132 shall be readily available and accessible in the reception area at all times. The CS-132 can be ordered through the Warehouse in either English or Spanish. Staff will need to download the CS-131 from the Children's Division intranet site.

The Division aims to be effective and appropriate when communicating information to persons with language interpretation needs. In the event, that translation or an interpretive service is required, the CSW shall make every effort to secure the appropriate service [reference Section 3, Chapter 5, Attachment D: Communication with Non-English and Special Needs Clients]. Also, staff shall assist consumers in completing the CS-131, if requested.

Unless otherwise directed by the Court, the Division will adhere to its own policy regarding rights and responsibilities of parents and children. Importantly, consumers will be allotted fifteen working days to respond to Level One and Level Two grievance outcomes. Your time and attention is crucial in making our youth and families aware of their rights and responsibilities and providing a formal avenue for them to voice their concerns. Your effort in ensuring these rights and responsibilities is greatly appreciated.

<b>NECESSARY ACTIONS:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division Staff.</li> <li>2. Regional Executive Staff and Circuit Managers will ensure that client rights signs, brochures, and forms are readily available and accessible in all reception areas.</li> <li>3. Staff will provide consumers with a copy of the Know Your Rights Brochure (CS-132) and the Service Delivery Grievance form (CS-131) and explain the grievance process upon initial contact.</li> <li>4. Assist consumers in completing the Service Delivery Grievance form (CS-131), if requested.</li> <li>5. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT:</b> Alicia Jenkins, PDS 573-751-0311 <a href="mailto:Alicia.Jenkins@dss.mo.gov">Alicia.Jenkins@dss.mo.gov</a>	<b>PROGRAM MANAGER:</b> Kathryn Sapp 573-522-5062 <a href="mailto:Kathryn.Sapp@dss.mo.gov">Kathryn.Sapp@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> <a href="#">Section 1, Chapter 1</a> <a href="#">Section 1, Chapter 2</a> <a href="#">Section 8, Chapter 1</a>	
<b>FORMS AND INSTRUCTIONS:</b>  CS-131 Service Delivery Grievance	
<b>RELATED STATUTE:</b> N/A	
<b>ADMINISTRATIVE RULES:</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS:</b> <i>G1.1.01 and G9.2.08</i>	
<b>PROGRAM IMPROVEMENT PLAN (PIP):</b> N/A	
<b>SACWIS REQUIREMENTS:</b> N/A	
<b>RELATED LINKS:</b> N/A	

PN/AJ