

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 1, 2016

M E M O R A N D U M

What's Inside:
Out of Home
Investigations and
the Resource
Development
Worker

TO: REGIONAL EXECUTIVES, CIRCUIT MANAGERS, PROGRAM MANAGERS AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: OUT OF HOME INVESTIGATIONS AND THE RESOURCE DEVELOPMENT WORKER

DISCUSSION:

The purpose of this memorandum is to remind staff of the various roles and responsibilities of resource development workers when a resource home is being investigated by the Out of Home Investigation (OHI) Unit for reported Child Abuse and Neglect allegations against a resource home.

A memorandum was issued January 2011 providing staff with Talking Points, OHI Process Flow Chart, a PowerPoint presentation and the revised *Out-of-Home Investigation Protocol Information* (CD-165). This information was published to provide support and instruction regarding the role and responsibilities of staff involved in the OHI process and understand how to provide support to the resource provider.

The OHI investigator is tasked to notify the resource development worker for the resource family that an investigation is being conducted. The investigator should provide information to the resource development worker regarding the reported concerns at the beginning of the investigation and the results of the investigation when the determination is made.

The resource development worker will engage the resource parent(s) and discuss the concerns raised. Together they will draft a corrective action plan to address the concerns reported, any concerns raised during the investigation and any licensing issues identified during and following the investigation. If it is determined that the hotline call was a form of harassment or perceived to be toward the resource parent or there are no licensing concerns, a corrective action plan does not need to be created.

If it is necessary to conduct a review of the resource home as outlined in policy, the summary outline of the review will include a copy of the corrective action plan.

When conducting the resource home renewal the resource development worker will:

- Review all Child Abuse and Neglect reports made during the licensure period
- Review all the corrective action plans created during the licensure period
- Talk with the OHI Investigator of each OHI investigation
- Talk with the OHI Unit Manager or Supervisor, and
- Discuss with the resource parent(s) all the OHI investigations including;
 - their compliance with the corrective action plan(s) and
 - any continuing concerns as are relevant to the appropriateness of the renewal of the resource home license

The requirement to complete a corrective action plan with the resource provider(s), if the OHI investigation is not considered to be harassment toward the resource provider, begins with publication of this memorandum.

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| NECESSARY ACTION | |
| <ol style="list-style-type: none"> 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 Elizabeth Tattershall 573-522-1191 Elizabeth.Tattershall@dss.mo.gov | PROGRAM MANAGER Amy Martin 573-751-3171 Amy.L.Martin@dss.mo.gov |
| CHILD WELFARE MANUAL REVISIONS Out-of-Home Investigations (OHI), OHI Investigation Procedures, Licensed/Unlicensed Placement Provider, CWM 2.7.5.4.3 Resource Development, Resource Family Assessment and Licensing Process, Conducting Resource Home Renewal, CWM 6.3.5 Resource Development, Children’s Division Appeal Process, Guide for Conducting a Review of a Resource Home, CWM 6.7.7 Resource Development, Resource Development Worker Responsibilities, CWM 6.13.1 | |
| FORMS AND INSTRUCTIONS N/A | |
| REFERENCE DOCUMENTS AND RESOURCES CD11-02, Resource Provider Support During Out-of-Home Investigations | |
| RELATED STATUTE 210.486 210.496 | |
| ADMINISTRATIVE RULE N/A | |

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| 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 |