

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 STAFF

FROM: SARA SMITH, DIRECTOR

SUBJECT: CANHU EMAILED ALERTS and PRINTED ALERTS

DISCUSSION:

Children's Division staff have the option to stop receiving printed paper alerts from CANHU, and to receive email alerts only.

Note: Greene, Jackson, St. Louis City, and St. Louis County are currently ineligible for this option, because they only receive paper alerts.

Alerts for assigned calls and resubmitted calls will continue to be emailed along with two new alert types: courtesy and transferred calls. The new alerts will look similar to assigned and resubmitted email alerts, easily distinguished by title and information within the email.

Additionally, supervisors within OHI, Central Office, and Regional Offices will now receive email alerts.

The requirements to receive email alerts include:

- The county of assignment for the hotline must be the primary office in FACES. Email alerts for non-primary offices are unavailable, unless forwarded by staff in the primary office.
- The staff must be identified as a supervisor.
- The "I/A function" checkbox must be marked in the Office Worker Association page for the primary office.
- The worker screen must show an email address.
- Circuit Managers will receive email alerts if they are the primary office contact on the Office Detail screen.

FACES Instructions:

- Navigate to FACES,
- Go to General Functions
- Go to the Office Detail screen,
- Select the checkbox "no" for "Printed Paper Alerts".

NECESSARY ACTION 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 Cari Pointer Cari.A.Pointer@dss.mo.gov	MANAGER CONTACT Kara Wilcox Kara.B.Wilcox@dss.mo.gov
RELATED POLICIES: N/A	
FORMS AND INSTRUCTIONS: N/A	
REFERENCE DOCUMENTS AND RESOURCES: N/A	
RELATED STATUTE: N/A	