



Practice Alert

Worker Alerts Sent Out on CA/N Reports with Additional Information Calls

This Practice Alert is the result of a situation discovered through the CQI process. The purpose of this Practice Alert is to improve the Division's ability to ensure that all information reported to the Division on CA/N reports is received and utilized as necessary regarding children's safety, health and well-being. It is important for field personnel to accept and assign all CA/N reports as soon as possible. There are circumstances in which the Child Abuse and Neglect Hotline Unit (CANHU) receives additional information calls on CA/N reports. The additional information reports are sent through FACES as a Worker Alert to the staff who has been assigned the CA/N report. If a CA/N report is accepted by field staff, but is not assigned prior to the receipt of an additional information report, any additional information reported to CANHU for that call may be misplaced or otherwise lost.

All CA/N reports must be accepted and assigned to a Children's Service Worker or Children's Service Supervisor as soon as they are alerted to the field. Once assigned, it will be the responsibility of that worker or supervisor assigned to a CA/N report to review their worker alerts for any additional information reports, which may be received until the matter is concluded and approved in FACES.

It is imperative for field staff and supervisory personnel to review and utilize additional information reports. The alerts will come as an information alert and will have a link to the New Call Worksheet, where the information may be accessed. Once the information has been accessed, it may be deleted from the worker alert list.

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