Practice Alert

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Issued   Prevention and Safety Unit
by:

DCN Accuracy

The purpose of this Practice Alert is to remind staff to complete a thorough search for an existing Department Client Number (DCN). Duplicate or incorrect DCNs can affect the accuracy of child abuse/neglect reports and other data. Additionally, DCNs are used outside of Children's Division and incorrect information will impact other agencies.

Staff should gather as much demographic information as possible, including, First Name, Last Name, DOB, Gender, and SSN to assist in identifying the correct name in FACES. Once a match is found, staff should ensure the identifying information matches what they obtained from the client or the report. Staff must be cognizant of inputting the correct information into FACES to ensure that the correct person has been entered on a report.

If a report or referral is received from the Child Abuse and Neglect Hotline Unit (CANHU) with the DCN(s) already entered, staff must verify that the information contained in the DCNs is correct with the appropriate participants. Staff should also double-check to ensure the DCNs are entered correctly for each participant role—special attention should be given to participants with identical names in a family group (e.g., Senior, Jr., III, etc.).

If incorrect information is linked to a DCN such as a name, date of birth, or gender, field staff should make the necessary corrections in FACES.   If multiple DCNs are assigned to one individual or a suffix or SSN needs to be corrected, staff should email Cole.CoIDM@dss.mo.gov for assistance. Staff should include identifying information such as DCN, name and date of birth.

If no DCN can be found in FACES, the Client Common Area (CCA) can also be searched. The link below describes how to search a DCN within the CCA. If a DCN needs to be assigned, staff should consult with their supervisor.

How to Find a DCN (mo.gov)

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