

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 27, 2010

MEMORANDUM

**What's Inside:**  
Requirement of  
DCNs for IIS  
referrals

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

FROM: PAULA NEESE, DIRECTOR

SUBJECT: DCN REQUIREMENT FOR IIS REFERRALS

DISCUSSION:

The purpose of this memorandum is to inform staff of the new requirement to have Departmental Client Numbers (DCNs) for all parents and children when completing a referral for Intensive In-Home Services (IIS). DCNs allow the agency to track the history of all individuals we serve. In addition, DCNs provide the necessary information to allow the agency to track identifying information including race and age which are utilized in outcomes reports.

Currently, IIS cases are being opened without DCNs. This impacts outcomes because we are unable to determine certain identifying information including race and age without a DCN. In addition, it is difficult to track an individual's case history without a DCN. For example, having DCNs allows the agency to track long term outcomes of children served by IIS including the number of children successfully diverted from entering foster care and the number of families who remain intact as a result of IIS intervention.

A system change request has been submitted to require DCNs for all parents and children in order to complete an IIS referral. This system change is forthcoming. In the meantime, workers, supervisors, and IIS site coordinators must ensure that all parents and children have DCNs at the time the IIS referral is made.

**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:

<b>PDS CONTACT:</b> Christy Collins (573) 751-9603 <a href="mailto:Christy.Collins@dss.mo.gov">Christy.Collins@dss.mo.gov</a>	<b>PROGRAM MANAGER:</b> Dena Driver (573) 751-3171 <a href="mailto:Dena.Driver@dss.mo.gov">Dena.Driver@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS:</b> N/A	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> N/A	
<b>ADMINISTRATIVE RULE</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A	
<b>PROTECTIVE FACTORS</b> 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	
<b>FACES REQUIREMENTS</b> N/A	