DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 28, 2014

M E M O R A N D U M

What's Inside:
Revision of Critical Event Protocol

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

FROM: TIM DECKER, DIRECTOR

SUBJECT: REVISION OF CRITICAL EVENT PROTOCOL

DISCUSSION:

The purpose of this memorandum is to inform you of changes associated with the Children's Division's Critical Event Protocol, specifically as it relates to the use of the CD-164 toolkit and the Critical Event Review Panel, effective two weeks after the posting of this memorandum.

The purpose of the CD-164 toolkit and the Critical Event Review Panel is to review the circumstances surrounding a critical event, including the Children's Division's involvement with the family prior to the critical event. The objective is to identify systemic issues or areas of need in an effort to improve agency effectiveness.

The CD-164 is a tool to obtain additional information in response to a specific critical event by reviewing the family's history with the Children's Division, interviewing staff, and making observations about policies and procedures. The intent of this analysis is to identify patterns or issues that can be addressed at a local level by regional leadership and/or to make recommendations related to needs or practice changes specific to the area of the critical event (i.e., the county, circuit, region of the critical event, or statewide.)

Each critical event reviewed by the Critical Event Review Panel requires a completed CD-164 toolkit. The purpose of the Critical Event Review Panel is to review and discuss critical events to identify systemic issues that have a statewide impact. Representatives from other Department of Social Services Divisions and the Department of Mental Health are involved with this review.

Please note that local and regional staff always have the opportunity to request a case review using the CD-164 toolkit or at the Critical Event Review Panel if staff believe a review would be helpful or it would offer a valuable learning opportunity.

The changes to the Critical Event Protocol are to maximize the value of the review processes currently in place. It will assist staff to identify cases that are most likely to offer valuable learning opportunities. The revised protocol will allow Children's Division staff at all levels to identify the need for changes and to receive recommendations, and implement changes, in a manner that is relevant and timely.

The changes to the Critical Event Protocol are as follows.

- Critical events that meet criteria for Category "B" will only require a CD-164 toolkit if child abuse/neglect is suspected to have contributed to the fatality, near fatality, suicide, or serious injury
- Critical events that meet criteria for Category "B" will only require a critical event review panel if child abuse/neglect is suspected to have contributed to the fatality, near fatality, suicide, or serious injury or a review panel is requested.
- Critical events that meet criteria for Category "C" will only require a critical event review panel if child abuse/neglect is suspected to have contributed to the fatality, near fatality, suicide, or serious injury or a review panel is requested.
- The reviewer who completes the CD-164 toolkit must not have supervisory responsibility for staff involved with the case(s) to be reviewed.

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	PROGRAM MANAGER
John Steinmeyer	Christy Collins
(573) 751-8930	(573) 751-9603
John.Steinmeyer@dss.mo.gov	Christy.Collins@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS
Section 2 Chapter 4.3.8 Fatality/Critical Event Reporting and Review Protocol

FORMS AND INSTRUCTIONS
Critical Event Report (CS-23) Instructions Critical Event Case Review Tool Kit Instructions Critical Event Protocol Grid, CD-168 Critical Event PowerPoint

REFERENCE DOCUMENTS AND RESOURCES
N/A

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
Parental Resilience-N/A
Social Connections-N/A
Knowledge of Parenting and Child Development-N/A
Concrete Support in Times of Need-N/A
Social and Emotional Competence of Children-N/A
FACES REQUIREMENTS
N/A