



CHILDREN'S DIVISION

Stakeholder Call

July 18, 2025

Scan to Register
for the next call



WELCOME

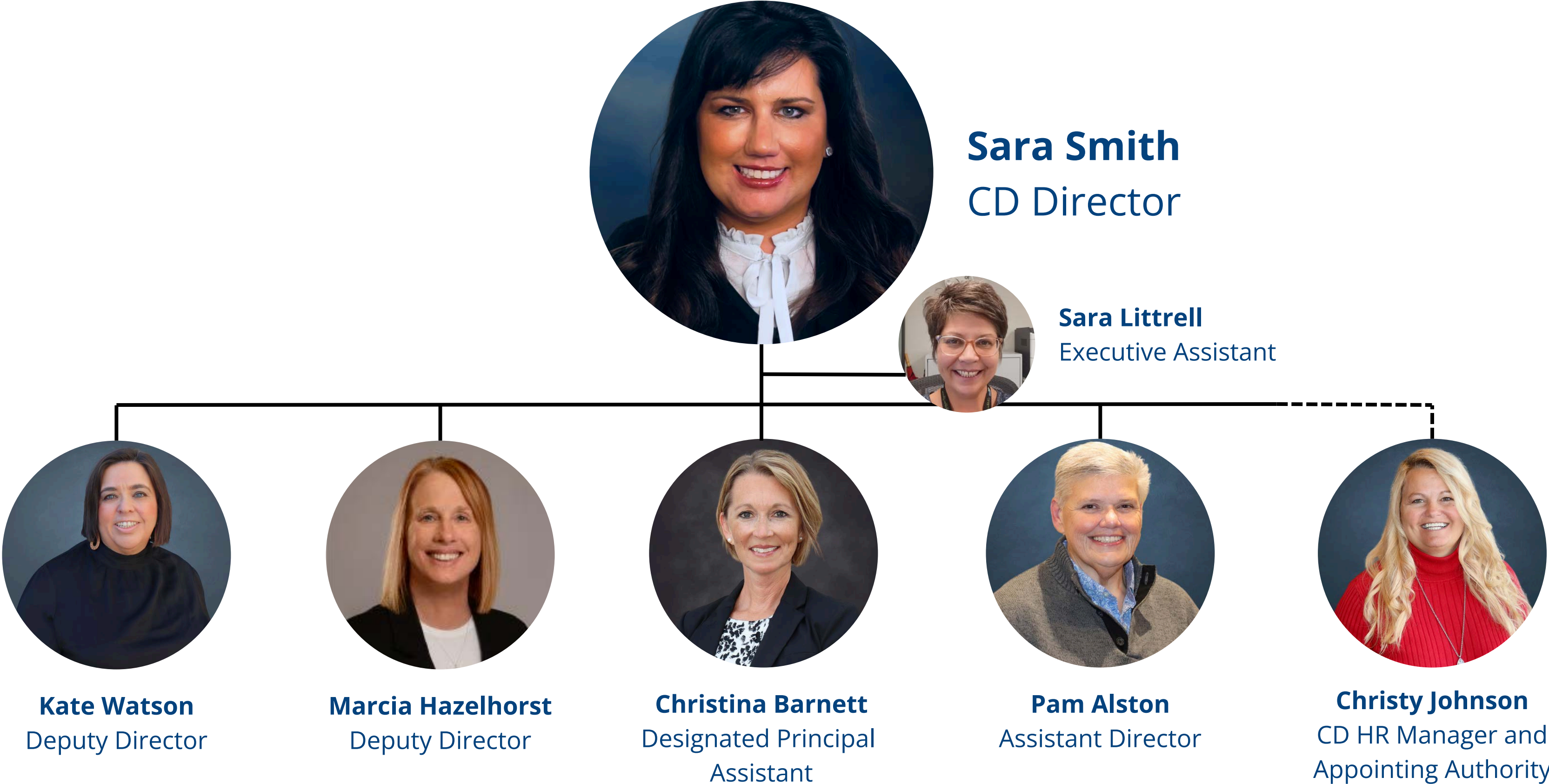
We're glad you're here!

