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**Rules of**  
**Department of Social Services**  
**Division 35—Children’s Division**  
**Chapter 20—Child Protective Services**

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**Title 13—DEPARTMENT OF  
SOCIAL SERVICES**

**Division 35—Children's Division  
Chapter 20—Child Protective Services**

**13 CSR 35-20.010 Screening and Classification of Child Abuse/Neglect Hotline Reports**

*PURPOSE: This rule establishes the use of the Structured Decision Making (SDM) process in the screening and classification of calls at the Child Abuse/Neglect Hotline Unit (CANHU).*

(1) The division shall utilize protocol based upon structured decision-making principles for classification purposes of all child abuse and neglect reports received by the Child Abuse/Neglect Hotline Unit ("Hotline"). The protocols developed by the division shall obtain and classify information, and shall give priority to ensuring the safety and well-being of the child.

(2) All child abuse and neglect reports received by the Hotline shall be initiated within twenty-four (24) hours of receipt and shall be classified based upon the reported safety risk and injury to the child, including, but not limited to, the following factors:

(A) If there is serious physical abuse alleged and siblings remaining in the home;

(B) If there is a child fatality due to alleged abuse or neglect and siblings remain in the home;

(C) If there is alleged physical abuse currently occurring;

(D) If there are injuries or symptoms of injuries evident that require immediate medical care, or if the child is in need of immediate psychiatric care due to alleged abuse;

(E) If there were severe or inhumane measures used;

(F) Does the alleged perpetrator have access to the child in the next twenty-four (24) hours or is the child afraid to go home;

(G) Did the alleged abuse occur within the last thirty (30) days;

(H) If the child is currently in a protected environment;

(I) If the current situation is immediately dangerous;

(J) If there are prior non-harassment child abuse or neglect reports;

(K) If the allegation is one of educational neglect only;

(L) If the child is exhibiting severe emotional trauma or physical injury due to alleged sexual abuse;

(M) If the child appears seriously ill or injured or in need of immediate care;

(N) If the child has a chronic illness or injuries that require attention.

(3) In all cases, the division must have face-to-face contact with all children in the alleged victim's household within seventy-two (72) hours.

(4) CA/N Screen-In Criteria—Criteria concerning whether a call is classified as a child abuse and neglect (CA/N) report or a documented call (DOC). If the call is screened-in, it will be accepted as a CA/N report and sent to the county office. If the call is screened out, the call will be documented and entered into the database, but no further action will be taken, unless the division, pursuant to policy decides to refer it for appropriate community service.

(5) Track Assignment Guidelines—Criteria designed to determine if the screened-in CA/N report will require the investigation response or family assessment response. After response assignment, the report is sent to the local division office for review. The local division office has the option to change the response assignment, given additional information or prior history with the family.

(6) Response Priority—Criteria to determine the time frame in which the family should be contacted. Each investigation will be classified as a three (3) hour, twenty-four (24) hour, or seventy-two (72) hour call, based upon information received by the hotline. Face-to-face contact can be made by members of the multidisciplinary team (mandated reporters such as juvenile officer, or law enforcement personnel). Initial contacts can include phone calls or contact with appropriate persons in an attempt to make a home visit. Each level will require face-to-face contact based upon the following:

(A) Three (3) hour—Face-to-face contact with victim(s) listed on the report must be made within three (3) hours from the receipt of the report. A face-to-face contact with all other children living in the household must be made within seventy-two (72) hours. Available resources shall be utilized to locate the children, including law enforcement assistance;

(B) Twenty-four (24) hour—Face-to-face contact with victim(s) listed on the report must be made within twenty-four (24) hours from receipt of the report. A face-to-face contact with other children residing in the home must occur within seventy-two (72) hours;

(C) Seventy-two (72) hour—Face-to-face contact with all children (victims and home

residents) must be made within seventy-two (72) hours from receipt of the report.

*AUTHORITY: section 210.145, RSMo Supp. 2004.\* Original rule filed Nov. 2, 2004, effective June 30, 2005.*

*\*Original authority: 210.145, RSMo 1975, amended 1980, 1982, 1986, 1990, 1993, 1994, 2000, 2002, 2003, 2004.*