

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

January 19, 2011

<p>What's Inside: Changes to the Retention Schedule for Newborn Crisis Assessment Referrals and Unable to Locate Records</p>

MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: CHANGES TO THE RETENTION SCHEDULE FOR NEWBORN CRISIS ASSESSMENT REFERRALS AND UNABLE TO LOCATE RECORDS.

DISCUSSION:

The purpose of this memorandum is to inform staff that the Child Welfare Manual has been updated to reflect a change in the retention schedule for all Newborn Crisis Assessment Referrals (A-Referrals) and Child Abuse and Neglect (CA/N) Investigations and Family Assessment records. The revised retention schedule for A-Referrals is in response to the Continuous Quality Improvement (CQI) process in which staff have requested additional maintenance of family history as it would relate to considerations of chronic maltreatment and the accumulation of harm.

Newborn Crisis Assessment Retention Schedule

Effective the date of this memorandum, all newborn crisis assessment referrals shall be retained for twenty (20) years from the closing date and then destroyed and expunged from FACES, unless a Family Centered Service (FCS) case was open at the time of the referral or subsequent to the referral within the retention time period. In the above situations, the information should be placed in the case management record and retained based on policy which applies to the case management record (i.e., retained indefinitely).

Unable to Locate Record Retention Schedule

The Child Welfare Manual has been revised to provide further clarification consistent with [CD10-111](#). The information maintained in FACES is the Division's official record. Therefore, if a written request is made by an individual who is entitled to receive a copy of the Division's record and the physical paper file cannot be located, staff should retrieve information maintained within FACES that is pertinent to the request, and provide the requestor with a redacted version of that information in response to his/her request. This would include any record which was converted into FACES from the Division's prior electronic system.

The primary purpose for the immediate deletion of record function is:

- to assist the Child Abuse Neglect Hotline Unit to ensure that the most accurate information is sent to field personnel; and,
- to perform a function, as a matter of last resort, in response to a court ordered directive.

NECESSARY ACTIONS:	
<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 Scott B. Montgomery, PDS 573-526-5408 Scott.B.Montgomery@dss.mo.gov	PROGRAM MANAGER Dena Driver 573-522-8024 Dena.D.Driver@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
Section 5 Chapter 4.1 CA/N Reports	
FORMS AND INSTRUCTIONS	
N/A	
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 –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	