Agenda

1. Welcome
2. HR Updates
3. Safety Unit Updates
4. CANHU Highlight
5. Permanency Updates
6. Training, PIP, and Field Updates
7. Adjourn

**Please type
your questions
in the chat!**

CENTRAL OFFICE STRUCTURE



LUNCH WITH THE CD DIRECTOR

If you're interested in participating in a networking opportunity with Sara Smith, the CD Director, register for one of the following dates using the QR code below! All lunches will be held 12:00 - 1:00 p.m.



July 28, 2025 - Boone County

The Crossing Church, Room 225
3615 Southland Dr
Columbia, MO 65201

August 21, 2025 - St. Louis County

Location TBD

September 23, 2025 - Jasper County

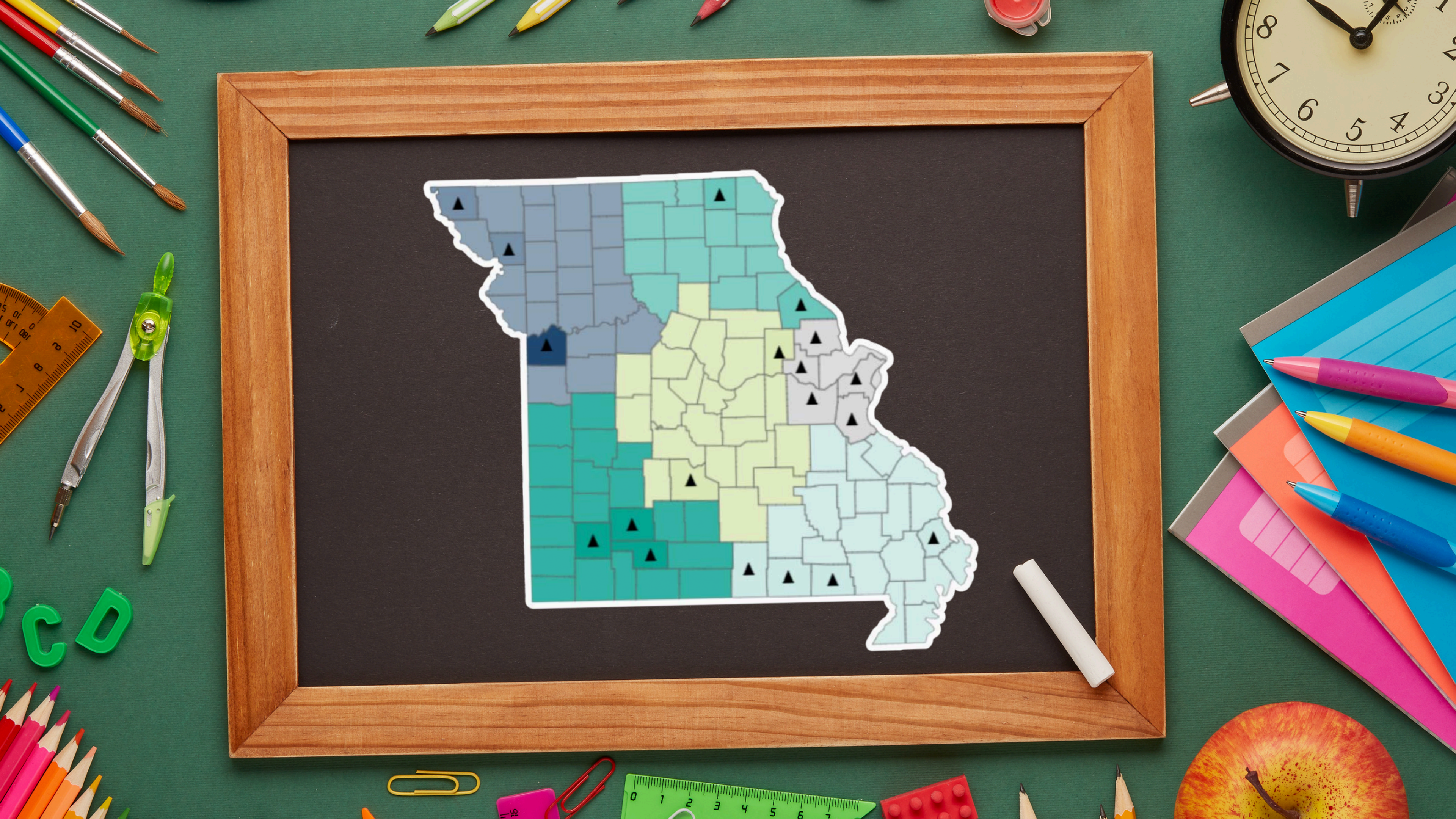
Location TBD

Scan to
Register



Back to School Reminders





HUMAN RESOURCE TEAM



Christy Johnson
CD HR Manager
and Appointing Authority



Brad Vance
HR Manager
Employee Relations



Jeremy Wilkerson
HR Manager
Position Management



Christine Steele
Recruitment/Retention
Unit Manager

HUMAN RESOURCE TEAM UPDATES

- As of June 30, 2025, CD has 1,973 full time team members on board
 - 1,528 of those are front line workers and supervisors
- CD Salary Information
 - 1% across the board pay increase
 - Time of Service pay plan
 - 1% for every 2 years state service
 - Reflected on July 31, 2025 paycheck
- Arlene Damron Retirement
- New Budgeted FTE
 - 10 for CAN/HU
 - 6 for HIS
 - 2 Trainers
 - 1 Residential Trainer

SAFETY UNIT



Marcia Hazelhorst
Deputy Director



THE CHILD ABUSE AND NEGLECT HOTLINE

The Missouri Child Abuse and Neglect Hotline Unit
(CANHU) operates 24/7, every day of the year.

