User Guide

Online System for Child Abuse & Neglect (CA/N) Reporting (OSCR)

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About this Manual

The purpose of this manual is to provide an overview of the Department of Social Services Online System for Child Abuse & Neglect (CA/N) Reporting (OSCR) system. In this manual users will find instructions for:

- Determining if the Child Abuse or Neglect concern is eligible for reporting to the Hotline online or if an immediate call needs to be made to the Hotline
- Creating a secure online account using the State of Missouri's MO Login Application
- Adding and updating the OSCR user profile information
- Creating a report of Child Abuse or Neglect concern(s)
- Submitting the Child Abuse or Neglect concern(s) to the Children's Division Hotline
- What to expect after an online Child Abuse or Neglect concern is submitted

1. Call the Hotline or report concern online?

The mandated reporter must first determine if they feel the child(ren) of concern is in any type of immediate danger. To determine if the mandated reporter should contact the Children's Division Hotline or if it is appropriate to submit the concern using this online reporting service, the reporter will answer six questions from the OSCR Application – Initial Emergency Questions page.

The following questions will be asked of the Mandated Reporter:

1. In your professional opinion, is the child(ren) at immediate risk of serious harm?
2. Is the child(ren) actively suicidal or recently exposed to an active meth lab?
3. Is there alleged sexual abuse with access to the victim child or any child in the home by the alleged perpetrator?
4. Is there alleged serious physical abuse with access to the victim child or any child in the home by the alleged perpetrator?
5. Is there a child fatality with any suspicious indicators of abuse or neglect?
6. Is the child 18 years or older and in Children's Division custody?

If the answer is No to all of the above questions, then the Mandated Reporter is eligible to report the concern using the Online system. If the reporter is unsure or answers Yes to any of the above questions, they should contact the Hotline and speak with a member of the Children's Division team.

Before accessing the Online system for submitting the report of concern, the Mandated Reporter should have knowledge of or have the following information readily available:

NOTE:** If any information is not known, the user may enter "Unknown" in the field.

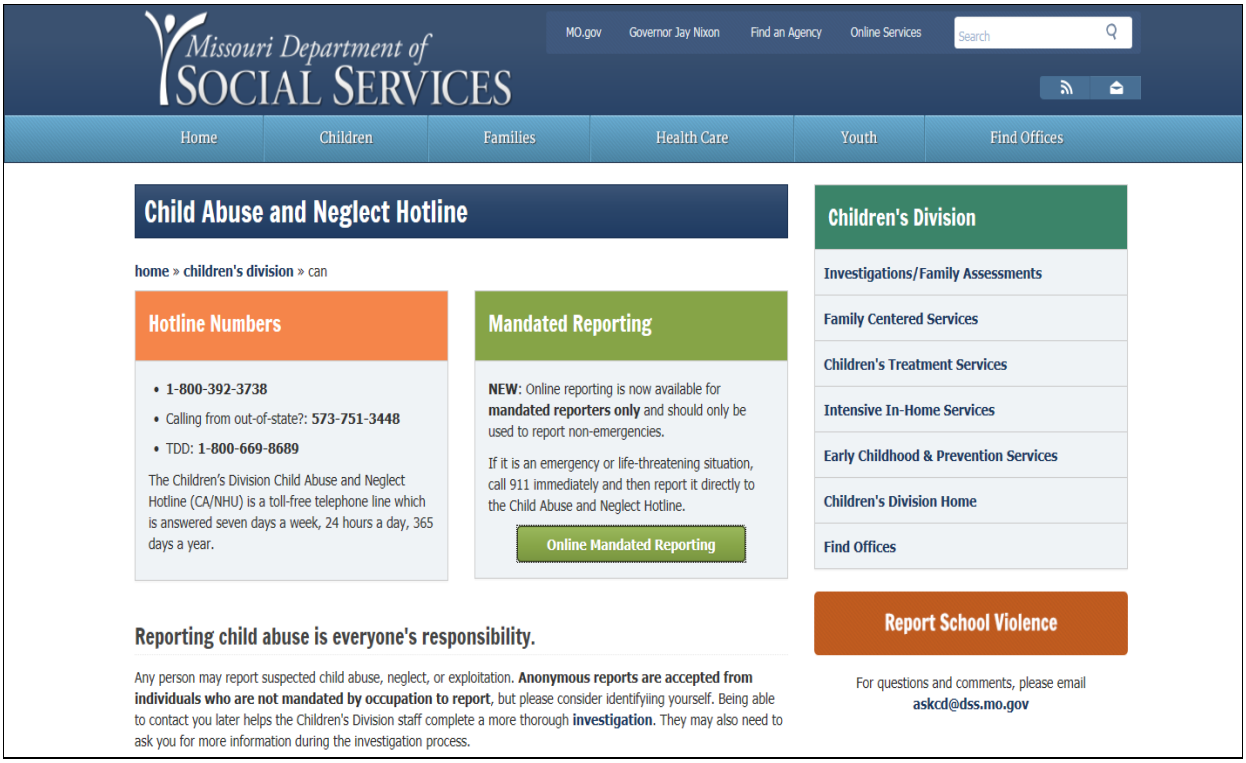
- Name of Child(ren) of Concern
- Approximate age or date of birth of Child(ren) of Concern
- Parent or Caretaker and their approximate age or date of birth
- Any other Child(ren) living in the home and their approximate age or date of birth
- Home address
- Any other involved individuals
- Details of the concern

By answering the questions, the system will determine if the reporter can proceed and report the concern using the online system, or if the reporter needs to call the hotline. Once the reporter answers the questions, they can either create a new MO Login account, or if the reporter already has a MO Login account from a prior OSCR report, they can log in using the email address and password.

