

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

July 11, 2017

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF
FROM: TIM DECKER, DIRECTOR
SUBJECT: AUTOMATED SERVICE DELIVERY GRIEVANCE PROCESS

DISCUSSION:

The purpose of this memorandum is to introduce staff to the new Service Delivery Grievance Database, revised Child Welfare Manual policy, and the revised CS-131 Service Delivery Grievance form.

The Children's Division is mandated to provide a fair and impartial grievance process to address licensure, case management decisions, and delivery of service issues. (See also COA standard PA-CR-3: Grievance Procedures.) The Service Delivery Grievance process is the process for families to express concerns of perceived inequities, unfair treatment, or dissatisfaction with agency actions or behaviors, not covered by other grievance procedures.

Section 8, Chapter 1, Subsection 1 in the Child Welfare Manual, provides step by step procedure for a formal grievance as well as clarification for:

- 1) Who may file a grievance?
- 2) What constitutes a grievance?
- 3) What is not appropriate for this process?

The new Service Delivery Grievance Database is designed to support the process of entering, storing and accessing grievance information. Grievance data can be used to assure client's rights to grieve are met and to inform the Division of specific issues, trends, and gaps in service which may be addressed through the Divisions Continuing Quality Improvement (CQI) efforts.

The Service Delivery Grievance Database may be found on the Quality Assurance (QA) and Quality Improvement (QI) home page under the *Service Delivery Grievance Database* heading as well as the "A to Z" index on the CD Home page. The Service Delivery Grievance Database links to a startup page to begin the process of entering or accessing grievance information. Help files are integrated into the database to assist staff during the completion of the process.

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:

PDS CONTACT

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MANAGER CONTACT

Tiffany Moore
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CHILD WELFARE MANUAL REVISIONS

[Section 8, Chapter 1, Index](#)
[Chapter 8, Chapter 1, Subsection 1](#)
Chapter 8, Chapter 1, Subsection 2 (deleted)

FORMS AND INSTRUCTIONS

CS-131 [Service Delivery Grievance Form](#) (Instructions attached)
CS-131 Spanish [Instauracion De Un Recurso Por Servicios Recibidos](#) (Instructions attached)
CS-132 [Know Your Rights Brochure](#)
CS-132 Spanish [Sepa Las Sus Derechas](#)

REFERENCE DOCUMENTS AND RESOURCES

[Quality Assurance \(QA\) and Quality Improvement \(QI\)](#)
[Service Delivery Grievance](#) Process
[A to Z](#)
[Grievance List Tutorial](#)

RELATED STATUTE

[RSMo 210.566.6](#)

COUNCIL ON ACCREDITATION (COA) STANDARD

[PA-CR-3: Grievance Procedures](#)