

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 5, 2013

M E M O R A N D U M

What's Inside:Working with
Incarcerated
Parents

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: POLICY REVISION FOR WORKING WITH INCARCERATED
PARENTS THROUGH INTRODUCTION OF
TELECONFERENCING AND VIDEOCONFERENCING

DISCUSSION:

The purpose of this memorandum is to introduce revised policy for working with incarcerated parents of children in out-of-home care by replacing face-to-face worker/parent visits with teleconferencing and optional videoconferencing by the case manager.

In July 2012, policy was introduced in CD Memorandum [CD12-65](#), *Working with Incarcerated Parents*, to promote case management practice and family engagement with incarcerated parents of children in out-of-home care. After many months of implementation, a number of considerations have surfaced resulting in a reexamination of policy for working with incarcerated parents.

Consequently, the Children's Division has partnered with the Department of Corrections (DOC) on a new process for conducting monthly worker/parent visits: teleconferencing and videoconferencing. Effective January 2014, monthly worker/parent visitation with incarcerated parents will be completed by the **assigned case manager** via teleconference or videoconference. Incarcerated parents will no longer have a service worker in their county of incarceration unless a service worker is needed for parent/child visits.

Teleconferencing

Monthly worker/parent visitation with incarcerated parents will be completed by the assigned case manager via teleconference. Teleconferencing with the case manager can strengthen the helping relationship by providing a steady exchange of communication between the parent and the worker who best knows the intricacies of the case. Parents' questions and concerns can be addressed in a complete and timely manner.

Staff will arrange the monthly teleconference with the incarcerated parent's institutional case worker. The DOC case worker should participate in the worker/parent teleconference to relay or confirm information regarding treatment progress, employment status, conduct, violation reports, service provision, visitation privileges, and transfer or release plans, etc.

Videoconferencing

Staff may also consider videoconferencing as an option to conduct monthly worker/parent visits with incarcerated parents.

Videoconferencing can enrich the working relationship between parents and case managers by providing personal and direct access to the worker charged with the responsibility of managing the family's case. In addition to monthly worker/parent visits, staff are encouraged to use videoconferencing to facilitate the incarcerated parent's participation in Family Support Team (FST) meetings and Permanency Planning Review Team (PPRT) meetings, when possible. Videoconferencing offers a level of inclusion which surpasses teleconferencing, allowing parents and other team members to interact in a more proficient and meaningful way.

Monthly worker/parent visits, FST meetings and PPRT meetings by videoconference should be arranged through the parent's institutional case worker. County offices without videoconferencing equipment can make arrangements with their local juvenile office or court staff to access their videoconferencing equipment. The institutional case worker should also be invited to participate in videoconferencing contacts to provide direct information on the parent.

Communication with Department of Corrections (DOC)

Children's Division has an information-sharing agreement with DOC for "common clients" as outlined in CD Memorandum [CD09-69](#), *Memorandum of Understanding with the Department of Corrections and the Children's Division*. This agreement includes the monthly distribution of a common client match file to circuit managers for redistribution to front-line staff. The match file provides institution and case worker contact information for the offender, if the incarcerated parent is accurately included as a case member on an open Family-Centered Services or Alternative Care case.

FACES Entry

Worker/parent visits by teleconference and videoconference will be credited as valid and completed worker/parent visits and must be documented in FACES as:

Type:	In Person – Initiated by CD
Point of Contact:	Household Address
Purpose:	Worker with Parent/Substitute or Worker with Absent Parent

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

Lori Masek
573-751-4344
Lori.Masek@dss.mo.gov

PROGRAM MANAGER

Christy Collins
573-751-3171
Christy.Collins@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS

Section 4 Chapter 7 Att. B [Serving the Incarcerated Parent](#)

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

[Memorandum of Understanding \(MOU\) Between Missouri Department of Corrections and Missouri Department of Social Services, Children's Division](#)

RELATED STATUTE

N/A

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

PA-AM 4.02; 4.03	PA-FC 14.01; 14.03
PA-CR 1.05	PA-KC 2.02; 2.03
PA-FC 2.01; 2.02; 2.03; 2.05	PA-KC 3
PA-FC 3	PA-KC 4
PA-FC 4	PA-KC 7.01; 7.02; 7.05
PA-FC 7.01; 7.03; 7.04	PA-KC 8
PA-FC 8	PA-KC 13.01
PA-FC 12.01	PA-KC 14.01; 14.03; 14.04

CHILD AND FAMILY SERVICES REVIEW (CFSR)

[CFSR, Item 17, Needs and services of child, parents, and foster parents](#)
[CFSR, Item 18, Case Planning Involvement](#)
[CFSR, Item 20, Caseworker visits with parents](#)

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

N/A