

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

August 21, 2012

What's Inside: CANHU Resubmitting Hotline Calls to Field Offices
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MEMORANDUM

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: CANHU RESUBMITTING HOTLINE CALLS TO FIELD OFFICES
DISCUSSION:

The purpose of this memorandum is to inform staff an update has been made to FACES to allow for the Child Abuse/Neglect Hotline Unit, CANHU, to correct errors within seventy-two (72) hours. This change is the result of a Change Control Board prioritized Systems Change Request.

The original hotline call number can be corrected and resubmitted by CANHU supervisors to field offices. Hotline calls can only be resubmitted one time, and all resubmitted hotline calls will require approval by a field supervisor. This update in FACES is intended to reduce the level of effort on both CANHU and field personnel by eliminating the need to process calls as inappropriate reports in the field and requiring re-entry of the same information as a new hotline call by CANHU staff.

CANHU supervisors may only utilize this process once per hotline call, referral or documented call. For all documented calls, non-emergency referrals and non-emergency hotline calls, CANHU may perform the resubmitted call function within seventy-two (72) hours of the call being initially alerted to the field office. The exception to the seventy-two (72) hour time limit is that a call can only be changed from a non-emergency to an emergency (Level 1) call within thirty (30) minutes of the originally submitted time.

While a call is being updated by CANHU, I/A staff will be locked out of the call until the update is finished. The alert page which prints out automatically in field offices will indicate a call has been resubmitted to the field for additional information, review and/or action. I/A sups must complete the Accept and Assign process again for all resubmitted calls.

CANHU may update any documented call to any other call type. If the decision is made by CANHU to update a documented call to a child abuse/neglect report or referral, the date and time of CANHU's determination to re-classify the reported concern as a call

type which requires action will be the report/referral's report date and time. The alleged incident date will remain unchanged.

The resubmitted version of a reported concern will be alerted to field offices by CANHU. The call number link on the CAN Report and Referral Status log will navigate users to the "Review Copy" of the CA/N1/Ref1. This version will display the 'resubmitted' information specific to the call. All changes in the 'resubmitted' version of the call will be highlighted in gray so field personnel will know what was added to the original call.

The resubmitted version of a reported concern will:

- Maintain the original case number
- Appear on the CAN Report and Referral Status Log as a new entry with an action type of 'Resubmitted'
- Identify the changes to the original call on the resubmitted copy of the CAN1/REF1

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, MSW 573-526-5408 Scott.B.Montgomery@dss.mo.gov	DEPUTY DIRECTOR Marta Halter, MSW, LCSW 573-522-8024 Marta.Halter@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
N/A	
RELATED STATUTE	
RSMo 210.145	
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	