

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: KAYLA UELIGGER, INTERIM DIRECTOR  
SUBJECT: Updates to Critical Event Review Notification Process and  
Updates to the Critical Event Notification Form (CS-23)

**DISCUSSION**

The purpose of this memo is to share updates to Section 8, Chapter 9, Fatality/Critical Event Reporting and Review Protocol. The Critical Event Notification (CS-23) form has been revised to better streamline the critical event process.

**Changes to the Critical Event Review Notification Process and Updates to the Critical Event Notification Form (CS-23)**

Critical Events: All child fatalities, near fatalities and serious bodily injuries are considered a critical event and are to be reported immediately to the supervisor, Circuit Manager, Field Support Manager, and the Regional Director, and the litigation attorney(s) if assigned to the circuit.

All child fatalities, near fatalities, and serious bodily injuries are to be reported by utilizing the Critical Event Notification (CS-23) form.

**Near Fatality**

Pursuant to 13 CSR 35-35.100, near fatality is defined as any physical injury or illness of a child caused by suspected or substantiated child abuse or neglect that, as certified by a physician, places the child in serious or critical condition.

**Serious Bodily Injury**

Pursuant to 13 CSR 35-35.100 serious bodily injury is defined as bodily injury which involves substantial risk of death, extreme physical pain, protracted and obvious disfigurement, or protracted loss or impairment of the function of a bodily member, organ, or mental faculty.

Critical Notifications: There are other instances that do not rise to the level of a critical event but are critical in nature and are also to be reported utilizing the Critical Event Notification (CS-23) form. These are:

- Suspected abuse or neglect of a child while they are in the legal custody of the Children's Division; and
- Incidents that involve the arrest of a resource parent.

Fatalities, near fatalities, serious bodily injuries and the criteria above are the **only** incidents that need to be reported on the CS-23.

Completion of the CS-23: When the county office or contracted case management agency (FCCM) becomes aware of a critical event or need to make a critical notification, the supervisor or above will ensure the following occurs:

- Complete the CS-23 within one (1) business day.
- Send the CS-23 to [DSS.CD.CriticalEventReport@dss.mo.gov](mailto:DSS.CD.CriticalEventReport@dss.mo.gov) and carbon copy (cc) the Circuit Manager, Field Support Manager, and Regional Director, and the litigation attorney(s) if assigned to the circuit.
- If the county office and the Out of Home Investigation (OHI) unit are both involved, **only one CS-23 needs to be sent**. FCCM agencies are responsible for sending the CS-23 for critical events involving contracted cases. The supervisors involved in the critical event should collaborate to determine the best staff member to complete/submit the CS-23. When determining who the best person would be to complete the CS-23, be mindful of the impacts of secondary trauma.
- Upload the CS-23 to OnBase in the associated CAN Report for the critical event. If there is no applicable CA/N Report, the CS-23 should be uploaded to the open case management function in FACES.
- Provide important updates via the CS-23 as the critical event unfolds. Examples include but are not limited to: change in the child's medical condition, arrest of an involved individual, change in circumstances that require a new safety assessment or reassessment, safety planning, or change in placement.

The CS-23 has been revised and is available on e-forms. Staff, including contracted case managers, should begin using the revised version immediately and should only report the criteria outlined on the form.

### **Reporting of Employee Threats and Media Only Notifications**

Employee threats will no longer be reported through the Critical Event Report (CS-23). The Department of Social Services has policy on how all divisions should report employee threats. The policy can be found in the administrative manual [POLICY: \(mo.gov\)](#). The policy gives detailed instructions and links to the appropriate forms that you need to complete to report an employee threat. The policy also provides information on who the forms should be sent to by regions.

Media only notifications will no longer be reported through the Critical Event Report (CS-23) **UNLESS** there is media attention regarding the critical event.. If there is media attention, or if there's a possibility for media attention, that is **NOT** associated with an incident that meets the criteria for a critical event, staff will send notification to [Media.Alerts@dss.mo.gov](mailto:Media.Alerts@dss.mo.gov) . The notification **must** include the following information:

- Case number;
- County;
- Persons involved;
- What type of media coverage; and
- Information around media involvement.

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| <p><b>NECESSARY ACTION</b></p> <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> |  |
| <p><b>PDS CONTACT</b></p> <p>Misty Allen<br/> <a href="mailto:Misty.M.Allen@dss.mo.gov">Misty.M.Allen@dss.mo.gov</a></p>   | <p><b>MANAGER CONTACT</b></p> <p>Kara Wilcox<br/> <a href="mailto:Kara.Wilcox@dss.mo.gov">Kara.Wilcox@dss.mo.gov</a></p> |
| <p><b>CHILD WELFARE MANUAL REVISIONS</b></p> <p><a href="#">Section 8, Chapter 9, Fatality/Critical Event Reporting and Review Protocol</a></p>  |  |
| <p><b>FORMS AND INSTRUCTIONS</b></p> <p>Critical Event Notification (CS-23)<br/>           Critical Event Preliminary Evaluation (CD-325)<br/>           Critical Event Review and Assessment Guide (CD-312)</p>   |  |
| <p><b>REFERENCE DOCUMENTS AND RESOURCES</b></p> <p>N/A</p>   |  |
| <p><b>RELATED STATUTE</b></p> <p><a href="#">Section 210.135, RSMo</a></p>   |  |

