Statewide Prevention

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Referral requests can be made through the Missouri Hotline intake number: 1-800-392-3738 or online for mandated reporters through Online System for Child Abuse & Neglect Reporting (OSCR) apps.dss.mo.gov/OnlineCanReporting/default.aspx. **When calling or submitting a request** via **phone or online,** make **sure to include "I am submitting a Statewide Prevention Referral**".

Who can make a referral request: *Mandated Reporters, *Community Partners, *Family Members including the parents, *Concerned individuals with knowledge, family information and needs. The more information you can provide the easier. It is to assist the family. Try to have names, addresses, phone numbers, etc. for the worker to make contact.

The following criteria is accepted as a Prevention Referral for a family or caregiver in need of services to address parenting supports, physical, mental and behavioral health. Examples:

- Family or Caregiver Health needs-this could include access to healthcare, physical, mental, and social well-being of any family members in the home.
- Connecting a family/caregiver or child to mental health needs
- Connecting a family/caregiver or child to behavioral health needs
- Connection to System of Care, a community-based group who assist in providing formal and informal support for family/caregiver or child.
- A call is received with concerns for a child who needs services to address child behaviors, and the parent is new to the area and unaware of community services that are available.
- A call is received with concerns that a child needs dental care and the family lacks insurance and needs referrals for dental care.
- Family in need of connection to financial assistance to access medical or mental health services.

The previous criteria to make a referral:

- Transportation: Connection/assistance with transportation needs for a family for such times as a doctor and dentist appointments, school, etc.
- Hygiene: Assistance with receiving referrals to community resources and programs to assist with things such as head lice, hygiene supplies, and laundry assistance or supplies.
- Clothing: Assistance with referrals to community programs to assist with clothing needs for the family/children; Connection to clothing closets and/or other programs that could assist with obtaining clothing for families.
- Housing: Assistance with connecting to services for household/housing concerns; Assistance with bug or rodent treatment; Housing needs, such as cleaning supplies; Referrals for weatherization assistance; Referrals for utility assistance; Referrals for rental assistance and other general home needs.
- Food: Assistance with referrals to state and federal programs such as SNAP and TANF; Connection to community programs, such as food pantries and community meal sharing.

The workers taking the intake calls have been trained to identify what constitutes a Statewide Prevention Referral. If, the track doesn't follow the listed criteria, you could expect your information to change to an assessment or investigation within the Child Abuse & Neglect Hotline and would be assigned outside of Statewide Prevention.

Statewide Prevention will continue to make enhancements to the program. If you have any questions or would like to schedule time to discuss all the updates to Prevention, please reach out to schedule a call or meeting.