

## DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 6, 2014

## M E M O R A N D U M

**What's Inside:**Circuit Courtesy/Service  
Request Email

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: CIRCUIT COURTESY/SERVICE REQUEST EMAIL SYSTEM

The purpose of this memorandum is to introduce the Circuit Courtesy/Service Request Email system and contact list. This system was developed in response to a CQI request to set up a generic email inbox for each circuit to receive requests from staff in other circuits for courtesies (CPS-2) or assistance with other services, such as an Out-of-County Home Assessment Request (CD-174) or Service Worker/Case Transfer Requests (CD-175).

**The effective date for full implementation of the Courtesy/Service Request email system is August 15, 2014.** This is to assure that protocols are in place and inboxes are being monitored. Staff may however begin sending courtesy/service requests to the circuit inboxes immediately, following up emails with phone calls to assure the request has been received and is being addressed. This will give circuits a period to work out the kinks in local protocols until full implementation on August 15, 2014.

### Requesting Circuit

The [Circuit Courtesy/Service Request Email Listing](#) may be found on the CD Intranet webpage under *Administration* and *A to Z*. Staff seeking a courtesy or service from another circuit may refer to the Circuit Courtesy email listing to find access the appropriate email address. Staff may enter their courtesy request or request for service into the body of the email or may attach an appropriate request form, such as CPS-2, CD-174, or CD-175.

Some situations may require after-hours/on-call staff to respond immediately. In such situations the requesting worker will contact CANHU to have an on-call worker contacted. During work hours all courtesy/service requests that are emergencies or require immediate action should make phone contact with the receiving circuit to assure the request has been received and is being addressed. (For more information about after hours courtesies, see *CWM Section 2, Chapter 4, Attachment C: [Courtesy Requests](#)*)

These Circuit Courtesy/Service Request email boxes **should be used for initial requests only**. Once the requesting staff is informed the request has been assigned, further correspondence should be made directly to the assigned staff member.

## Receiving Circuit

Every Circuit must develop a protocol for:

- Managing access to the inbox. This includes adding and updating an adequate number of staff to be available to monitor and respond to emails received during the day. It is suggested that a primary and back up staff check the inbox 3 to 5 times a day to make sure requests are received and acted on in a timely manner.
- Circuit Managers are the designated owners/managers of the inbox and may add and update staff with access as needed to provide adequate coverage.
- To change or update the Circuit Manager/designated owner contact Janie Niekamp by phone at (573) 526-1646 or through email, [MJanie.Niekamp@dss.mo.gov](mailto:MJanie.Niekamp@dss.mo.gov) .
- Circuits will also need a system of assigning the emails to field staff who perform the requested action.
- If more than one staff is reading emails, circuits will need to develop a way to designate that an email request has been assigned to avoid duplication of responses.

### Suggestions:

- Use the categories tab to designate a color for each worker who responds to the email.
- Use the categories tab to designate a color for emails that are assigned or completed.
- Create a subfolder under the inbox folder to dump the email into once a request has been assigned.

*For other questions about access to Circuit Courtesy/Service Request Email, contact Janie Niekamp by phone at 573-526-1646 or through email [MJanie.Niekamp@dss.mo.gov](mailto:MJanie.Niekamp@dss.mo.gov).*

### NECESSARY ACTION

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

Randall D. McDermit  
573-751-8932  
[Randall.D.McDermit@dss.mo.gov](mailto:Randall.D.McDermit@dss.mo.gov)

#### UNIT MANAGER

Tricia Phillips  
573-522-2713  
[Tricia.Phillips@dss.mo.gov](mailto:Tricia.Phillips@dss.mo.gov)

### CHILD WELFARE MANUAL REVISIONS

N/A

### FORMS AND INSTRUCTIONS

N/A

### REFERENCE DOCUMENTS AND RESOURCES

[Circuit Courtesy/Service Request Email Listing](#)

**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