

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY MO 65109

March 18, 2019

TO: ALL CHILDREN'S DIVISION CASE MANAGERS, RESIDENTIAL COORDINATOR SUPPORT TEAM (RCST), AND REGIONAL LICENSING CONSULTANT STAFF

FROM: Christy Collins  
Deputy Director, Children's Division

SUBJECT: Reporting Emergency Medical Care by Residential Treatment Agencies for Children and Youth (RTACY)

This is to advise and remind all Children's Division Case Managers, Residential Coordinator Support Team (RCST), and Regional Licensing Consultant staff of Residential Licensing Rule 13 CSR 35-71.075(2)(C) regarding reporting serious illness, injury, hospitalization, or emergency medical care.

**Reporting requirement:**

An agency (residential provider) shall contact a child's parent(s), guardian, or legal custodian **immediately**, but **no longer than twelve (12) hours** when a serious illness, a serious injury, or hospitalization of the child occurs. This includes any visit to an emergency medical facility.

This regulation is in addition to the notice requirements for reporting critical incidents pursuant to 13 CSR 35-71.070(1)(J).

A copy of the Rules for Licensing Residential Treatment Agencies for Children and Youth can be found on the DSS Internet-Children-Residential Program Unit and the CD Intranet-Programs-Residential Program Unit.

**Responsibility to gather information and report non-compliance:**

Case managers are responsible for gathering additional information regarding the child's medical condition and care. Immediate follow-up must be conducted in response to the notification. Any failure to provide notice within the timeframe above, if not immediately corrected by the residential provider, shall be reported.

Case management staff shall report non-compliance to the Residential Program Unit at 573-751-4954 or [CDAAskRPU@dss.mo.gov](mailto:CDAAskRPU@dss.mo.gov)

Please contact Jennifer Richter, State Supervisor, Residential Program Unit, at (573) 751-4954, if you have any questions or comments regarding this matter.