

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

February 28, 2014

What's Inside:

Initial Assurance of
Children's Safety in
Out-of-Home Investigations

MEMORANDUM

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: INITIAL ASSURANCE OF CHILDREN'S SAFETY IN OUT-OF-
HOME INVESTIGATIONS

DISCUSSION:

The purpose of this memorandum is to clarify the role of Children's Division (CD) staff when the Out-of-Home Investigations (OHI) Unit requests assistance to assure the safety of children in conjunction with an open child abuse/neglect investigation.

There are times when OHI requests the assistance of CD staff to make the initial face-to-face contact due to regulatory timeframes. Pursuant to 210.109.3(8), the state shall be the sole provider of child abuse and neglect hotline services. Therefore, requests for safety assurance associated with an OHI investigation may only be completed by employees of the Children's Division, regardless to whether or not the matter involves children receiving case management services from a contracted provider.

Local Children's Division staff who have been requested to assure safety should refer to the following resources which provide support and instruction regarding the role and responsibilities of staff involved in the OHI process:

- OHI Talking Points clarify the role of the local office regarding the OHI process and help staff communicate the OHI process to resource providers.
- The OHI Process Flow Chart provides a summary guide to the steps associated with the OHI process.
- A PowerPoint discussing the roles and responsibilities of the OHI unit is located on the Children's Division Intranet home page under Training Resource, PowerPoint Presentations. The PowerPoint may be used to train staff and resource providers.

When OHI requests local Children’s Division staff to make the initial face-to-face contact due to regulatory timeframes, staff shall take the necessary steps to complete initial face-to-face assurance of children’s safety. Local office staff should also give the resource provider the following forms:

- Description of the Investigation Process, CS-24
- Notice of Privacy Practices Regarding Your Protected Health Information, CSE-10
- Service Delivery Grievance Form CS-131
- Know Your Rights Brochure, CS-132
- Out-of-Home Investigation Protocol Information form, CD-165. The CD-165 should include contact information for the on-call OHI worker. Any questions regarding the specifics of the reported concern or the Division’s investigation into the matter must be addressed by OHI.

Effective immediately, when the reported concern involves children receiving case management services by a contracted provider, CD staff must contact the contracted case manager to request their on-site involvement in the safety planning process. If there is an identified concern for children’s safety (i.e., the child is determined to be unsafe), the decision to remove children from the provider’s residence and subsequent action to do so, is the responsibility of the case manager.

All cursory questioning of the child(ren) to assure children’s safety, or any other questions asked in relation to the ongoing OHI investigation, should be conducted solely by the local Children’s Division personnel.

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: 	
PDS CONTACT Scott B. Montgomery, MSW 573-526-5408 Scott.B.Montgomery@dss.mo.gov	UNIT MANAGER Christy Collins 573-751-9603 Christy.Collins@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
Out-of-Home Investigation Protocol Information form, CD-165	
REFERENCE DOCUMENTS AND RESOURCES	
OHI Talking Points OHI Process Flow Chart PowerPoint	
RELATED STATUTE	
Chapter 210 RSMo.	

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