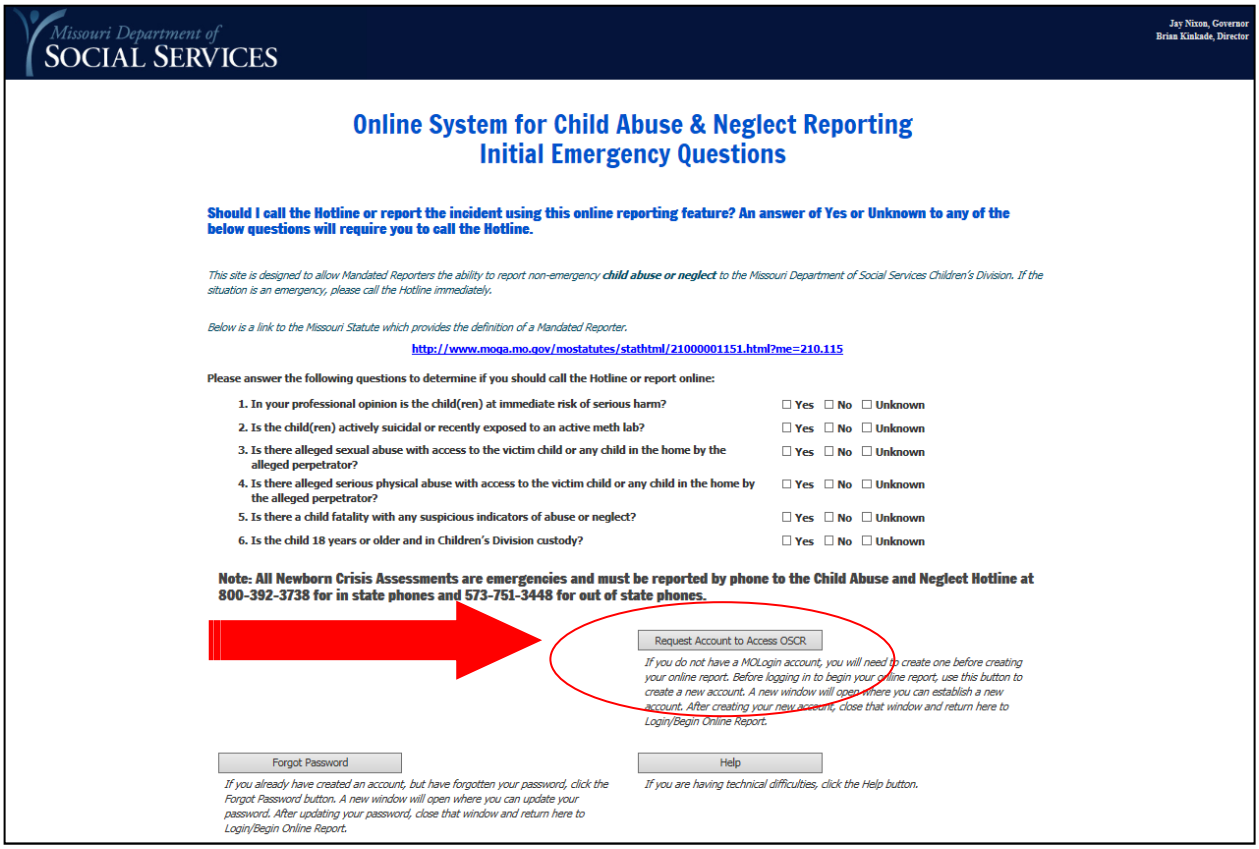
2. Creating a MO Login Account

Before reporting the concern online, the mandated reporter must first create an account using the Missouri Security Portal also known as MO Login.

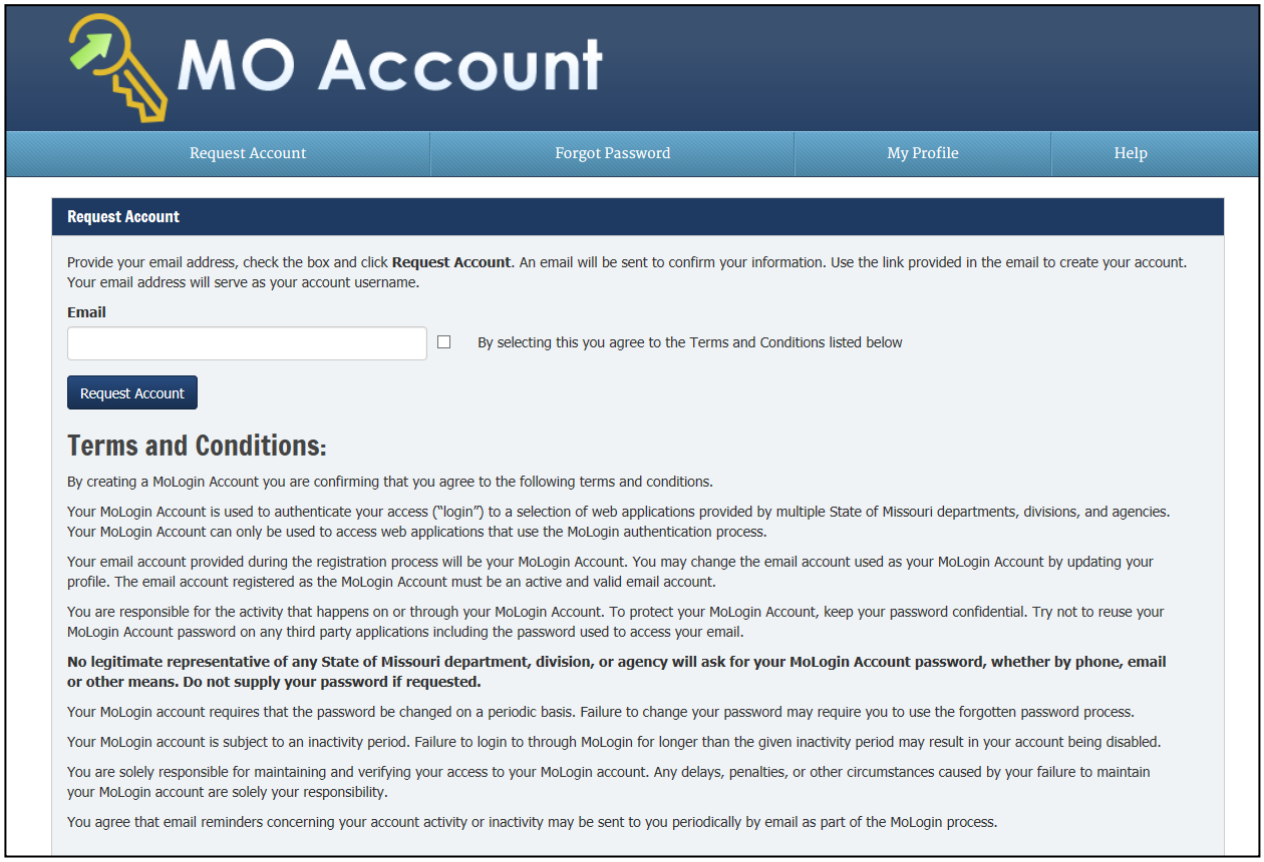
1. To access the OSCR application and create a new MO Login Account, the reporter will enter through the Department of Social Services Intranet page at http://dss.mo.gov/cd/can.htm.

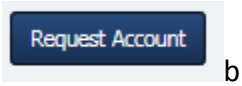


2. From the OSCR Initial Emergency Questions page, the mandated reporter must select the Request Account to Access OSCR button.



3. The system will open a new window and the reporter will be taken to the MO Account Request Account page.



4. The mandated reporter must provide their email address and select the agreement checkbox to agree to the Terms and Conditions. After the email is provided and the Terms and Conditions checkbox is selected, the reporter must select the 

button.

