

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

November 20, 2008

What's Inside:

Online report for monitoring worker visits with children is now available!

M E M O R A N D U M

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

FROM: JAMES C. HARRISON, ACTING DIRECTOR

SUBJECT: REPORT TO MONITOR FREQUENCY OF WORKER VISITS WITH CHILDREN BASED ON STATE POLICY REQUIREMENTS

DISCUSSION:

The purpose of this memorandum is to introduce the worker visits with children report. This report can be accessed through FACES on the Report Management screen. This report will assist all levels of staff with monitoring worker visits with children in the legal custody of the division.

The National Resource Center for Family Centered-Practice and Permanency Planning (NRCFCPPP) has advised that frequent and meaningful visits with children have been directly linked to positive outcomes for children in the areas of child safety, permanency and well being. The NRCFCPPP is currently working with our division to enhance practice issues related to worker visits with children. Additionally, Child and Family Services Review (CFSR) outcomes are positively impacted and Council on Accreditation (COA) standards are achieved when quality worker visits occur on a regular basis. Significant relationships were found between caseworker visits with children and the following:

- Managing the risk of harm to children;
- Establishing permanency goals;
- Achieving reunification, guardianship and permanent placement with relatives;
- Placement with siblings;
- Preserving children's connections while in foster care;
- Involving the child in case planning; and
- Meeting the educational, physical and mental health needs of children.

Worker Visit with Children Online Report

Children's Division policy ([Child Welfare Manual, Section 4 Chapter 6.1](#)) requires the Children's Service Worker to meet face-to-face, individually and jointly, with the child and the placement provider, at the placement, the next business day following placement.

The worker should then meet face-to-face with the child and placement provider a minimum of two times per month and no less than seven (7) calendar days apart to monitor the placement and assess the safety of the child. One of the two visits must occur in the placement home. This report will assist staff in monitoring our success in meeting policy.

The screenshot below displays the data at the statewide and regional level. In addition, the report can be drawn down to circuit, county, office, supervisor and worker (caseload) levels. This new online report will be useful for assuring visits are occurring consistently and according to state policy. This report can be accessed through the FACES Homepage via the Report Management function.

**Missouri Department of Social Services
Children's Division
Worker Visits - State Standards**

References: [Child Welfare Manual](#)
 Links: [FACES Home Page](#) [Reports Management Home Page](#)

* Select Report Level: Statewide Regional Circuit County

* Select Month / Year:

WORKER VISITS WITH CHILD - STATE STANDARDS
STATEWIDE
From 09/01/2008 To 09/30/2008

Region	Initial Placement Month Worker Visit with Child			Subsequent Bi-Monthly Worker Visit with Child			Worker Visit with Child in Placement Location		
	Required	Actual	% Met	Required	Actual	% Met	Required	Actual	% Met
TOTAL	424	123	29%	17,374	9,974	57%	9,111	5,367	59%
Kansas City Region	58	22	38%	1,924	1,203	63%	1,020	545	53%
Northern Region	126	36	29%	4,530	2,520	56%	2,392	1,334	56%
Southern Region	172	47	27%	7,058	4,377	62%	3,701	2,439	66%
St Louis City Region	27	4	15%	2,268	1,152	51%	1,159	637	55%
St Louis County Region	41	14	34%	1,594	722	45%	839	412	49%

User ID: (STAYF4H) (FCWU448 version#001) 11/18/08 10:29:17

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The first set of columns indicates the number of required and actual visits during the month for those children having an AC/LS1 begin date during the report month. The second set of columns indicates the number of required and actual visits during the month for all children in custody. The third set of columns indicates the number of required and actual visits which occurred in the child's placement setting. Questions regarding how worker visits are calculated should be forwarded to the Regional QA Specialists.

Staff encountering an error box when accessing this report can refer to [CD08100att.pdf](#) for instructions. If there are any questions about the error box, staff should contact the help desk at 751-3811 or 1-800-392-8725.

Accurate Data Entry

There are some significant data entry requirements which will impact the accuracy of this report.

1) Worker visits must be entered in FACES in a very structured and accurate manner in order for the visit to be reflected in this report. This was detailed in [Memorandum CD08-18](#), and in two issues of the CQI "In Focus" quarterly newsletter ([July 2008](#) and [January 2008](#)). In particular, the visit must show the following:

- "actual" communication
- "In-person – Initiated by Worker" type of contact
- a purpose of "worker with Child"
- If the visit occurred in the child's placement, point of contact listed as "In Child's Placement"

Staff who believe visits are missing from the report should assure the above specifications were entered into FACES correctly for each visit.