156,000

Concerns received
in FY24

774

Recorded total per day

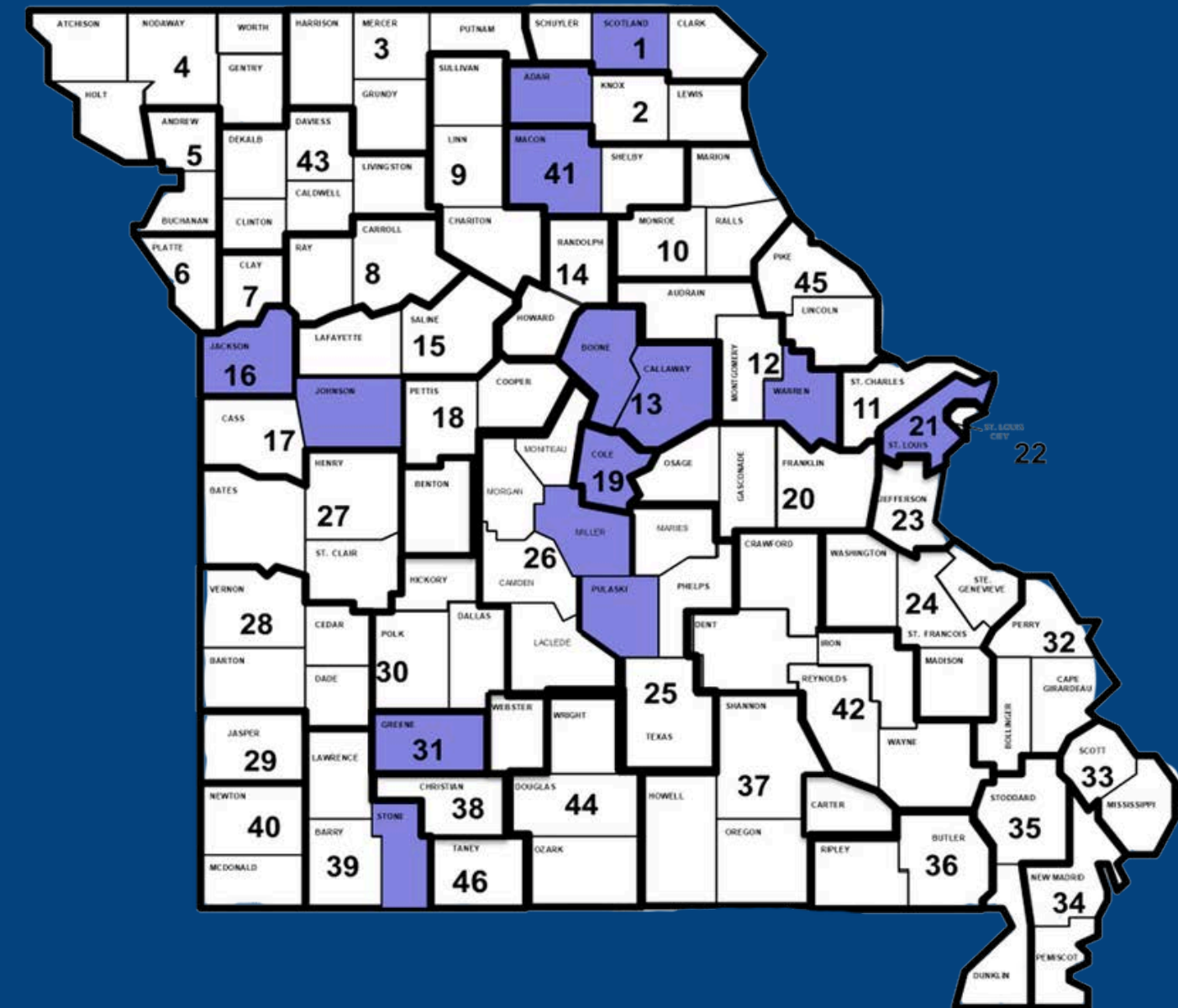
462

Recorded online



CANHU TEAM & LOCATIONS

- 50 Children's Service Workers
- 7 Supervisors
- 2 Trainers
- 1 Quality Assurance Specialist
- 1 Administrative Support Assistant
- 1 Assistant Program Coordinator
- 1 Program Coordinator



REPORTING CHILD ABUSE AND NEGLECT

Concerns of child abuse and
neglect can be reported by phone

800-392-3738

844-CAN-TELL

Mandated Reporters can also
report online at



<https://dss.mo.gov/cd/keeping-kids-safe/mandated-reporters.htm>

ONLINE SYSTEM FOR CHILD ABUSE & NEGLECT REPORTING



Child Abuse & Neglect Mandated Reporters

Be Ready to Report Online - Create Your Account Today!

Mandated reporters are encouraged to report child abuse and neglect through the Online System for Child Abuse & Neglect Reporting (OSCR).

To create your account follow these steps:

STEP 1: Create Your MO Login

- Visit the [OSCR webpage](#)
- Click on "1st Time User/Create New Account"
- Enter your work email address
- Accept the terms and conditions
- Click on the "Request Account" button
- A confirmation code will be sent to your email
- Once you receive the code, go to the "Confirm Account" screen
- You will need to enter to confirmation code you received, a password of your choice, and your first and last name.

STEP 2: Create Your OSCR Profile

- Visit the [OSCR webpage](#)
- Provide the following information to complete your profile:
 - First and last name
 - Agency name
 - Agency address (including zip code and county)
 - Agency phone number and an alternate number
 - Occupation
 - Work email address

STEP 3: You are now ready to report online

REMEMBER: If it is an emergency or life-threatening situation, call 911 immediately.

Who is a mandated reporter?

Members of specific professions, including teachers, social workers, and physicians, are legally required to report to the hotline and are classified as mandated reporters. For a full list, refer to RSMo 210.115.1.

Why report online?

- ✓ Avoid wait time on the Child Abuse and Neglect Hotline to report issues.
- ✓ Gives you more convenience & flexibility.
- ✓ Allows you to report no matter where you are.

