

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

January 4, 2011

What's Inside:Resource
Provider Support
During Out-of-
Home
Investigations

M E M O R A N D U M

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

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: RESOURCE PROVIDER SUPPORT DURING OUT-OF-HOME INVESTIGATIONS

DISCUSSION:

The purpose of this memorandum is to clarify the Out-of-Home Investigation, OHI, process and to introduce support protocols for the resource provider(s) involved.

When a Child Abuse and Neglect report is received regarding a resource provider, the provider often feels isolated and unclear as to the process. Children's Division staff may be unsure of what information can be shared with the resource provider and may avoid visiting the provider during the investigative process. Both the resource providers and CD staff indicate they do not understand the role of the OHI unit.

A focus group consisting of Central Office staff, various levels of field staff, and resource providers met to address these concerns. The tools introduced in this memo are a result of the focus group's recommendations.

The OHI unit is a special investigations unit within the Children's Division. The role of OHI staff is to investigate a reported concern involving a resource provider. OHI staff identify safety issues and report any safety issues to the case manager of the child(ren) placed in the home. The OHI investigator does not create a safety plan, remove children, or provide referrals for community resources.

The following resources are available to provide support and instruction regarding the role and responsibilities of staff involved in the OHI process:

- [Talking points](#) have been developed to clarify the role of the local office regarding the OHI process and are available for staff to use for communicating the OHI process to resource providers.
- A [flow chart](#) indicating the OHI process.

- A [Power Point](#) discussing the OHI process is located on the Children’s Division Intranet home page under Training Resource, Power Point Presentations. The Power Point may be used to train CD staff and resource providers on the roles and responsibilities of the OHI unit.
- The [Out-of-Home Investigation Protocol Information form, CD-165](#), has been developed for the OHI unit to provide to the resource provider being investigated for Child Abuse and Neglect allegations.

If the OHI investigator requests the local Children’s Division worker to make the initial face-to-face contact due to regulatory time frames, the local worker shall provide a copy of the CD-165 with the name and telephone contact number of the OHI unit investigator entered thereon.

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. Review Children’s Division forms as indicated below. 4. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Elizabeth Tattershall 573-522-1191 ElizabethTattershall@dss.mo.gov	PROGRAM MANAGER Dena Driver 573-751-3171 Dena.D.Driver@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
<u>FORMS AND INSTRUCTIONS</u>	
OHI Protocol Information, CD-165, employee access only	
REFERENCE DOCUMENTS AND RESOURCES	
OHI Protocol Flowchart Power Point Presentation Specific Procedures Pertaining to Type of OHI Provider, Section 2 Chapter 7 Subsection 5 Sub-subsection 4.3	
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