

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: DARRELL MISSEY, DIRECTOR
SUBJECT: CANHU WEEKEND AND HOLIDAY CALL-OUT PROCESS

DISCUSSION:

Effective **11/5/2022**, the following call-out procedure for Non-Emergency Reports during Holiday and weekend hours, between 8:00am and 4:49pm will take place. This new process will not change the procedure involving alerts to OHI.

Non-Emergency Reports for Holiday and Weekend Hours, Between 8:00am and 4:49pm

1. The on-call worker will check the CA/N Report and Referral Status Log (CANHU only calls out emergencies).
2. The on-call worker 'Accepts' the report or referral on the CA/N Report and Referral Status Log screen of the Investigation & Assessment function in FACES.
3. The on-call worker completes 8:00am check of the CA/N Report and Referral Status Log screen for non-emergency reports alerted since 4:49pm the previous evening.
4. The on-call worker 'Accepts' reports/referrals by laptop, iPad, or in the office on the CA/N Report and Referral Status Log screen.
5. **Saturdays, Sundays, and Holidays – The on-call worker completes at least three (3) CA/N Report and Referral Status Log screen checks between 8:00am and 4:49pm to assure all reports have been 'Accepted'. It is best practice to select a date range that covers the entire on-call span to ensure that nothing was missed**
6. The on-call worker is eligible to claim 1 hour of STBY for every 8 hour shift.
7. CANHU will not verify that the on-call worker 'Accepted' emergency or non-emergency reports/referrals in FACES.

8. Non-emergency referrals are only called out when attention is needed before the next working day.

Until FACES changes can be made and the call-out screens are removed, CANHU team members will select “Contacted” on the call-out screen. Field team members will still receive an alert for reports in their areas.

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	MANAGER CONTACT Casey Gilmore Casey.L.Gilmore@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS Section 2.4.2	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	