OSCR Webpage:



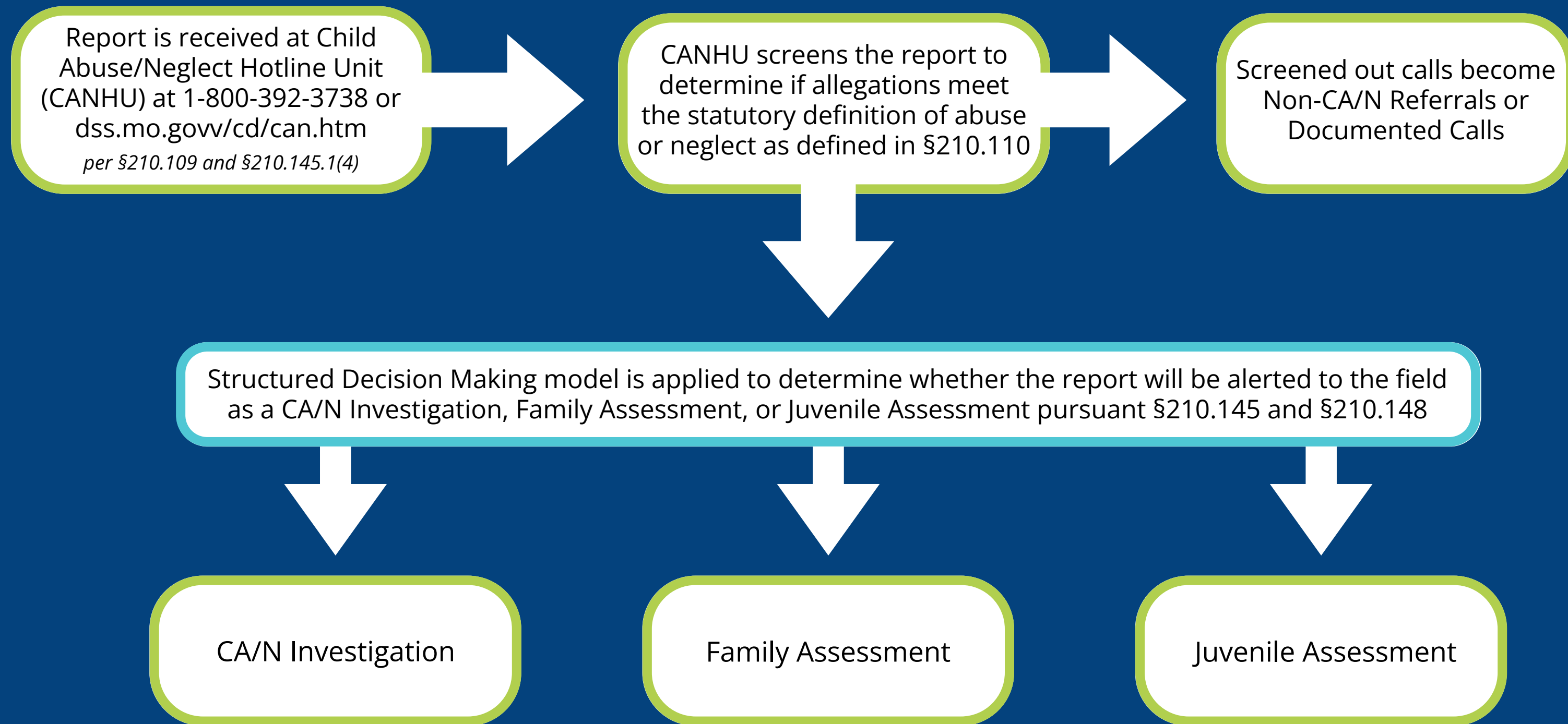
WHAT TO EXPECT WHEN MAKING A CALL

Calls are accepted, screened and classified by Children's Service Workers

- **Who** - The Child, Parent, Caretaker Information
- **Where** - Contact Information for the Family
(Address, Phone Number, School)
- **What** - What are the concerns for the child
- **When** - When did the concern occur
- **Details** - Provide as much context to the concern as you have



STRUCTURED DECISION-MAKING



CONTACT INFORMATION

Katherine Gonder

CANHU Program Coordinator

Katherine.O.Gonder@dss.mo.gov

Casey Gilmore

Assistant Deputy Director

Casey.L.Gilmore@dss.mo.gov

RESPONSE PRIORITY

Level One: Also called emergency reports. All victim children must be seen within three (3) hours.

