

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 14, 2009

What's Inside:
Service Delivery
Grievance
Process and
Entry

MEMORANDUM

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, DIRECTOR

SUBJECT: SERVICE DELIVERY GRIEVANCE PROCESS AND ENTRY

DISCUSSION:

The purpose of this memorandum is to inform staff about the Service Delivery Grievance process and entry into Lotus Notes. The Service Delivery Grievance Process is a mechanism that allows families the opportunity to express their concerns regarding any perceived inequities, unfair treatment, or dissatisfaction with agency actions or behaviors.

The following people may file a grievance:

- Any adult family member who is receiving services or has had services that ended in the past 30 days,
- Any youth 12 years or older, or
- Any child younger than 12 years with the help of a parent, guardian, resource provider, or Guardian ad-Litem.

The following items may **not** be grieved through the Service Delivery Grievance process:

- Any complaint of discrimination based on race, color, national origin, age, sex, disability, religious or political beliefs
- A dispute with the outcome of a child abuse and neglect investigation
- Any court ruling or current state statute
- Guardian ad-Litem, court appointed special advocate, or judicial assignments
- Any foster/adoptive licensing revocations or denials

- Any subsidy denials.

For each of the three levels of the Service Delivery Grievance process, **it is required that the information from the Service Delivery Grievance form be entered into the Service Delivery Grievance database in Lotus Notes.** In order obtain access to Lotus Notes, please contact Steve Martin at 573-526-4357. One person per circuit should be identified to enter the service delivery grievances.

The steps in the formal grievance process and the step by step instructions for the entry of service delivery grievances in Lotus Notes can be found in Section 8 Chapter 1 of the Child Welfare Manual [Service Delivery Grievance Process](#).

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: Christy Collins (573) 751-9603 Christy.Collins@dss.mo.gov	PROGRAM MANAGER: Melody Yancey (573) 751-3171 Melody.Yancey@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS: N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS N/A	
CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A	
PROTECTIVE FACTORS Parental Resilience-N/A Social Connections-N/A Knowledge of Parenting and Child Development-N/A	

Concrete Support in Times of Need-N/A
Social and Emotional Competence of Children-N/A

FACES REQUIREMENTS

N/A