

REQUEST FOR POLICY INTERPRETATION

PURPOSE

This form is used to obtain policy clarification from Central Office, if policy questions cannot be answered through supervisory channels. It is not to be used to request a specific exception to a particular policy. If a question of this nature is received by Central Office, it will be returned unanswered.

NUMBER OF COPEs AND DISTRIBUTION:

The requesting staff should complete the CS-77 form and forwarded through supervisory channels. In the event that policy questions are unable to be answered at through supervisory channels, the completed CS-77 form should be submitted to Central Office. If the question can be answered through supervisory channels, it should be done at those levels and not forwarded to Central Office.

The completed CS-77 form is to be sent to Central Office via e-mail to:

CD.PolicyInte@dss.mo.gov. If you are unable to access email, fax the completed CS-77 form to 573-526-3971. The CS-77 form is to be forwarded to Central Office by the Regional Office. The requesting worker, supervisor and Circuit Manager should be copied on the email.

INSTRUCTIONS FOR COMPLETION:

This form is to be typed.

FILE NO.: Entered by Central Office when the form is received.

NAME: Enter the name of the staff involved, in preparing and submitting this request.

PHONE NUMBER: Enter the telephone number of the staff preparing and submitting this request.

EMAIL ADDRESS: Enter the email address of the staff preparing and submitting this request.

REVIEWED AND SUBMITTED BY: After review at the final supervisory level, enter the name of the staff person that reviewed and approved the form for submission to Central Office.

DATE OF REQUEST: Enter the date the form is submitted to Central Office.

REGION/ PRIVATE AGENCY: Enter the name of the region or the private agency where the county is located.

COUNTY: Enter the name of the county submitting this inquiry.

PROGRAM: Enter the program to which this question pertains. For Example: "Foster Care," "Child Abuse and Neglect", "Adoption."

CHILD WELFARE MANUAL REFERENCE: Enter the policy section, chapter and page number of the Child Welfare Manual that relate to the policy in question.

QUESTION: Enter specific information about the issue that is to be evaluated. This means that staff must provide factual and impartial information to ensure that the policy response applies to the specific situation. In addition, staff may paraphrase or quote from the Child Welfare Manual (CWM) if necessary. Staff may attach additional sheets and/or legal documents when necessary. This affords the opportunity to fully research the question and it helps avoid a premature or incorrect response.

Appropriate questions are those pertaining to issues needing clarification of existing policy and procedure. Enhancements to current policy or suggestions for new policy should occur in a memorandum or letter form, and should be routed through normal supervisor channels. This type of question should not be submitted on the CS-77 form.

Response: Completed by the assigned Program Development Specialist (PDS) or the person responding to the submitted CS-77 form. This section will provide an interpretation and/or answer to the question. The assigned PDS will have 5 working days from the date of assignment to research and write a response. The PDS's response will be returned to his/her Unit Manager (UM) for approval. If approved, the UM will forward the response to the appropriate Deputy Director(s) for approval. The final response will be forwarded to the Regional Office and the CD staff requesting the response of the CS-77 form.

Program Development Specialist (PDS): Signature of the assigned PDS or person responding to the submitted CS-77 form.

Date: The PDS or person responding enters the date the response is sent to the requestor and Regional Director.

Deputy Director (DD): Signature of the Deputy Director/designee approving the response.

Date: The date the DD/designee approved the response.

Intranet Posting: The Deputy Director/designee will check either yes or no for posting the question and response on the Intranet.

INSTRUCTIONS FOR RETENTION:

This formed may be destroyed any time after the answer is received and reviewed by the requestor. Staff may want to retain the form for further reference. Central Office retains a paper and electronic record of the form.

Memoranda History: CS86-99, CS91-13, [CD06-96](#), CD12-94