Level Two: All victim children must be seen within 24 hours.

Level Three: All children must be seen within 72 hours.

VERIFYING SAFETY OF CHILDREN

- Worker will assure the safety of the victim child(ren) in person, face to face within the response priority timeframe.
- Worker will interview the child in a safe place and alone (if possible).
- Worker will verify safety of non-victim child(ren) within 72 hours.

USE OF MULTI-DISCIPLINARY TEAM MEMBER (MDT)

- The Children's Division (CD) may use an MDT member to assure safety.
- The MDT member should be aware of the reported concern and have the ability to assess whether the child will be safe until CD staff can make contact.
- MDT members include, but are not limited to law enforcement, juvenile officer, physicians and other medical professionals, relevant school officials, and service providers.

TRACK ASSIGNMENT

- Family Assessment
- Investigation
- Newborn Crisis Assessment
- Preventative Service Referral
- Juvenile Assessment
- Non-Caretaker Referral



SAFETY

ASSESSING NEEDS AND SERVICES

During the assessment or investigation period, workers will assess if the family would benefit from services such as:

COMMUNITY RESOURCE REFERRALS	PUBLIC BENEFITS AND INCOME SUPPORT
Substance Abuse Treatment	Daycare
Mental Health Treatment	Housing
Medical Care	Transportation
Dental Care	Utility
Parenting Classes	Clothing
Vocational/ Educational Assistance	Food Bank

PROTECTIVE CUSTODY (PC)

Sometimes the safety of a child can not be assured, the child can no longer remain in the home or a safety intervention did not eliminate the threat of harm.

The Children's Division can request that a child be taken into Protective Custody by making a referral to the Juvenile Office.

The Children's Division must have a court order placing the child into protective custody to place a child in an alternative care setting.

CONCLUDING A HOTLINE REPORT

Section 210.145(15), RSMo.
requires CD to complete all
investigations within 45 days.

In substantiating a finding
of child abuse and neglect,
Preponderance of the
Evidence is found.

“That degree of evidence that is of
greater weight or more convincing
than the evidence which is offered in
opposition to it or evidence which as
a whole shows the fact to be proved
to be more probable than not.”
(§210.110.13, RSMo)

CENTRAL REGISTRY

The Central Registry is contained within the Division's Information System.

- It contains only those persons where the Division's finding is "preponderance of evidence", "probable cause" or "court adjudicated."
- The Central Registry includes the names of individuals who have pled guilty or been found guilty of crimes found in Chapters 565, 566, 567, 568, and 573, RSMo. (See Section 210.110, RSMo. for the specific crimes).
- Placement on the Central Registry is forever.

PERMANENCY & FOSTER CARE LICENSING



Kate Watson
Deputy Director



Heather Ford
Assistant Deputy Director
Foster Care Programs



Marcia Wetzel
FCCM Contract Oversight



Jill Pingel
HIS Unit Manager



Melissa Kenny
HIS Unit Manager



Rene Brinkman
Older Youth Unit



Lauren Masterson
Assistant Deputy Director
Permanency



Dawn Rector
Residential Services

FOSTER CARE POLICY

- HB737 was signed by the Governor this week. This bill modifies provisions related to the protection of children. This legislation guarantees federal benefits are securely allocated to individual beneficiaries currently in the foster care system to help establish future financial stability. A scope of work is being finalized to go out for bid through the procurement process.
- HB121 was signed by the Governor this week. Part of this legislation establishes the Zero-Cost Adoption Fund to support families during the adoption process with non-recurring expenses and post-adoption assistance. DSS is beginning work with the Department of Revenue to work on establishing the fund.