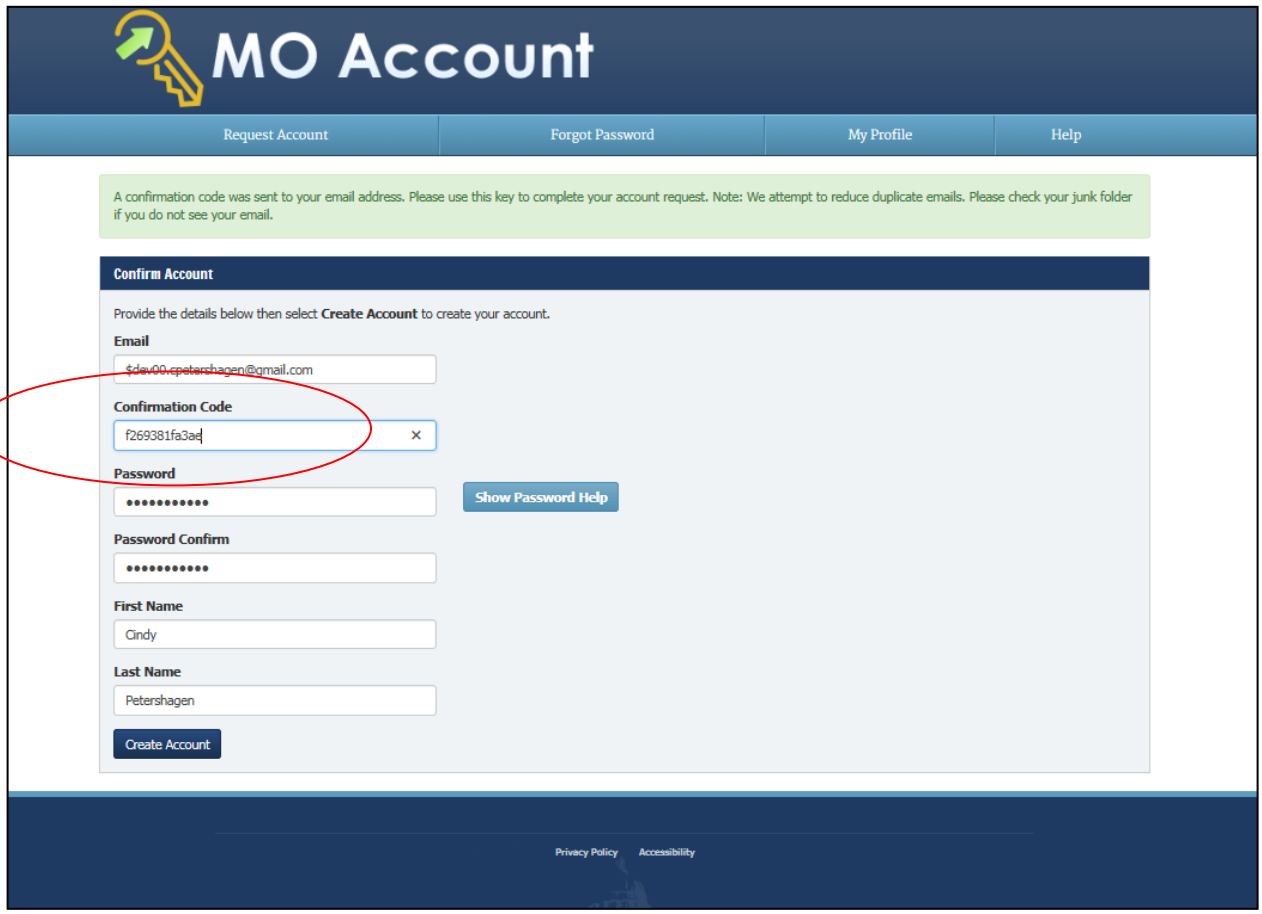
5. The system will send the reporter an email to the email address provided. The email will contain a confirmation code that will be needed on the next screen within the MO Account Request Account process.

From: <SelfRegistration@oa.mo.gov>
Date: Tue, Sep 6, 2016 at 8:36 AM
Subject: State of Missouri User Account Request
To: cpetershagen@gmail.com

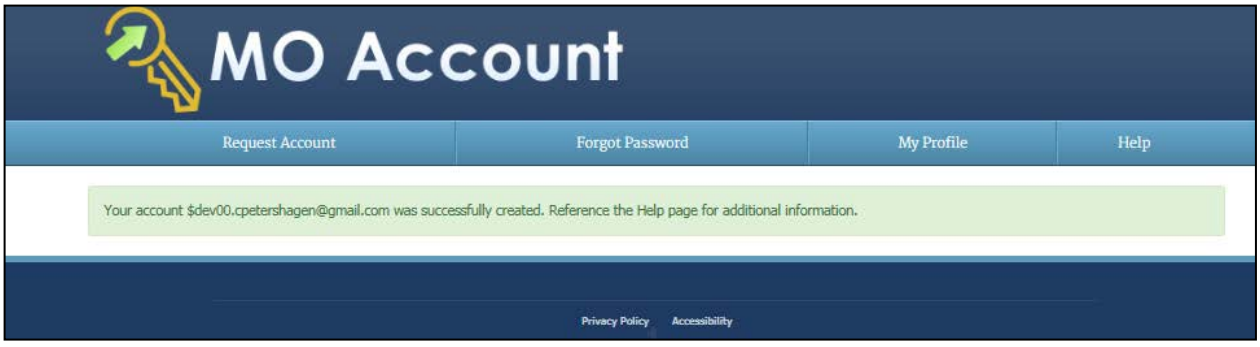
To complete your request for a State of Missouri user account please copy and paste the following link into your browser. https://apps1dev.mo.gov/MoAccount/CreateAccount.aspx. Use the confirmation code f269381fa3ae
This code expires in one hour.

6. The reporter must have access to their email to obtain the confirmation code.

7. Once the confirmation code is obtained, the reporter will enter the information in the Confirm Account section and select the Create Account button to finish creating the account.

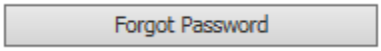


8. Once the reporter selects the Create Account button, the system will display a message stating the account was successfully created.

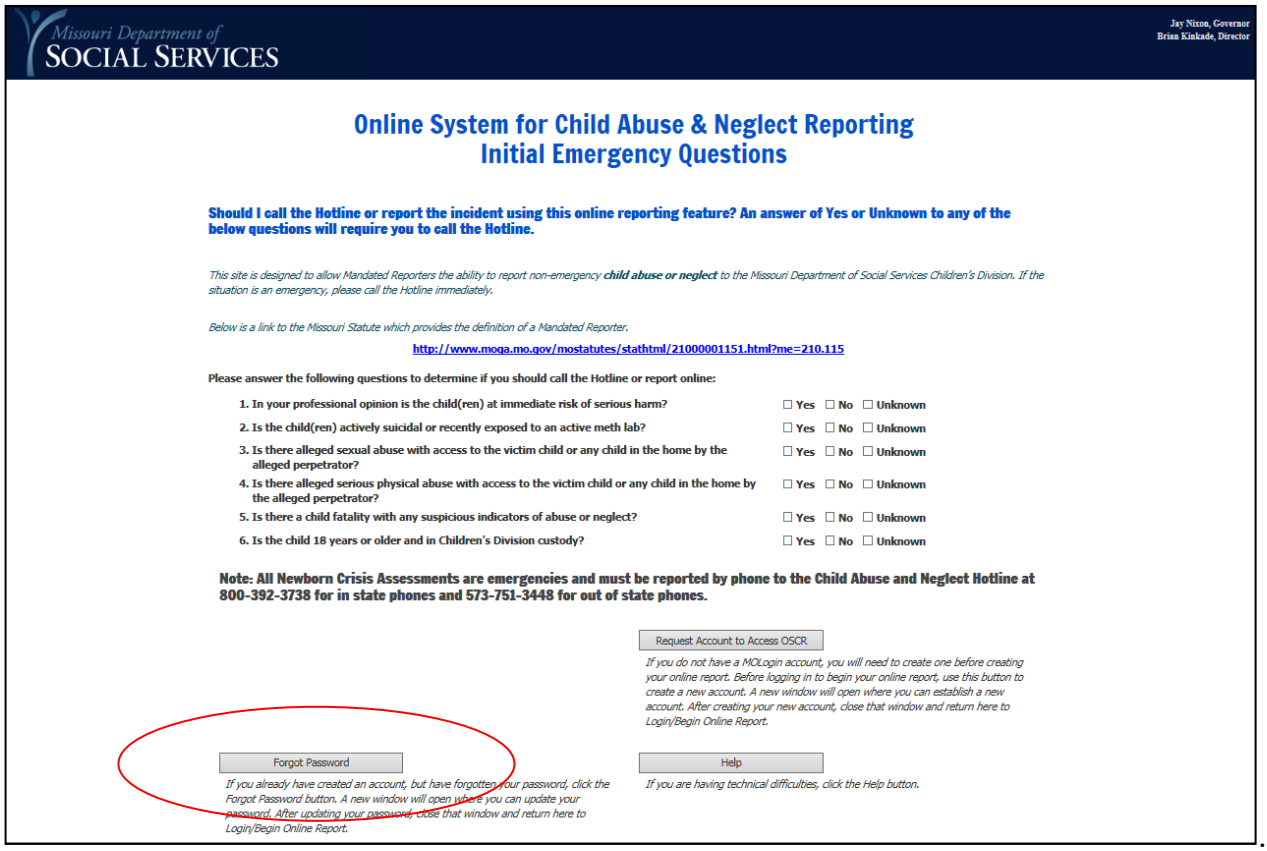


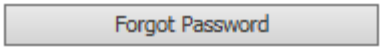
Once the account is created, the reporter can use the account profile (email address and password) information to report concerns online in the future and for the current report. If the reporter answers No to all of the questions on the Initial Emergency Questions page, they will be given the option to log in.

