

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

June 24, 2010

M E M O R A N D U M

What's Inside: Changes in Response to Non-CA/N Referrals

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: CHANGES IN RESPONSE TO NON-CA/N REFERRALS

DISCUSSION:

The purpose of this memorandum is to inform staff that the Children's Division will no longer dedicate the efforts of field staff to the Child Abuse/Neglect (CA/N) referral process as is done today. This change is due to the Division's recent elimination of field-based personnel. This situation has resulted in a decision to narrow the focus of the Division to its core functions.

At the heart of the Division's statutorily defined mission is the safety of children through CA/N Investigations and Family Assessments. For a number of years, we have taken many calls through the CA/N toll-free number that do not meet the statutory definition of child abuse and neglect. We took those calls as non-CA/N referrals and directed field staff to respond to the callers and help identify local resources for families when available.

As of July 1, 2010, the Division will continue to accept these calls, but will change the Division's response to them. Rather than referring these calls to the field, CA/N hotline staff will document the concerns and, based on the topic of the call, provide referral contact information directly to the caller, when such information is available. A [letter to school district administrators](#) has been sent to explain the changes the Division is making, as they are our collaborative partners around the state.

CA/N hotline staff will continue to thoroughly screen the concerns presented by each caller to ensure that callers are given contact information for appropriate services, as available. This will eliminate most of the calls being sent to the field, but not all. The following is a list of non-CA/N referrals that will continue to be alerted to field personnel:

- Child is 18 years and older and is in the custody of the Children's Division
- Request for placement of a newborn as outlined in the "Safe Place for Newborns Act"
- Child has no caretaker due to caretaker's incarceration, illness, hospitalization or death, and no other appropriate childcare plan is in place
- A person other than child's parent has child in his/her care and is requesting immediate removal of child
- A parent is requesting immediate placement of child solely because child is in need of mental health services that the parent cannot access or afford, and parent is not threatening to harm or abandon child. (Referral to Custody Diversion Protocol and possible need for a Voluntary Placement Agreement per House Bill 1453)
- Open Family Centered Services or Family Centered Out of Home Care case
- Any call regarding a child placed in a residential facility licensed by the Children's Division
- Any Newborn Crisis Referral received on a child less than one year old
- Any Non-Caretaker (N) Referral
- Any Non-CA/N Fatality Referral

NECESSARY ACTION

1. Review this memorandum with all Children's Division staff.
2. Review revised Child Welfare Manual chapters as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT

Scott B. Montgomery, PDS
 573-526-5408
Scott.B.Montgomery@dss.mo.gov

PROGRAM MANAGER

Dena Driver
 573-751-3171
Dena.D.Driver@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS

[Child Abuse/Neglect \(CA/N\) Reports and Referrals, Section 2 Chapter 1](#)
[Preventative Service Referrals, Section 2 Chapter 1 Subsection 1](#)

[Non-CA/N Referrals, Section 2 Chapter 1 Subsection 2](#)

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

[Letter to School Administrators](#)

RELATED STATUTE

N/A

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

N/A

CHILD AND FAMILY SERVICES REVIEW (CFSR)

N/A

PROTECTIVE FACTORS

Parental Resilience - N/A

Social Connections - N/A

Knowledge of Parenting and Child Development - N/A

Concrete Support in Times of Need - N/A

Social and Emotional Competence of Children - N/A

FACES REQUIREMENTS

N/A