FIELD OPERATIONS



Pam Alston
Assistant Director



Shawn Boyd
Training and Professional
Development Manager



Julie Starr
QAPI



Annie Wilson
Training and
Professional
Development

Field Administration



Jennifer Chism
Northeast Director



Jana Wyman
St. Louis Director



Shasta Miller
Southeast Director



Chris Kimsey
Northwest Director



Brian West
Kansas City Director



Lisa Crawford
Southwest Director

STRUCTURE - FIELD OPERATIONS

Northwest Regional Director

Chris Kimsey

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Kansas City Regional Director

Brian West

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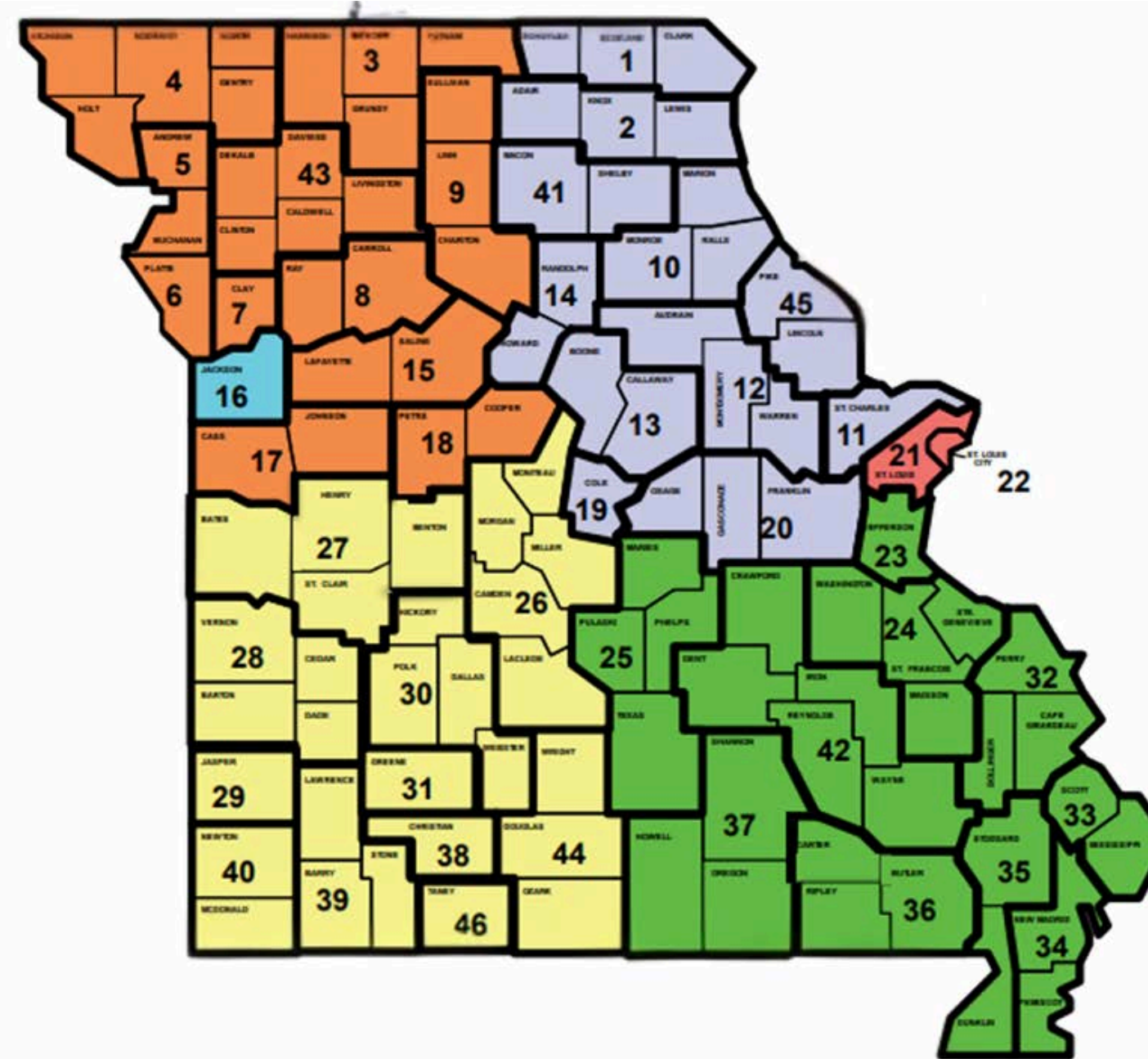
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Southwest Regional Director

