

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

FEBRUARY 13, 2018

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: THREATS TO EMPLOYEE SAFETY

DISCUSSION:

The purpose of this memorandum is to inform staff that revisions have been made to the Critical Event Process with regards to threats to employee safety.

The work we do is challenging, complex, and full of emotion. Our staff members are trained and supported to work through anger, resistance, and differences of opinion. As the work progresses, productive working relationships are developed. We certainly need an environment that supports this important work. However, in the few cases that escalate to repeated harassment or threats, we need to address, track, and respond to employee safety in a coordinated and effective manner.

The process for reporting threats to employee safety has been strengthened. Incidents or concerns should now be reported to Central Office using the Critical Event Notification Form, CS-23, using category E "Other" then "Threats to Employee Safety." Revisions have been made to the critical event policy to include threats to employee safety and the CS-23 form has been updated. This will help make sure we are responding to any future threats to employee safety in a more organized and productive way.

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:

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| <p>PDS CONTACT Cari Pointer (573) 751-8930 Cari.A.Pointer@dss.mo.gov</p> | <p>MANAGER CONTACT Christy Collins (573) 751-9603 Christy.Collins@dss.mo.gov</p> |
| <p>CHILD WELFARE MANUAL REVISIONS Section 2: Intake Chapter 4: Investigation Response Subsection 3: Special Investigations Sub-Section 8: Fatality, Near-Fatality Abuse/Neglect or Other Critical Event</p> | |
| <p>FORMS AND INSTRUCTIONS Critical Event Report/Alert Notification, CS-23</p> | |
| <p>REFERENCE DOCUMENTS AND RESOURCES N/A</p> | |
| <p>RELATED STATUTE N/A</p> | |