

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

July 17, 2014

**What's Inside:**

Revised  
Unsubstantiated  
Conclusion Policy

**MEMORANDUM**

TO: REGIONAL DIRECTORS, FIELD SUPPORT MANAGERS,  
CIRCUIT MANAGERS, AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: REVISED DUPLICATE REPORT POLICY

DISCUSSION:

The purpose of this memorandum is to inform staff of revisions made to the Child Welfare Manual specific to duplicating child abuse/neglect (CA/N) reports and referrals. These revisions were made in conjunction with Continuous Quality Improvement and the CA/N Workgroup.

As a result, the following subsections were revised:

- Section 2.3.2 Review of Report to clarify the review of reports and referrals which may be duplicated, and to introduce a new process by which staff may determine individual allegations as "already investigated" in FACES.
- Section 2.2 Attachment C Duplicate Reports to clarify the types of reports and referrals which may be duplicated.

**Duplicate CA/N Reports and Referrals**

CA/N reports or referrals should be duplicated when they meet all of the following criteria:

- The allegations involve the same specific incident or event
- The alleged incident(s) occurred on the same date
- The CA/N report or referral contains the same allegations, and
- The CA/N report or referral includes the same participants (e.g., victims, parents, and alleged perpetrators).

Each county will need to designate at least one Children's Service Supervisor who will duplicate reports. Only supervisors, or above level administrators, may duplicate

reports/referrals in FACES. Supervisors should ensure reporters of duplicated reports/referrals are contacted and made aware their concern has been received by the Local Office.

Children's Service Supervisors should give consideration to the classification and track assignment of each report and referral, and may duplicate the following combination of reports by track assignment:

- Reports with the same track assignment (e.g., CA/N Investigation to CA/N Investigation or Family Assessment to Family Assessment)
- Family Assessments may be duplicated to pre-existing CA/N Investigations, and
- Referrals may be duplicated to pre-existing referrals.

### **Already Investigated CA/N Allegations**

As a matter of law, *Petet v. State, Dept. of Social Services, Div. of Family Services*, 32 S.W.3d 818 (Mo.App. WD 2000), the Division may not reopen a previously unsubstantiated CA/N Investigation after the alleged perpetrator has been provided written disposition (e.g., CS-21) for the same incident. Therefore it is imperative to determine if any allegations contained in a CA/N Investigation are under investigation, or have already been investigated in a separate report.

There may be times when a CA/N Investigation cannot be duplicated to an open or concluded investigation, because it contains new or additional allegations.

There may be times when a family's history is known to the Division, but a previously unsubstantiated CA/N Investigation has been expunged pursuant to [Section 210.152 RSMo.](#) When this occurs, it becomes necessary to seek additional sources of information, such as records maintained by other multidisciplinary team members.

When allegations within a CA/N Investigation cannot be duplicated to a prior report or reopened pursuant to case law it should be concluded as "already investigated" when they meet all of the following criteria:

- The subsequent report involves the same specific incident or event
- The alleged incident(s) occurred on the same date
- The subsequent report contains the same allegations
- The subsequent report includes the same participants (victims, parents, and alleged perpetrators), and
- The Division maintains the record of notice provided to an alleged perpetrator in conjunction with a previously unsubstantiated CA/N Investigation of the same incident, or in cases of previously expunged CA/N Investigations
- There is a record of the Division's previously unsubstantiated CA/N Investigation maintained by the Juvenile Office, law enforcement, Child Advocacy Center, or other multidisciplinary team member which is made known to the Division.

Supervisors should forward matters which involve previously expunged CA/N Investigations, and any supporting information, to their Circuit Manager, Program Manager or above level administrator. The field administrator should determine if the

reported concern has already been investigated by the Division. The record must reflect a conference and approval of the Circuit Manager, Program Manager or above level administrator, when the Division concludes an allegation from an expunged CA/N Investigation as “already investigated.”

<b>NECESSARY ACTIONS:</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Scott B. Montgomery, MSW 573-526-5408 <a href="mailto:Scott.B.Montgomery@dss.mo.gov">Scott.B.Montgomery@dss.mo.gov</a>	<b>UNIT MANAGER</b> Christy Collins, MS 573-751-9603 <a href="mailto:Christy.Collins@dss.mo.gov">Christy.Collins@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> <a href="#">2.2 Attachment C Duplicate Reports</a> <a href="#">2.3.2 Review of Reports</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCE</b> N/A	
<b>RELATED STATUTE</b> <a href="#">Chapter 210 RSMo.</a>	
<b>ADMINISTRATIVE RULE</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A	
<b>PROTECTIVE FACTORS –N/A</b> Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
<b>FACES REQUIREMENTS</b> N/A	