

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: JOANIE ROGERS, INTERIM DIRECTOR
SUBJECT: JUVENILE OFFICE REFERRAL SCREEN IN FACES

DISCUSSION:

The purpose of this memorandum is to inform staff of changes to FACES to allow for the tracking of Juvenile Office (JO) Referrals. Referrals to the juvenile court may be made at any time throughout the life of a case when the parents/caregivers' protective capacities are insufficient to control the safety threat to the child.

Referrals that recommend out-of-home placement shall be made if the safety assessment indicates the child(ren) is in danger if they remain in the home and no viable Immediate Safety Intervention Plan (CD-263) can be created to prevent removal. In addition, pursuant to Section 210.146, RSMo., the Children's Division is required to submit a referral to the Juvenile Office when a SAFE-CARE provider makes a diagnosis that a child under the age of four has been subjected to physical abuse.

Any time staff make a referral to the JO for the above circumstances, staff shall complete the JO Referral screen in FACES.

The JO Referral screen link can be found on the I/A homepage, Case Management homepage, I/A monitoring, and Family Centered Services (FCS) monitoring page.

Each JO Referral is tracked via the referred child's DCN. A child can only have one open JO Referral at a time. Once the JO Referral has closed, the referral shall be updated in FACES to reflect the outcome.

The JO Referral screen will have statuses:

- Initial Status—Worker has input JO Referral.
- Pending Supervisor Approval Status—Worker has submitted to Supervisor for approval.
- Active Status—Referral has been approved by Supervisor and is considered open.

- Closed Status—Response has been received by the JO and Worker has closed the referral.

The JO Referral may be amended and each of the above statuses will show Amended Status when the referral is amended. Worker would repeat each of the above steps and the status will include “Amended” in the status. Amending a JO Referral will allow users to amend a JO Referral previously approved and sent to the JO. A copy of the amended referral must be sent to the JO.

An individual cannot be inactivated on the Participant Characteristics screen if they are a selected individual on a JO Referral.

A hotline report (including referrals) or FCS case cannot be closed with an open JO Referral, with the exception of a supervisor override and approval on a hotline. A situation in which a supervisor may approve this override would be that an FCS Case is being opened to address the ongoing needs of the family as well as continued work with the Juvenile Office.

A call with an open JO Referral cannot be duplicated, associated, or combined with another call unless it is the primary call on any of these functions.

An Alternative Care Case (AC) cannot be created if there is an open JO Referral. The referral must be closed before the AC function can be opened.

If you receive a response from the JO, whether that be an action or denial to move forward, you may close your referral and proceed with opening a FCS or AC case.

On the Conclusion screen, a conclusion cannot be completed if a JO Referral exists and is not closed. A conclusion cannot be completed on an investigation with a child under 4 as the child victim, if the Safe Care question is checked and each victim child under 4 does not have a JO Referral.

The Call Case Prior History Search screen will display all JO Referrals for the child under a new section labeled JO Referral Information.

In addition, a new report has been added to the Report Management. This report can be used to view each JO Referral entered during a selected timeframe. This information can be broken down by the entire state, region, circuit, or county.

For a step-by-step walkthrough of the JO Referral screen, please see the guide located on the FACES Information intranet page.

The completion of the JO Referral Form in FACES will replace the need to complete the CD-235 in its Word version. This form will be removed from E-Forms.

All JO Referrals must be entered as they occur and this shall begin with the date of this memorandum.

NECESSARY ACTION

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

Cari Pointer
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MANAGER CONTACT

Kara Wilcox
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CHILD WELFARE MANUAL REVISIONS

NA

FORMS AND INSTRUCTIONS

NA

REFERENCE DOCUMENTS AND RESOURCES

NA

RELATED STATUTE

NA