3. Forgot Password?

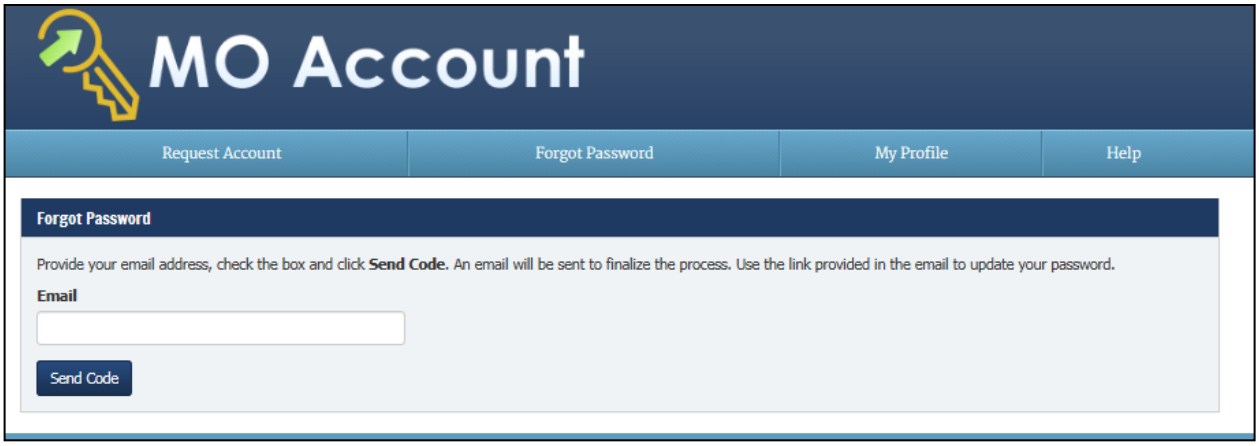
If the reporter forgets the password for the account, they can use the 

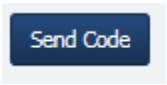
button on the OSCR – Initial Emergency Questions page. This will open a new window and allow the reporter to change the password to the account.

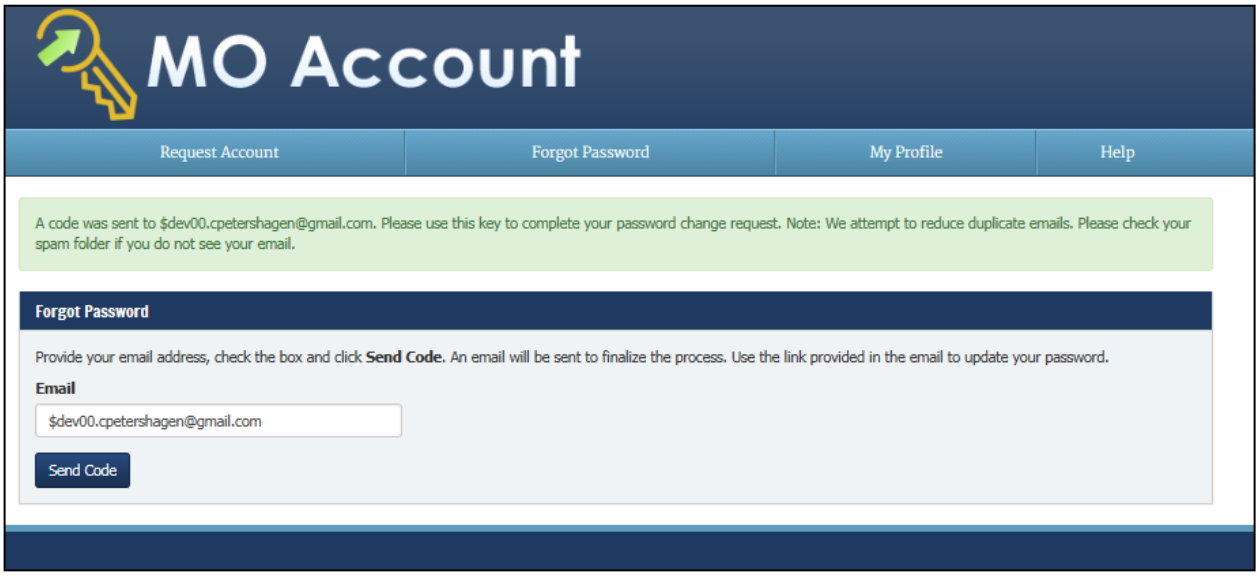


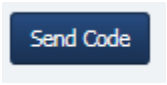
1. Once the reporter selects the 

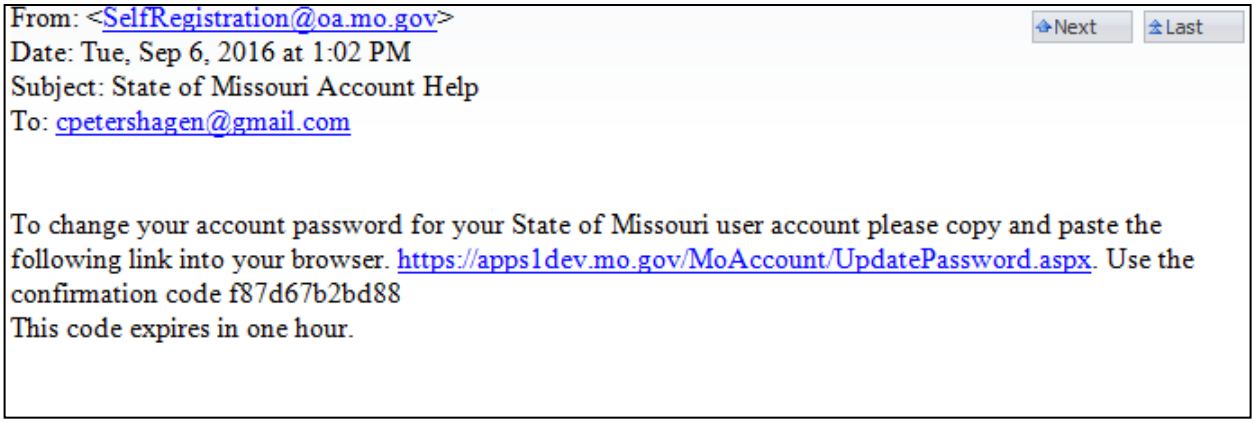
button, a new window will display and allow the user to change the password.



