

Children's Division COVID-19 Frequently Asked Questions

I'm concerned you may expose my family to the virus. What is the Children's Division doing to prevent that?

The Children's Division will ask about the health of your family at the beginning of every visit. If the visit is planned, the Children's Division team member will ask the screening questions over the phone prior to arriving to the home in most circumstances. Team members will also adhere to social distancing guidelines. Our team will still need to make sure your child is safe, but they will not enter your home if it is not required. If there are safety concerns that cannot be addressed during the visit, the Children's Division may ask for help from local law enforcement.

Are Children's Division offices open to the public?

Our offices are currently closed to the public; however, we are still able to help you. Please reach out to your **local county office** for more information.

If someone makes a child abuse or neglect hotline report on my household, will someone still come to my house?

Yes. The Children's Division continues to respond to every report made to the Missouri Child Abuse and Neglect Hotline. We will ask about the health of your family at the beginning of every visit before entering your home, but we will need to visit your home to ensure the health and safety of your child(ren). Team members will adhere to social distancing guidelines.

Will my case manager come into my home?

It depends. To minimize the spread of COVID-19, Children's Division (CD) case managers will consider several factors and will ask about the health of those in your home before each visit to determine if they need to enter your home.

What happens if someone in my house has been exposed to COVID-19?

The Children's Division will ask questions about the health of your family prior to entering a home. If someone has been exposed to COVID-19, you should share this information at that time. Our team will balance the concerns of COVID-19 exposure while assuring the safety of the child(ren).

When will I be able to visit with my child in person again?

The Children's Division is making every effort to make sure parents and children are still able to visit each other safely and regularly during the COVID-19 pandemic. At this time, the Family Support Team will decide how visits are conducted based on local guidelines and recommendations.

Who decides when and where I can visit my child?

At this time, the Family Support Team will decide how visits are conducted based on local guidelines and recommendations. The Family Support Team will also use your child's written visitation plan to make sure visits are appropriate for the child.

How can resource providers turn in paperwork (licensing paperwork, mileage forms, etc.) when some offices are closed to the public?

Resource providers can mail, scan, or fax the paperwork to their [local Children's Division office](#). Even though our offices are currently closed to the public, our team is still available to help get your paperwork to your case manager.

Will there be guidelines to follow during in-person visits?

By order of the Governor, we should be following social distancing rules (ex. staying 6 feet apart) when we are with anyone who is not a member of our household.

If you are a resource parent who is concerned about in-person visits, please reach out to your case manager to discuss your concerns directly.