

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

May 18, 2015

<b>What's Inside: Service Worker Policy Revisions</b>
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## M E M O R A N D U M

TO: REGIONAL DIRECTORS, FIELD SUPPORT MANAGERS,  
CIRCUIT MANAGERS AND SUPERVISORS

FROM: TIM DECKER, DIRECTOR

SUBJECT: SERVICE WORKER POLICY REVISIONS

## DISCUSSION:

The purpose of this memorandum is to introduce policy revisions related to recent changes in service worker practice.

Engagement of children and youth in their case plans and development of goals is essential for successful case management. This engagement requires ongoing meaningful contact with the Children's Service Worker responsible for case management. The opportunity for case managers to have regular face to face contact with the youth builds a trusting relationship for the youth and strengthens the knowledge the Children's Service Worker has about their desires, goals and needs and leads to improved permanency outcomes.

In the summer of 2014, through the Continuous Quality Improvement (CQI) process, changes were proposed for case management services provided for youth in alternative care. Regional Directors were tasked with developing plans for all alternative care youth to be visited monthly by their case manager. The policy changes outlined in this memo align policy with practice changes implemented with these plans.

In addition to the policy changes there are changes to worker/child visit guidelines and the introduction of a Host Worker. A Host Worker is a worker from the residence (placement) county that can provide assistance in certain situations. The duties of the host worker will be driven by the Children's Service Worker and the needs of the child being served, and will be agreed upon by both counties involved. These duties, in no way, should take the place of the monthly visits, regular contact and building of healthy relationships between the Children's Service Worker and the child/youth. Duties of a Host Worker are:

1. Assist the Children's Service Worker in emergency situations, these situations will be as determined by the counties involved.

2. Host Workers shall be available to provide information to the Children's Service Worker regarding services, resources and providers in their area.
3. The Host Worker will communicate any necessary information to the Children's Service Worker that they may gather from or regarding the placement family.
4. The Children's Service Worker may request assistance from a Host Worker to aid in weekly worker with child/parent home visits after a **trial home placement** starts, as long as the Children's Service Worker is completing at least half of the visits in person. When appropriate the third of the four visits may be completed at school, if the child is comfortable with the worker seeing them at school and there have been no safety/conditions of the home observed or reported. When in doubt, safety is paramount and should always be verified. Doing visit three somewhere other than the home would ensure that the family was seen twice in the home before doing a visit outside the home. Having the fourth visit in the home ensures the gap between visits in the home is not too great.

The Children's Service Worker will now be responsible for all case management activities such as authorizations, payments and Older Youth Program referrals. The Children's Service Worker may request placement counties to provide clothing vouchers (if available) for youth placed in their counties. Also, if there is court supervision of a child, the Children's Service Worker reporting to the court is the worker responsible for visiting the child.

With these changes come adjustments in worker/child visitation, they are as follows:

1. For children new to alternative care, placed in their initial placements, initial 24 hour worker child visits (one business day) are to be completed by child's Children's Service Worker or Host Worker in residence (placement) county per policy.
2. For subsequent placements/moves, if the Children's Service Worker places the child, the follow up visit may be made within five (5) business days by the Children's Service Worker. If someone other than the Children's Service Worker places the child, the county of jurisdiction may request a Host Worker to visit the child in placement within 24 hours (one business day) and the child's Children's Service Worker will visit the child within five (5) business days.
3. For children placed in a residential facility or hospital, the child should be contacted by their Children's Service Worker the next business day after placement. The child **must** be seen, by their Children's Service Worker, in person at the facility not to exceed 10 business days after the date of placement. How quickly the child is seen after placement (within these 10 business days) should be based on the needs of the child.

Service workers may continue to be requested for parents living in another county for both Family-Centered Services and Family-Centered Out-of-Home Cases.

For youth in Alternative Care, service workers still active in FACES, need an end date completed to ensure appropriate case assignment details.

<p><b>NECESSARY ACTION</b></p> <ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<p><b>PDS CONTACT</b>            Keri Talken            573-522-5062            Keri.Talken@dss.mo.gov</p>	<p><b>PROGRAM MANAGER</b>            Amy L. Martin            573-526-8040            Amy.L.Martin@dss.mo.gov</p>
<p><b>CHILD WELFARE MANUAL REVISIONS</b></p> <p>Section 4 Chapter 6.1 Out of Home Placement Support Activities            Section 4 Chapter 7.1 Activities in the First 24 to 72 Hours            Section 4 Chapter 7.3.2 Meeting/Working with the Child            Section 4 Chapter 7.3.4 Meeting/Working with the Resource Provider            Section 4 Chapter 8.1 Services for Family-Centered Out-of-Home-Care            Section 4 Chapter 8.1 B Service and Host Worker Duties            Section 4 Chapter 8.2 Family/Child Moves from County            Section 4 Chapter 21.4 Aftercare Program            Section 4 Chapter 21.6 Transitional Living Program            Section 4 Chapter 21.7 Exit Plan            Section 4 Chapter 21.9 Outcomes            Section 4 Chapter 24.2 Medical Information to be Obtained when Child Enters Care            Section 4 Chapter 28.4 Adoptive Family Selection Committee And Staffing Process            Section 4 Chapter 30.5 Case Manager, Private Child-Placing Agency and Foster Care Case Management Contractor Responsibilities            Section 5 Chapter 1.4 Recording Guidelines – Family Assessments (Ongoing Work with Families)            Section 5 Chapter 2.7 Health Insurance Portability and Accountability Act (HIPAA)            Section 5 Chapter 3.4 Child In Out-of-Home Care is Placed Within State            Section 8 Chapter 2.2 Transportation of Children</p>	
<p><b>FORMS AND INSTRUCTIONS</b></p> <p><a href="#">Alternative Care Client Information Instructions</a>  <a href="#">Worker Visit Guidelines</a>  <a href="#">Visitation Form Matrix</a></p>	
<p><b>REFERENCE DOCUMENTS AND RESOURCES</b></p> <p>N/A</p>	
<p><b>RELATED STATUTE</b></p> <p>N/A</p>	

**ADMINISTRATIVE RULE**

N/A

**COUNCIL ON ACCREDITATION (COA) STANDARDS**

N/A

**CHILD AND FAMILY SERVICES REVIEW (CFSR)**

N/A

**PROTECTIVE FACTORS**

Parental Resilience

Social Connections

Knowledge of Parenting and Child Development

Concrete Support in Times of Need

Social and Emotional Competence of Children

**FACES REQUIREMENTS**

[Step by Step FACES](#)