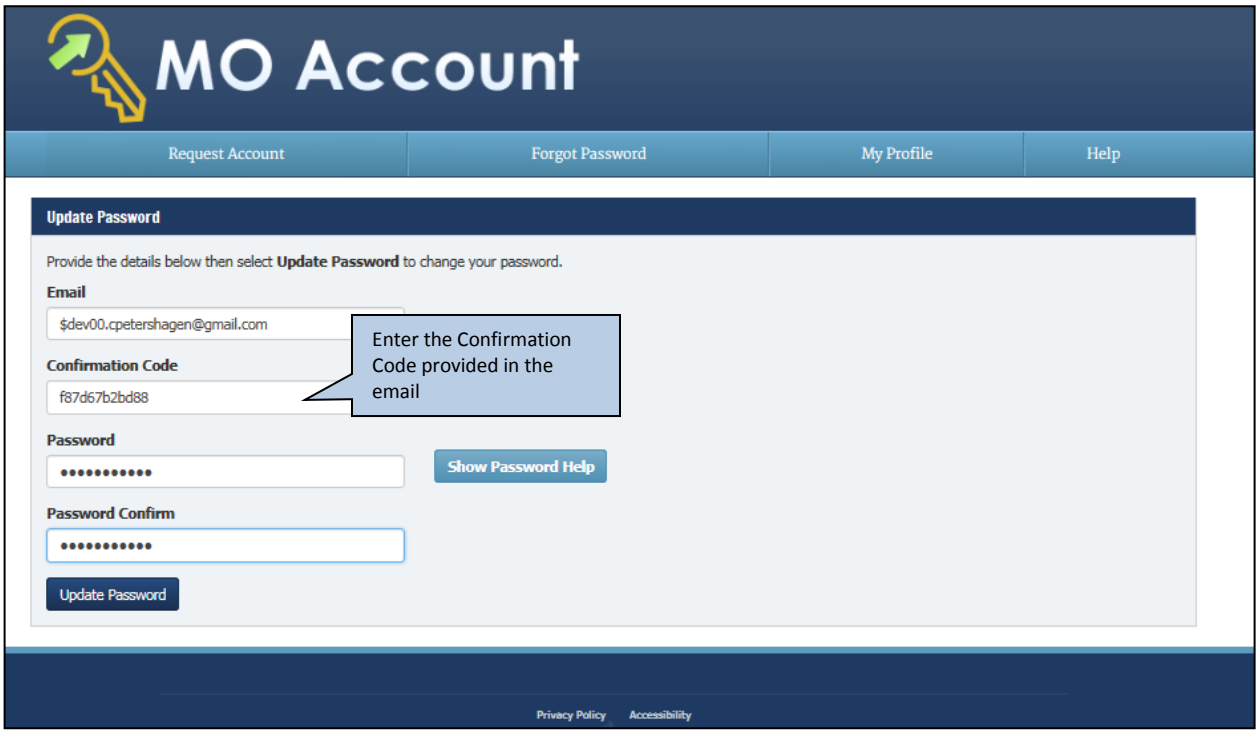
2. The reporter must provide an email address, and then select the  button.

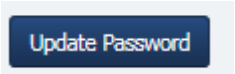


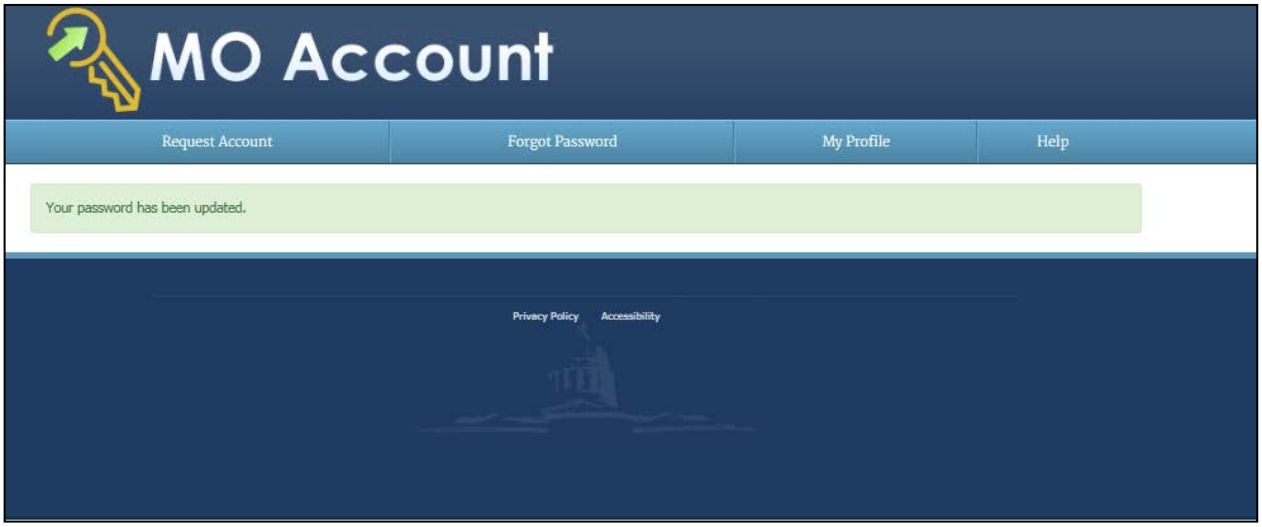
3. Once the  button is selected, the user will be sent an email with instructions on changing the password for the email account that was submitted.



4. After clicking on the link within the email, the reporter is navigated to the Update Password page within the MO Account. The user will enter the email and confirmation code that was provided in the email and enter a new password and password confirmation.



5. After clicking  button, the user should receive a message the password has been updated.



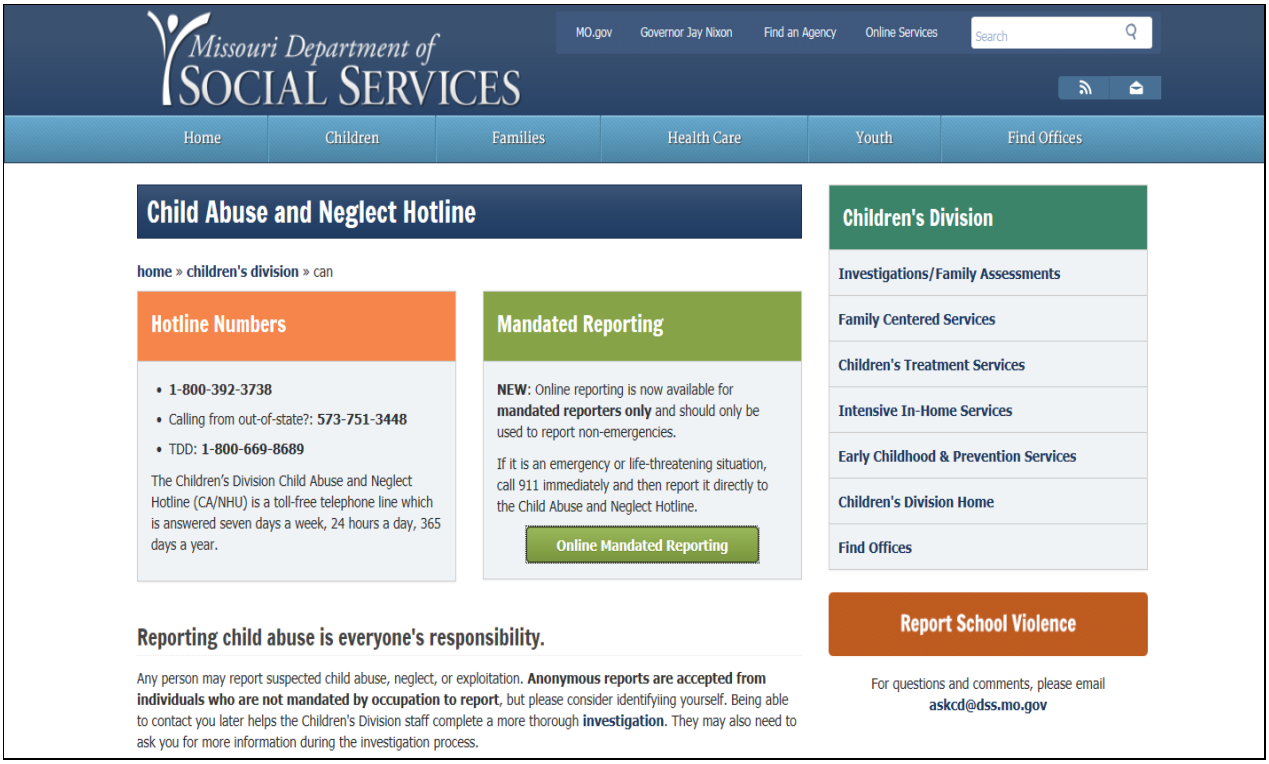
6. Now the user can log in with the new password.

