

## 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  
(CD staff only, this policy does not apply to FCCM partners or FCCM cases)

FROM: DARRELL MISSEY, DIRECTOR

SUBJECT: SERVICE WORKER REQUEST/CD-175 FORM CHANGES

## EFFECTIVE DATE:

A revised Service Worker Request process has been established as a result of a field request. The process revisions have also resulted in changes to the CD-175 Service Worker/Case Transfer form and elimination of the CD-175 Cover Letter. Policy revisions can be located in the [Child Welfare Manual; Section 4, Chapter 11, Subsection 6](#). The revised [CD-175](#) and [Instructions](#) can be found in employee access e-Forms. This memo outlines the Service Worker Request parameters, process and respective Case Manager and Service Worker responsibilities.

**Service Worker Request Purpose**

The option to request a Service Worker for a child is intended to support staff in reducing drive time while continuing a practice that maintains the Case Manager/child/parent/placement provider connection and continues to meet Federal requirements of worker visits. The Federal requirements outline that contacts occur at least monthly, they take place in the child's placement the majority of the time (explanation of 'majority of the time' can be found in the [CWM Section 4 \(Alternative Care\), Chapter 11 \(Administrative Activities\), Subsection 6 \(Service Worker Requests\)](#) and that the contact with the child(ren) includes having a one on one conversation with their worker, away from other people, to include age-appropriate topics of safety, permanency, well-being issues, and case planning.

**Guidelines for existing Service Worker requests prior to the date of this memo:**

All prior Service Worker requests must be resubmitted if the Sending Circuit wishes to continue the request. This will allow both Sending and Receiving Circuits to accurately track the incoming and outgoing requests as of the release date of this memo. Should Circuits

choose to track the incoming or outgoing requests, you can find an [example tracking log here](#). For requests already in place prior to the release of this memo, if resubmitted, please note that on the CD-175 when sending to the Receiving Circuit.

#### **Guidelines for the Service Worker request:**

- Service Worker requests can be made if the distance of the address the Service Worker will be visiting exceeds 2 hours, one way, from the Case Manager's base office address. Drive time shall be calculated by utilizing the [Trip Optimizer](#).
- Service Worker requests should be sent as soon as the need is identified, please be courteous as to the timeframe between the request and when initial contact is requested
- **Service Workers would complete the worker/child/placement provider or worker/parent visits, face to face every month or as otherwise agreed upon in the CD-175**
- **While the Service Worker is maintaining in person contact with the child/placement provider/parent, the assigned Case Manager must have monthly contact with the child/placement provider/parent via phone or video call, to maintain the relationship with the individuals the Service Worker is visiting and to keep them aware of the case plan and any updates**
- Should any significant changes occur in the case, the Case Manager is responsible for providing updates to the Service Worker
- Circuits have the flexibility to assign a Service Worker to facilities that are in their Circuits if that meets their business need

#### **Instructions:**

Service Worker requests (CD-175) shall be sent to the receiving circuits [courtesy request email](#) and the receiving Circuit Manager (or designee) CC'd.

For emergency requests, (needing contact to be made within a 3 day period) indicate 'emergency request' in the subject line of the email.

#### **Request Determination by Receiving Circuit/County:**

The Circuit Manager (or designee) shall respond within 1 business day if specified as an emergency request and within 3 business days if specified as a non-emergency request, indicating receipt of the Service Worker/Case Transfer request (CD-175) and if the request is accepted or denied. Only emergency requests shall be considered for denial if the receiving circuit cannot meet the immediate need, all non-emergency requests shall be accepted. If accepted, check the appropriate box and specify the Service Worker who is assigned. If denied, check the appropriate box and specify the reason for denial. The receiving Circuit Manager (or designee) shall send the accepted/denied CD-175 with the determination back to the sending circuits [Circuit Courtesy/Service Worker/Case Transfer Request email listing](#).

The sending Circuit shall be responsive to any additional requests for information or clarification back to the receiving Circuit Manager (or designee). Should additional information be requested by the receiving Circuit, the determination may be postponed until the information is received by the receiving circuit.

Should the Case Manager change, the Case Manager or Supervisor is responsible to ensure notification is provided to the Service Worker of the reassignment. Should the Service Worker

change, the Service Worker or Supervisor is responsible to ensure notification is provided to the Case Manager of the reassignment.

Service Workers shall be responsible for entering the contact narrative in FACES, ideally within the next business day but not to exceed seven (7) days after the contact occurs. Service Workers will also be responsible for uploading into OnBase any documents, forms, records obtained or completed with the family by the Service Worker. Should any major changes, safety concerns or disruptions occur, the Service Worker must notify the Case Manager immediately and the workers shall coordinate how to handle the situation and specify next steps. These conversations shall be documented in FACES by the Case Manager.

The Case Manager is responsible for uploading the CD-175 into OnBase when returned from the receiving circuit with an accepted/denied determination. The Case Manager is responsible for entering their monthly contact narrative which occurred by phone or video call in FACES.

When a Service Worker request is accepted, the receiving Circuit is responsible for assigning the Service Worker in FACES. Please refer to the [FACES instruction tutorial](#) for steps on how to assign a Service Worker.

**CD-175 Service Worker/Case Transfer Request Form Changes**

The CD-175 Cover Letter is no longer required to accompany the CD-175 and is discontinued as of the date of this memo.

The CD-175 form changes include sections and selections to more specifically identify the activities and requests being made.

**For additional reference on home visits expectations refer to:**

CWM 4.4.1 for Working with Children in Placements

CWM 4.6.3 for Ongoing Work with Parents

**For questions related to specific expectations within your circuit, assignment of designees, monitoring of the request email inbox, ect. Please follow the appropriate channels to your Regional Director for additional guidance.**

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| <b>NECESSARY ACTION</b>   |   |
| <ol style="list-style-type: none"><li>1. Review this memorandum with all Children’s Division staff.</li><li>2. Review revised Child Welfare Manual chapters as indicated below.</li><li>3. All questions should be cleared through normal supervisory channels and directed to:</li></ol> |   |
| <b>PDS CONTACT</b><br>Crystal Wenger<br><a href="mailto:crystal.d.wenger@dss.mo.gov">crystal.d.wenger@dss.mo.gov</a>  | <b>MANAGER CONTACT</b><br>Kate Watson<br><a href="mailto:kate.watson@dss.mo.gov">kate.watson@dss.mo.gov</a> |

**CHILD WELFARE MANUAL REVISIONS**

Section added to the CWM:

[CWM Section 4 \(Alternative Care\), Chapter 11 \(Administrative Activities\), Subsection 6 \(Service Worker Requests\)](#)

**FORMS AND INSTRUCTIONS**

[CD-175](#) revised

[CD-175 Instruction](#) revised

CD-175 Cover Letter (discontinued)

**REFERENCE DOCUMENTS AND RESOURCES**

[Circuit Courtesy/Service Worker/Case Transfer Request email listing](#)

[How to assign a Service Worker FACES tutorial](#)

[Example Service Worker Tracking Log](#)

[Trip Optimizer](#)

**RELATED STATUTE**

(List or put N/A if not applicable.)