

You May Not File a Grievance About...

- any complaint of discrimination based on race, color, national origin, age, sex, disability, religious or political beliefs. Forward these complaints to:

Department of Social Services
Office for Civil Rights
P.O. Box 1527
Jefferson City, MO 65102
Phone: 1-800-776-8014
Text/Voice: 1-800-735-2466/1-800-735-2966

- a dispute with the outcome of a Child Abuse/Neglect investigation, which should be referred to the CA/N appeal process.
- any court ruling or current state statute.
- guardian ad litem (GAL), Court Appointed Special Advocate (CASA), or judicial assignments.
- any foster/adoptive licensing revocations or denials.
- any subsidy denials.

Hours of Operation

Children's Division local offices are open Monday through Friday from 8:00 a.m. – 5:00 p.m. The Child Abuse and Neglect Hotline can be reached at 1-800-392-3738 and is operational 24 hours a day 365 days a year.

Resolving a Service Delivery Complaint with Children's Division Involves Review at the Following Levels:

- Children's Service Worker, Children's Service Supervisor, and/or through Family Support Team if applicable.
- Circuit Manager.
- Regional Administrator or designee.
- Division Director or designee.



Know Your Rights



EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
SERVICES PROVIDED ON A NON-DISCRIMINATORY BASIS.

Children's Division's Mission Statement

The mission of the Children's Division is to partner with families, communities, and government to protect children from abuse and neglect and to assure safety, permanency, and well being for Missouri's children.

Goals of Services

- **Child Protective Services:** to protect children who are identified as victims of abuse or neglect.
- **Family-Centered Services:** to improve and maintain the family unit for the well-being of children.
- **Foster Care:** to provide safe alternative homes for children when it has been determined by the court that the children cannot remain in their homes.
- **Intensive In-Home Services:** to offer an opportunity for families to remain safely together averting the out-of-home placement of children whenever possible, protect children through the enhancement of family capabilities, and provide services that assist families in crisis management and restore families to an acceptable level of functioning.
- **Adoption Services:** to establish permanency and stability in children's living situations and ensure that the continuity of family relationships and connections will be preserved for children.

The Division makes every effort to make policies that strengthen families. Sometimes a consumer has a complaint about the services he/she receives. The Division has a grievance process in place that can help resolve complaints at the most local level possible.

What is a service delivery grievance?

A grievance is any complaint a youth or family member has with an employee of the Division, and it can relate to a number of service delivery issues.

Who may file a grievance?

- Any adult family member who is receiving services or has had services that ended within the past 30 days.
- Youth 12 years of age or older.
- Any child younger than 12 years of age with the help of a parent, guardian, out-of-home care provider or guardian ad litem (GAL).

How is a grievance filed?

- Obtain a Service Delivery Grievance Form (CS-131) and instructions from any local Children's Division Office.
- Complete Section A of the form.
- Return completed form to the office where you received services.

Statement of Consumer Rights

You have the right to...

- services without discrimination of age, race, religion, ethnicity, family background, sexual orientation or disability.
- be treated with respect.
- be active in making a service plan that meets your needs.
- refuse to participate in the services that are offered.
- know and understand what may happen if you refuse to accept services that are offered.
- protection of confidential information according to state statutes.
- receive services in a language that you can understand.
- legal representation in any court proceedings affecting your child.
- file a formal grievance if you feel you are treated unfairly.
- Insert a statement in your case record and if personnel insert a statement in response, such statements are inserted with your knowledge, and you have the opportunity to review such a response.