As a reminder, the Forgot Password pages will open in a new window. After changing the password the user should be able to continue on with the browser page that already has the OSCR – Initial Emergency Questions page displayed.

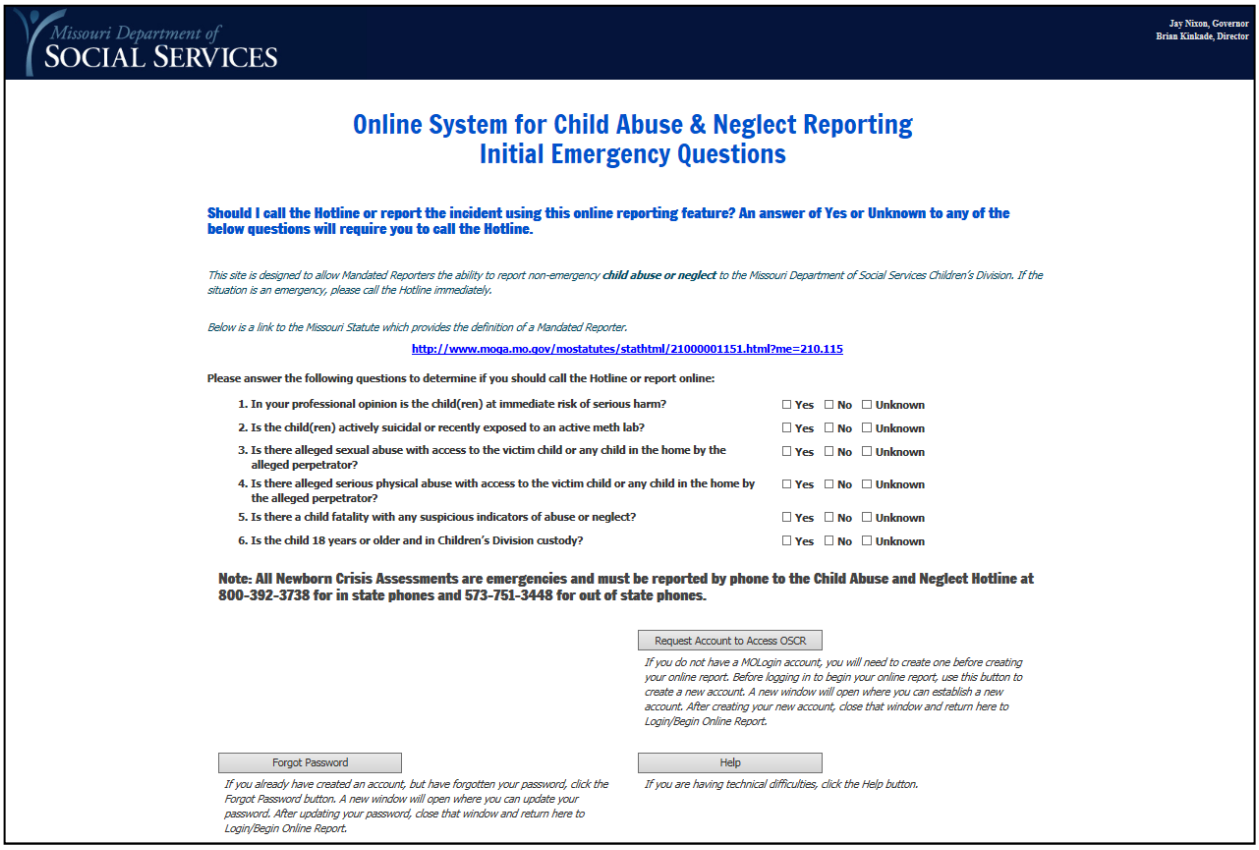
4. Accessing the Online System for Child Abuse & Neglect Reporting application

To access the OSCR application, the reporter will enter through the Department of Social Services Intranet page.

1. From the Department of Social Services Intranet page (http://dss.mo.gov/cd/can.htm), select **Online Mandated Reporting**