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St. Louis Regional Director

Jana Wyman

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Southeast Regional Director

Shasta Miller

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Shasta.Miller@dss.mo.gov

TRAINING

- Training is now under new leadership
 - Pam Alston, Assistant CD Director
 - Shawn Boyd, Assistant Deputy Director
 - Annie Wilson, Training Unit Manager
 - Training Unit consists of 1 Supervisor, 16 Trainers and 2 Clerical
- We will be going back in person with a target date of Sept 1, 2025
- Looking at regional placement of training with centralized curriculum
- Basic training will be a total of 7 weeks not counting E-learning, OJT, and other needed training such as Trauma, Legal Aspects and Human Trafficking
- Supervisor Training being developed including clinical supervision training to begin January, 2026
- Adding VR technology to help staff with skills in interviewing

GENERAL DATA OVERVIEW

Children's Division published data can be found on the Department of Social Services webpage. Follow this link to find information about Child Abuse/Neglect, Prevention and Foster Care Services, as well as annual federal reporting. <https://dss.mo.gov/re/>

Annual Reports

- **Child Abuse and Neglect Annual Report**
- **Child & Family Services Plans**
- **Children's Division Annual Report**

Monthly Reports

- **Children's Division Management Report**

Don't see what you are looking for or have questions?

Contact Julie Starr, Julie.L.Starr@dss.mo.gov

FIELD OPERATIONS

You can make a request for information at the link below



[https://dssmo.govqa.us/WEBAPP/_rs/\(S\(ja02xur0fg2uqynsgvqdodeh\)\)/SupportHome.aspx?sSessionID=1095086GEGKTKFBZOSSPHUJKZWZJSYYNADUDJCPT](https://dssmo.govqa.us/WEBAPP/_rs/(S(ja02xur0fg2uqynsgvqdodeh))/SupportHome.aspx?sSessionID=1095086GEGKTKFBZOSSPHUJKZWZJSYYNADUDJCPT)

FEDERAL CASE REVIEWS

	Sustained Improvement Goal	High-Performance Value
Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment	77%	83%
Item 2: Services to Protect Child(ren) in the Home and Prevent Removal or Re-Entry Into Foster Care	73%	79%
Item 3: Risk and Safety Assessment and Management	62%	72%
Item 12: Needs and Services of Child, Parents, and Foster Parents	38%	55%
Item 13: Child and Family Involvement in Case Planning	52%	65%
Item 14: Caseworker Visits with Child	59%	69%
Item 15: Caseworker Visits with Parents	41%	58%

More information about the Round 4 CFSR can be found here: mydss.mo.gov/federal-child-family-services-review-cfsr
Have more questions? Please contact JoDene Bogart, CFSR Coordinator, JoDene.Bogart@dss.mo.gov

FEDERAL CASE REVIEWS

- Missouri's CFSR Measurement Plan requires 40 CFSR case reviews each quarter
- Six dedicated Quality Assurance Practice Improvement (QAPI) staff members complete 80% of the reviews
- QAPI staff, Children's Division Field Operations Specialists, and FCCM QA designees and one FACES unit team member also complete reviews
- Each case review requires several levels of approval before finalization, including review by Children's Bureau
- Oversight by Children's Bureau has been reduced from 75% in July 2024 to 25% beginning in August 2025



SAVE THE DATE

August 29 at 10:30 AM

Hope to see you there!

Scan to
Register!



Our Mission



Empower Missourians to live safe, healthy, and productive lives.