

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 1, 2021

M E M O R A N D U M

**What's Inside:**

**CHANGE IN  
CASE REVIEW  
POLICY**

TO: ALL REGIONAL AND COUNTY CD AND FSD STAFF

FROM: JOANIE ROGERS, INTERIM DIRECTOR CHILDREN'S DIVISION  
KIM EVANS, DIRECTOR FAMILY SUPPORT DIVISION

SUBJECT: CHANGE IN CASE REVIEW POLICY

2035.000.00 CHILD CARE CASE REVIEWS

Child Care Processing Center managers and supervisors will review a minimum of two hundred (200) targeted child care case actions each month. Random reviews may include actions completed by both probationary and non-probationary staff and can be completed in conjunction with reviews for other types of income maintenance programs within forty-five (45) days of the end of the month. The supervisor and manager will be notified of the results. The case action must be corrected within 30 days of an incorrect action being identified.

Managers will maintain documentation of the actions being reviewed. Supervisors/managers are expected to ensure all reviews are conducted as well as to ensure all necessary actions are taken when a case is determined to be incorrect.

**NECESSARY ACTION**

1. Review this memorandum with all Children's Division and Family Support Division staff.
2. Review revised Child Care Subsidy sections as indicated below.
3. All questions should be cleared through normal supervisory channels and directed to:

**PDS/MAS II CONTACT**

Sharon Barsby  
573-751-2037  
[Sharon.Barsby@dss.mo.gov](mailto:Sharon.Barsby@dss.mo.gov)

**PROGRAM MANAGER**

Salona Parker  
573-522-2294  
[Salona.S.Parker@dss.mo.gov](mailto:Salona.S.Parker@dss.mo.gov)

**CHILD CARE SUBSIDY PROGRAM MANUAL REVISIONS**  
<https://dssmanuals.mo.gov/child-care-manual/2035-000-00/>

**FORMS AND INSTRUCTIONS**  
N/A

**REFERENCE DOCUMENTS AND RESOURCES**

**RELATED STATUTE**  
N/A