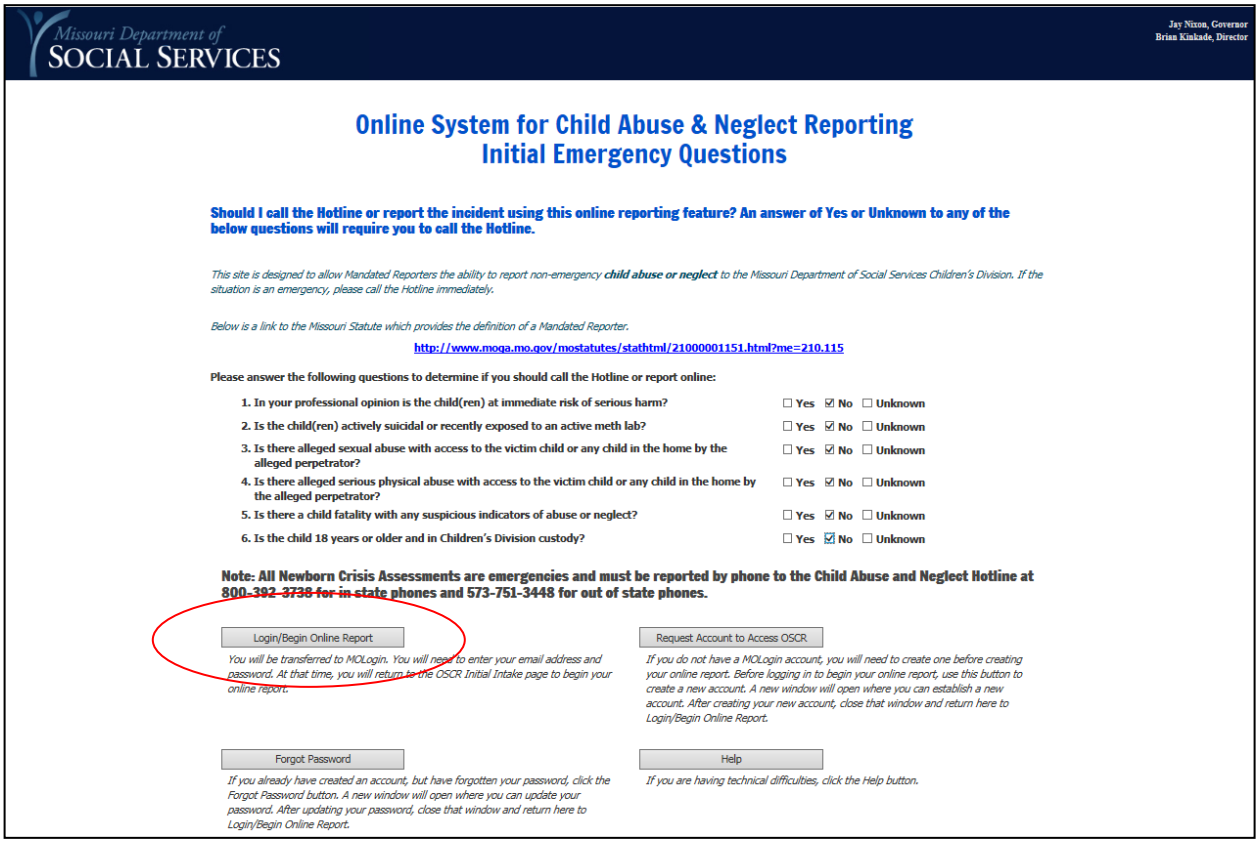


2. The system will navigate the mandated reporter to the OSCR – Initial Emergency Questions page.

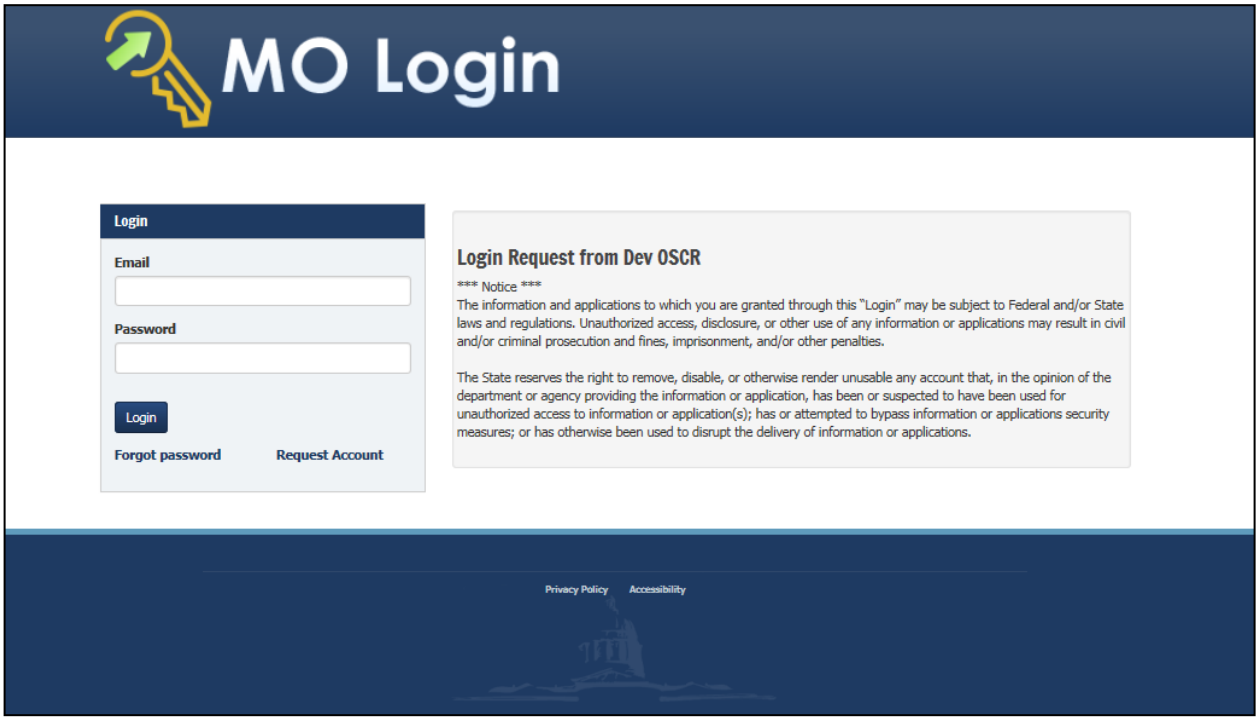


3. The reporter will be provided with six questions that must be answered before proceeding to log into the OSCR application. If the user answers Yes or Unknown to any question, then the user will not be allowed to access the OSCR system to report the concern and must contact the Hotline to report the concern.

4. If the reporter answers No to all of the questions, then an online report may be submitted and the system will display the Login/Begin Online Report button.



5. When the reporter selects the Login/Begin Online Report button, the system will display the MO Login – Login page.



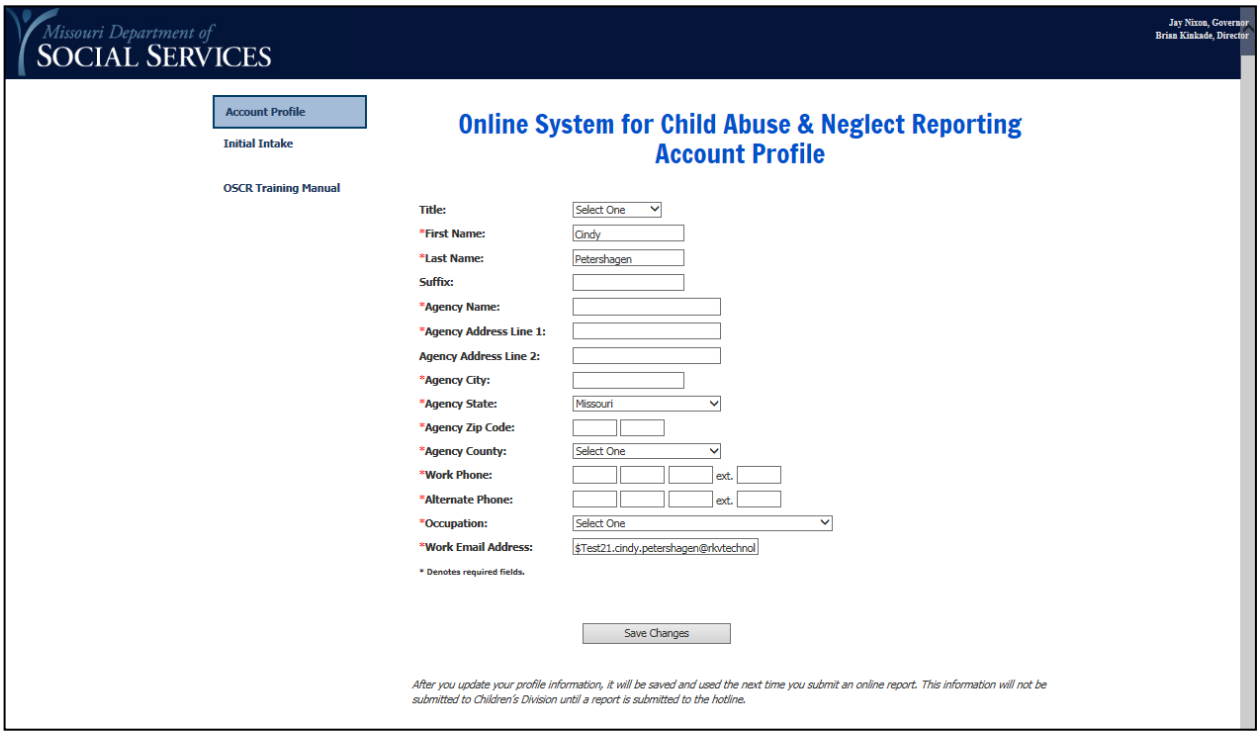
6. The reporter will enter the email address and password for the MO Login account.

7. The system will navigate the reporter to the Account Profile page within the OSCR application if they have never submitted a report. Or if the reporter has already accessed the OSCR application and created an account profile in OSCR, they will be routed to the Initial Intake page to begin reporting the concern.

For technical assistance with MO Login contact the Help Desk at 1-800-392-8725 **Option #1**, during business hours Monday-Friday 7:30am-5:30pm.

5. OSCR Account Profile

The first time the mandated reporter accesses the OSCR application to submit a report and logs in using the MO Login account, the system will navigate them to the OSCR – Account Profile page. From there the user must complete the required information before proceeding with creating the report of concern.



