

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

October 4, 2018

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF

FROM: JULIE LESTER, INTERIM DIRECTOR

SUBJECT: DOCUMENTATION AND FILING

The purpose of this memo is to inform staff of major revisions to the Division's filing and documentation system. The Division is dedicated to maintaining accurate records while also using technology and avoiding waste.

A workgroup consisting of all levels of staff from across the state began meeting in early 2017. This group met and considered many options and made many suggestions during meetings that year. There are several pending improvements to the OnBase document imaging system. Also, training is currently being developed by the FACES unit to assist field staff in learning about and using OnBase.

The document imaging (OnBase) system was introduced in early 2017 and should be the core of the Division's record keeping. There are some exceptions to this as detailed in the new Child Welfare Manual sections. It should be noted that at this time, all paper records regarding a child's psychotropic medication should be scanned and uploaded, but not shredded. They are to be maintained in the child's section of the paper record. Any time a case manager consents to a medication start or change for a child should be documented in FACES and any paperwork should be scanned and then kept in that child's section of the physical file.

The structure of Section 5 of the Child Welfare Manual has changed. The contents are now arranged in this manner:

Chapter 1 (Case Records and Filing)

Overview, Definition of Terms, paper files

- 1.1 – Hotline report records
- 1.2 – Case Management Records
- 1.3 – Adoption/Guardianship Subsidy
- 1.4 – Resource Home (Licensing) Records

Chapter 2 (Documentation)

Documentation guidelines

- 2.1 – Recording Guidelines – general
- 2.2 – Contact Entries

- 2.3 – Discussions with Division of Legal Services
- 2.4 – Policy Requirements Related to FACES Recording
- 2.5 – Recording and Documenting e-mail Correspondence
- 2.6 – Documentation of Information Regarding Intimate Partner Violence
- 2.7 – Specifics on Documentation in Response to Investigations
- 2.8 – Specifics on Documentation in Case Management
- 2.9 – Specifics on Documentation in Resource Licensing

Chapter 3 (Case Record Transfer Procedures)

Chapter 4 (Record Access)

Chapter 5 (Record Retention and Expungement)

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children’s Division staff. 2. Review all new CWM policy sections. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Jason Kearbey Jason.L.Kearbey@dss.mo.gov	MANAGER CONTACT Ivy Doxley Ivy.Doxley@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS As noted above	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	