

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 7, 2020

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: REGINALD E. MCELHANNON, INTERIM DIRECTOR

SUBJECT: RESOURCE PARENT INQUIRY QUESTIONNAIRE

DISCUSSION:

The purpose of this memorandum is to remind staff regarding receiving and responding to inquiries from individuals contacting the local office with questions about or interest in becoming a resource parent or providing foster care services.

The FACES screen, **Resource Parent Inquiry Questionnaire** was introduced in 2010 as a tool for staff to capture inquiries. The tool is accessed by logging onto FACES and navigating to the functional area, Resource Management. Once the link to the questionnaire is selected, click on "Add Questionnaire". From there the information gathered from staff speaking with an individual on the phone or through an email contact is recorded. The form is provided to the appropriate staff to respond to the inquiry. The staff responding to the inquiry should do so immediately within in 5 business days.

Missouri Department of Social Services
Children's Division
Resource Parent Inquiry Questionnaire

References: [Child Welfare Manual](#)
Links: [FACES Home Page](#)

[Frequently Asked Questions](#)
[Resource Management Home Page](#)

Date of Call: 12/13/2019

Worker who took initial call: Tattershall, Elizabeth / TATTV1S

*Prospect(s):

Additional Family Member(s) in the Household:

* Household Address Information:

General Information Section		Frequently Asked Questions
* Area(s) of interest (Check all that apply): <input type="checkbox"/> Foster Care <input type="checkbox"/> Adoption <input type="checkbox"/> Respite Care <input type="checkbox"/> Unsure <input type="checkbox"/> Other		
* Referral Information (Check all that apply): <input type="checkbox"/> TV/Radio <input type="checkbox"/> Newspaper <input type="checkbox"/> Internet <input type="checkbox"/> Family/Friends <input type="checkbox"/> Foster Parent <input type="checkbox"/> Other		
* Have you been a Resource Parent in the past? <input type="checkbox"/> Yes <input type="checkbox"/> No		
We will be sending more information.		<input type="checkbox"/> Caller Agrees <input type="checkbox"/> Caller Refuses
General Comments: <input type="text"/>		

Any staff may complete the Questionnaire. Timely response to the inquirer is essential and key to increasing the valuable resources to provide foster care services to foster youth in Missouri. Per policy 6.3.1 there are specific responses to an inquiry regarding becoming a resource parent.

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	MANAGER CONTACT Amy Martin 573-526-8040 Amy.L.Martin@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	