2) The "worker" and "office worker association" screens found on the General Functions Homepage in FACES are both very important for listing the worker/supervisor in the correct office location for the report. Workers or supervisors whose names are missing from the report should assure that the worker and office association screens are entered as indicated below. *Supervisors need to ensure the Supervisor checkbox is marked.*

**Missouri Department of Social Services
Children's Division
Worker**

References: [Child Welfare Manual](#) [CD Forms](#)

Links: [FACES Home Page](#) [General Functions Home Page](#) [Office Detail](#) [County/Office Worker List](#)

Worker #: 06265 User ID: SACR207

[Worker Search](#) [Worker Schedule](#) [Office Worker Association](#)

* Worker #: 06265 * User ID: SACR207

* First Name: Jane Middle Name: * Last Name: Doe Suffix:

Common First Name: * Title: Social Service Supervisor I

* Worker Type:

Primary County/Office: Cole / CHILDRENS DIVISION
1716 FOUR SEASONS DR
Office Address: SUITE 10 Office Phone: 573-751-4688
JEFFERSON CITY, MO 65101

Work Contact Information

* Phone # 1: 333-333-3333 Ext: Phone # 2: Ext:

Email Address 1:

Supervisor Worker #: 06250 Supervisor User ID: SACR198
Supervisor Name: SACWIS worker Supervisor Work #: 573-555-5555

* Hire Date: 01/01/2007 Termination Date:

* Supervisor: Yes No * Default Eligibility Assignment: Yes No

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Supervisor
Check box
→

**Missouri Department of Social Services
Children's Division
Office Worker Association**

References: [Child Welfare Manual](#) [CD Forms](#)
 Links: [FACES Home Page](#) [General Functions Home Page](#) [Worker](#)

Worker #: User ID: Worker Name: Jane Doe

Office Association

County/Office: [Cole - 051/01 \(CHILDRENS DIVISION\)](#)

Begin Date: End Date:

Primary office: Yes No

Worker Function:

<input type="checkbox"/> Adoption	<input checked="" type="checkbox"/> Alternative Care	<input type="checkbox"/> CA/NHU	<input type="checkbox"/> Central Office
<input type="checkbox"/> Chafee Foster Care Independence Program	<input type="checkbox"/> Circuit Office	<input type="checkbox"/> Clerical	<input type="checkbox"/> CMO Coordinator
<input type="checkbox"/> Eligibility	<input checked="" type="checkbox"/> Family Centered Services	<input type="checkbox"/> Family Reunion Services	<input type="checkbox"/> ICPC Compact Administrator
<input type="checkbox"/> Intensive In-Home Services	<input type="checkbox"/> Interstate Compact on Adoption and Medical Assistance	<input type="checkbox"/> Interstate Compact on the Placement of Children	<input checked="" type="checkbox"/> Investigation/Assessment
<input type="checkbox"/> Out-of-Home Investigation	<input type="checkbox"/> Quality Assurance	<input type="checkbox"/> Regional Office	<input type="checkbox"/> Residential Care Screening team Coordinator
<input type="checkbox"/> Subsidy			

Investigation/Assessment Information

Normal Business Hours Assignment Rotation: Yes No

After Hours Assignment Rotation: Yes No

Family Centered Services Information

Chronic Neglect
 Domestic Violence
 Family Development Specialist

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Casemanager's
Primary Office Box
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Staff should review this report routinely and assure their visits are being reflected in the report. If not, staff should review FACES and update the screens as necessary according to the guidelines above. Updated information will be included for a Federal report sent at the end of November each year, so it is important for staff to make corrections when needed.

Accurate and timely data entry for worker visits will be crucial for the proper utilization of this tool to monitor staff contacts with children.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
UNIT MANAGER CONTACT Meliny Staysa 573-751-4832 Meliny.J.Staysa@dss.mo.gov	ACTING DEPUTY DIRECTOR Susan Savage 573-751-4920 Susan.K.Savage@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	

REFERENCE DOCUMENTS AND RESOURCES

[Memorandum CD08-18](#)

[CQI Quarterly "In Focus" Newsletter, July 2008 Issue](#)

[CQI Quarterly "In Focus" Newsletter, January 2008 Issue](#)

RELATED STATUTE

Child and Family Services Improvement Act of 2006 (P.L. 109-288), incorporated in statute at Section 424 (e) (1) and (2) of the Social Security Act.

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

S10: Child Protective Services and Family-Centered Casework

S21: Foster and Kinship Care Services

G5: Quality of the Service Environment

G7: Training and Supervision

G8: Intake, Assessment and Service Planning

G9: Service Delivery

CHILD AND FAMILY SERVICES REVIEW (CFSR)

Safety II, Item 4

Permanency I, Items 7, 8, and 10

Permanency II, Items 12, 13, and 14

Well Being I, Items 17, 18 and 19

Well Being II, Item 21

Well Being III, Items 22 and 23.

PROTECTIVE FACTORS

[Parental Resilience](#)

[Social Connections](#)

[Knowledge of Parenting and Child Development](#)

[Concrete Support in Times of Need](#)

[Social and Emotional Competence of Children:](#)

FACES REQUIREMENTS

General Functions Home Page: Worker Screen

General Functions Home Page: Office Worker Association Screen

Case Management Home Page: Contact Communication Log Screen