

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 8, 2016

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF
FROM: TIM DECKER, DIRECTOR
SUBJECT: ONLINE SYSTEM FOR CA/N REPORTING (OSCR) AND
ONLINE MANDATED REPORTER TRAINING

DISCUSSION:

The purpose of this memorandum is to introduce a new online reporting option for mandated reporters for non-emergency situations and to introduce new online training for mandated reporters.

Online System for CA/N Reporting (OSCR)

Mandated reporters will now be able to make reports of suspected child abuse and neglect online using OSCR. Mandated reporters will be able to access the link to OSCR at <http://dss.mo.gov/cd/can.htm>. OSCR will only be available for non-emergency situations and mandated reporters will be asked the following questions prior to logging into their OSCR account:

1. In your professional opinion, is the child(ren) at immediate risk of serious harm?
2. Is the child(ren) actively suicidal or recently exposed to an active meth lab?
3. Is there alleged sexual abuse with access to the victim child or any child in the home by the alleged perpetrator?
4. Is there alleged serious physical abuse with access to the victim child or any child in the home by the alleged perpetrator?
5. Is there a child fatality with any suspicious indicators of abuse or neglect?
6. Is the child 18 years or older and in Children's Division custody?

If the reporter answers 'yes' or 'unknown' to any of these questions, they will be directed to call the hotline to report their concerns and will not be able to proceed with making an online report.

Once the mandated reporter completes and submits their online report, the Child Abuse/Neglect Hotline Unit (CANHU) will complete the screening in order to classify the call. There may be times CANHU will need to contact the reporter to get additional information. Mandated reporters will now be required to provide two contact telephone

numbers. There will be a flag on the CAN1/REF1 to designate that the incident is an OSCR originated report. The original version completed by the mandated reporter will be accessible on the New Call Information Worksheet. Once CANHU completes the screening process, an email will be sent to the mandated reporter containing the call number and call classification.

Due to security and confidentiality issues, OSCR will time out after twenty (20) minutes of inactivity. Incomplete reports will not be saved and the reporter will have to start their online report over if this occurs. A user guide is available to assist reporters in utilizing OSCR.

Children's Division staff will be able to log-in to OSCR using your `userid@cds.state.mo.us` in the e-mail field and your computer log-on password. A new occupation has been added for 'Children's Division Worker'. Children's Division staff will also be able to utilize OSCR to make reports of suspected child abuse and neglect. When this occupation is selected, staff will be given the option of making a field report on the initial intake screen.

The flyer included in this memorandum for field staff to utilize when promoting OSCR to mandated reporters.

Online Mandated Reporter Training

The Task Force on the Prevention of Sexual Abuse of Children has developed online training for Missouri's mandated reporters. The purpose of this course is to provide access to training on mandated reporting requirements and issues to all mandated reporters with a consistent message. The training can be accessed at <http://protectmokids.com/>. The training includes a pre and post-test and four training modules:

Lesson 1: Introduction & Legal Requirements of Mandated Reporters

Lesson 2: Indicators of Child Abuse and Neglect

Lesson 3: Plan for Responding to Suspicion, Discovery or Disclosure of Child Abuse and Neglect

Lesson 4: Effectively Reporting Child Abuse and Neglect

This training course can be completed at the participant's own pace. A Certificate of Completion will be provided upon completion. Continuing Education Units (CEUs) are available when the participant scores at least eighty percent (80%) on the post test.

This training will be added to the Employee Learning Center (ELC). Children's Division staff are strongly encouraged to complete the course.

This training is not intended to replace county staff's efforts to educate mandated reporters. There is great value in providing in-person learning opportunities to strengthen local protocols and build positive relationships with mandated reporters.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Kara Wilcox-Bauer 573-526-9707 Kara.B.Wilcox-Bauer@dss.mo.gov	MANAGER CONTACT Christy Collins 573-751-9603 Christy.Collins@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS	
N/A	
FORMS AND INSTRUCTIONS	
N/A	
REFERENCE DOCUMENTS AND RESOURCES	
Mandated Reporters CA/N Online Reporting flyer User Guide Online System for Child Abuse/Neglect (CA/N) Reporting System Helpful Hints for OSCR MO Login Account Creation	
RELATED STATUTE	
N/A	