

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 6, 2007

**What's Inside:**New Field  
Support Referral  
Process & FormMEMORANDUM

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: FIELD SUPPORT REFERRAL PROCESS AND FORM (CD-62)

## DISCUSSION:

It is my expectation to have Central Office staff provide support to the local offices by being on-site a maximum of twenty-five percent of their time. In order to meet the individual needs of each circuit, a protocol and referral process has been created. The *CD-62 Field Support Referral* form has been developed to provide information regarding the request, actions already taken and desired outcome. The CD-62 should be completed and submitted through normal supervisory channels by a Field Support Manager or Regional Director by emailing it to Central Office at [DSS.CD.RequestforFieldSupport@dss.mo.gov](mailto:DSS.CD.RequestforFieldSupport@dss.mo.gov).

The goals of Central Office on-site visits are to:

- Respond to Requests
- Provide solution-focused technical assistance and support
- Gain insight into the uniqueness and nuances of the local office
- Identify and share trends and practice patterns; and
- Recommend identified support and training needs, if applicable

Once the CD-62 referral form is received in Central Office, the Practice and Professional Development Unit Managers will determine appropriate staff assignment, prioritize the request and contact the requesting Field Support Manager or Regional Director regarding their request.

Examples of Technical Assistance provided by Central Office include, but are not limited to:

- Specific on-site training, such as: SDM Training; Visitation Training; Responding to CA/N Report Training, and other supplemental Training sessions
- Coordination of Requested Training
- Facilitate Data Requests
- Program and Policy Interpretation/Consultation
- Community Partnership Development
- On-the-Job Training consultation

**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:

**DEPUTY DIRECTOR:**

Bonnie Washeck  
(573) 751-8927  
[Bonnie.R.Washeck@dss.mo.gov](mailto:Bonnie.R.Washeck@dss.mo.gov)

**CHILD WELFARE MANUAL REVISIONS:**

[Section 8, Chapter 9: Request for Field Support](#) (new chapter)

**FORMS AND INSTRUCTIONS:**

CD-62 Field Support Referral

**REFERENCE DOCUMENTS and RESOURCES:**

N/A

**RELATED STATUTE:**

N/A

**ADMINISTRATIVE RULE:**

N/A

**COUNCIL ON ACCREDITATION (COA) STANDARDS:**

N/A

**PROGRAM IMPROVEMENT PLAN (PIP):**

N/A

**SACWIS REQUIREMENTS:**

N/A

BW/KS/cb