

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 12, 2007

MEMORANDUM

What's Inside:

CANHU will upgrade SDM priority from a non-emergency to emergency if CD staff has direct knowledge of situation prior to making the hotline call.

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: CHILD ABUSE/NEGLECT HOTLINE UNIT (CANHU): UPGRADING LOWER RESPONSE PRIORITY LEVELS TO EMERGENCIES

DISCUSSION:

The purpose of this memorandum is to inform staff of a revision to Child Abuse Neglect Hotline Unit (CANHU) screening and classification policy. This revision allows CANHU to upgrade SDM response priority from non-emergency to emergency, based on the professional judgment of Children's Division staff who have **directly observed** a home (or other situation) before calling the hotline and believe the situation warrants emergency (within 3 hours) response.

CANHU will document in the narrative that this report was upgraded from a lower SDM priority response to an emergency based on field staff's direct knowledge of the situation. **CANHU will not downgrade an emergency response to a lower priority.**

These revisions were suggested and developed as a result of the Continuous Quality Improvement (CQI) process.

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:

Randall McDermit
573-751-8932
Randall.D.Mcdermit@dss.mo.gov

DEPUTY DIRECTOR:

James C. Harrison
573-751-2502
James.C.Harrison@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS:

[Section 2, Chapter 2:](#) CANHU Protocol: Structured Decision Making (SDM) Screening Process, Response Priority and Track Assignment
[Section 2, Chapter 2, Attachment E:](#) Determining Most Appropriate County for Investigation

CONTINUOUS QUALITY IMPROVEMENT: (Employee Access Only)

[September 21, 2006](#)