



# Practice Points

## Obtaining a Release of Information When Referring to First Steps

The purpose of this Practice Point is to remind staff to make every effort to complete a Release of Information, SS-6 with parents and/or legal guardians when referring a family to the First Steps program. A signed SS-6 is required to communicate with the First Steps provider, as described in [Section 2 Chapter 4.1.12 Determining the Level of Intervention](#). If the parent/legal guardian refuses to sign the release, the Children's Service Worker should document the refusal in the case record. If the worker is subsequently contacted by First Steps, the worker shall inform the First Steps staff person an authorized release was not obtained, and discontinue any further communication.

A signed release of information is not required in situations involving a child in the legal custody of the Children's Division. However, staff should provide verification of the child's custody status to First Steps to maintain open communication regarding the child and family's status.

Children's Division staff may use the CS-30 Medical/Professional Information Request form during the completion of a Child Abuse/Neglect Investigation or Family Assessment for situations in which families refuse to consent to a release of information with First Steps. Such requests should be used only on an as needed basis to obtain relevant information regarding children's safety and/or well-being. The CS-30 may not be used during the provision of case management services.

PDS Contact: Scott B. Montgomery, MSW  
[Scott.B.Montgomery@dss.mo.gov](mailto:Scott.B.Montgomery@dss.mo.gov)

Issued 07/25/2013