

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: DAVID B. KURT, DIRECTOR

SUBJECT: PRINTER ALERTS FOR ADDITIONAL INFORMATION

DISCUSSION:

The purpose of this memorandum is to inform staff of a FACES change regarding additional information received at the Child Abuse/Neglect Hotline Unit (CANHU). Currently, when additional information is received on a family with an open Investigation/Assessment function that does not rise to the level of child abuse/neglect, staff receive a worker alert informing them of this. Due to concern that this information may be overlooked or not viewed timely, a FACES change has been made to send a printer alert to the county office. These printer alerts will be identified as call type 'documented'. Staff will then be able to view the documented call by looking up the call number on the New Call Information Worksheet in FACES. These alerts will not display on the CA/N Report and Referral Status Log.

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 Kara Wilcox-Bauer 573-526-9707 Kara.B.Wilcox-Bauer@dss.mo.gov	MANAGER CONTACT Tasha Toebben 573-526-3899 Tasha.Toebben@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS Section 2, Chapter 2.5, Additional Information Received at CANHU	
FORMS AND INSTRUCTIONS N/A	

REFERENCE DOCUMENTS AND RESOURCES
N/A
RELATED STATUTE
N/A