

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

October 7, 2010

What's Inside: Changes to the Immediate Deletion of Child Abuse/Neglect (CA/N) Records

MEMORANDUM

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: CHANGES TO THE IMMEDIATE DELETION OF CHILD
ABUSE/NEGLECT (CA/N) RECORDS

DISCUSSION:

The purpose of this memorandum is to inform staff of changes to the immediate deletion process for Child Abuse/Neglect (CA/N) records and provide clarification regarding the entry of inappropriate report determinations in FACES. It has come to the attention of Central Office that some CA/N Investigations and Family Assessments have been inappropriately deleted using the immediate deletion function in FACES on General Functions.

FACES maintains the capacity to perform automatic deletions of CA/N records based on entries by field personnel, such as [inappropriate report determinations](#) and [indications of harassment](#). In order for FACES to perform automatic deletions related to inappropriate report determinations and indications of harassment, staff must enter the necessary information on Participant Characteristics and Conclusions screens under Investigation and Assessments in FACES. For additional information regarding entries in FACES, see [FACES Information](#).

Changes to the Immediate Deletion of CA/N Records

A change is required in relation to the historic practice of performing an immediate deletion of a CA/N record when the paper file could not be located. If someone requests a case record, and staff are unable to locate the hard copy, they should print off and redact pertinent information maintained in FACES as this is the electronic record of the case.

EFFECTIVE IMMEDIATELY, staff **shall not** use the immediate deletion function under General Functions in FACES. Any case that may present an immediate need for deletion from the FACES system must be sent through appropriate supervisory channels to the attention of Central Office. Scott Montgomery will serve as contacts to perform

immediate deletions in FACES, as needed. Referrals requesting the immediate deletion of a CA/N will need to include the incident number and reason for request.

NECESSARY ACTIONS:	
<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: 	
PDS CONTACT Scott B. Montgomery, PDS 573-526-5408 Scott.B.Montgomery@dss.mo.gov	PROGRAM MANAGER Dena Driver 573-522-8024 Dena.D.Driver@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
N/A	
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 –N/A	
Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
FACES REQUIREMENTS	
N/A	