1. Once the reporter is on the Account Profile page within the OSCR application, the required fields must be completed. The Save Changes button and then the Proceed to Initial Intake button can be selected to begin the report. It is important that the information provided on the Account Profile is accurate in case the Hotline staff needs to contact the reporter with questions.

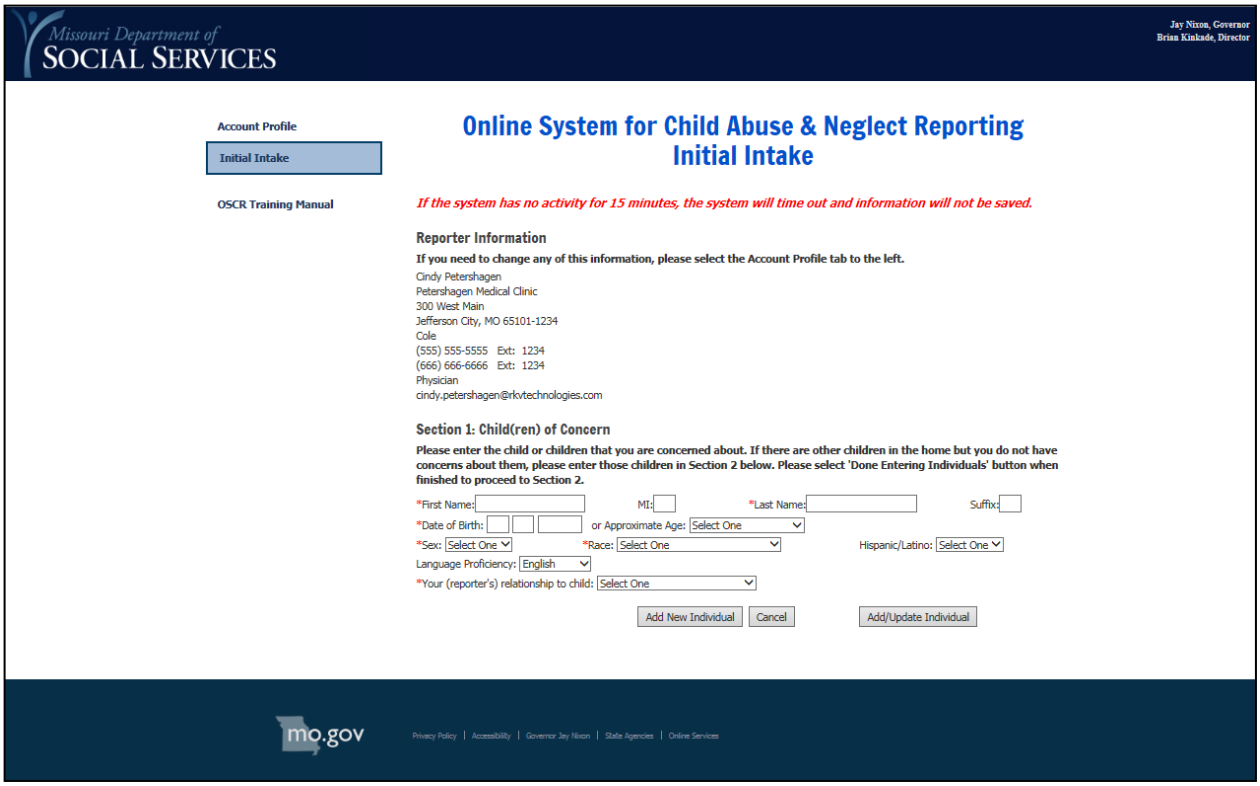
Throughout the Online System for Child Abuse & Neglect Reporting application, all required fields are noted with a red asterisk.

6. Initial Intake – Starting the Report of the Concern

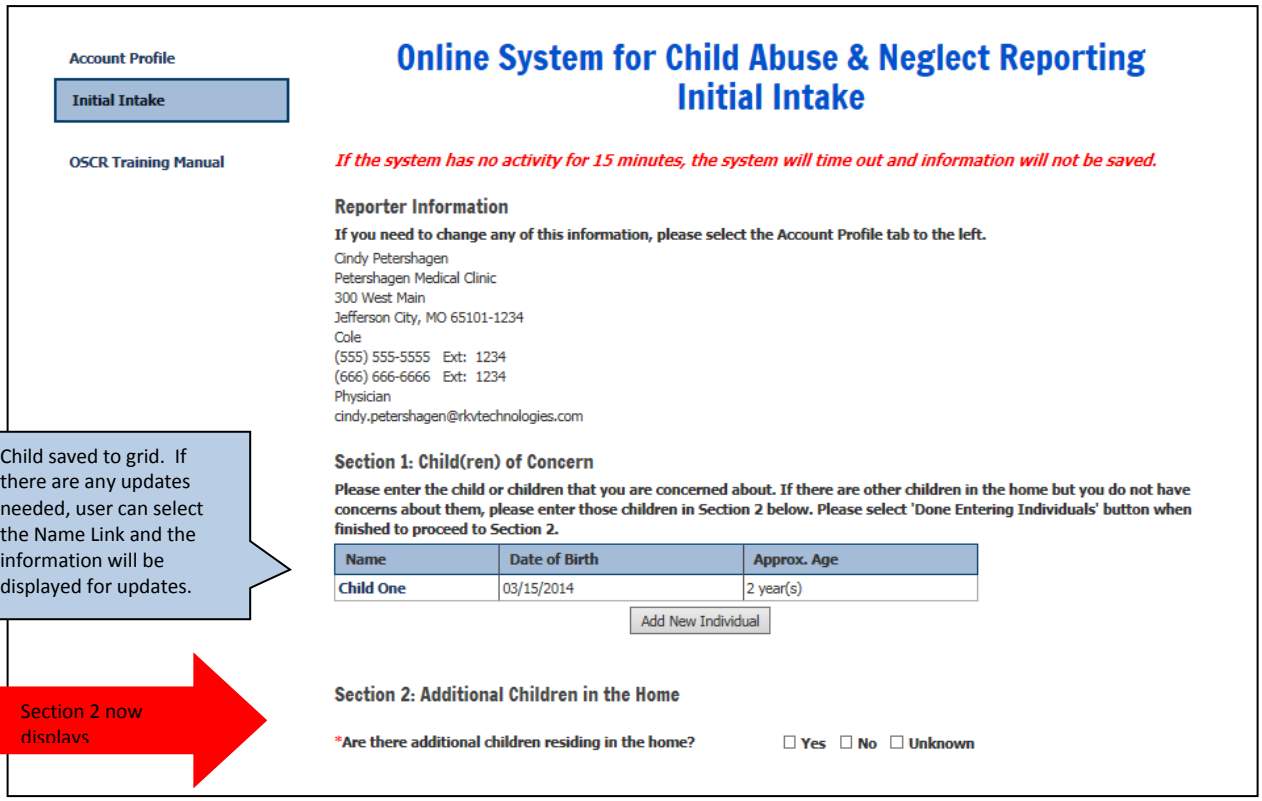
After the mandated reporter logs into the application and has a saved Account Profile, the system will navigate the user to the Initial Intake page. At the top of the page, the reporter's information is displayed. This will provide the reporter with a snapshot of their information. If any information needs to be updated, the Account Profile link on the left side of the screen can be used to update the information.

Once the reporter's information is verified, the details of the report can be entered. The mandated reporter will be asked to provide the following information:

- Child(ren) of concern
- Additional children in the home (if any)
- Parent living in the home
- Home Address
- Non-Custodial/Non-Household Parent (if any)
- Any other individuals who are associated to the report or may be mentioned in the report
- Concern being reported
- School child(ren) attends
- Current location of the child and location of the child in the next 24 hours

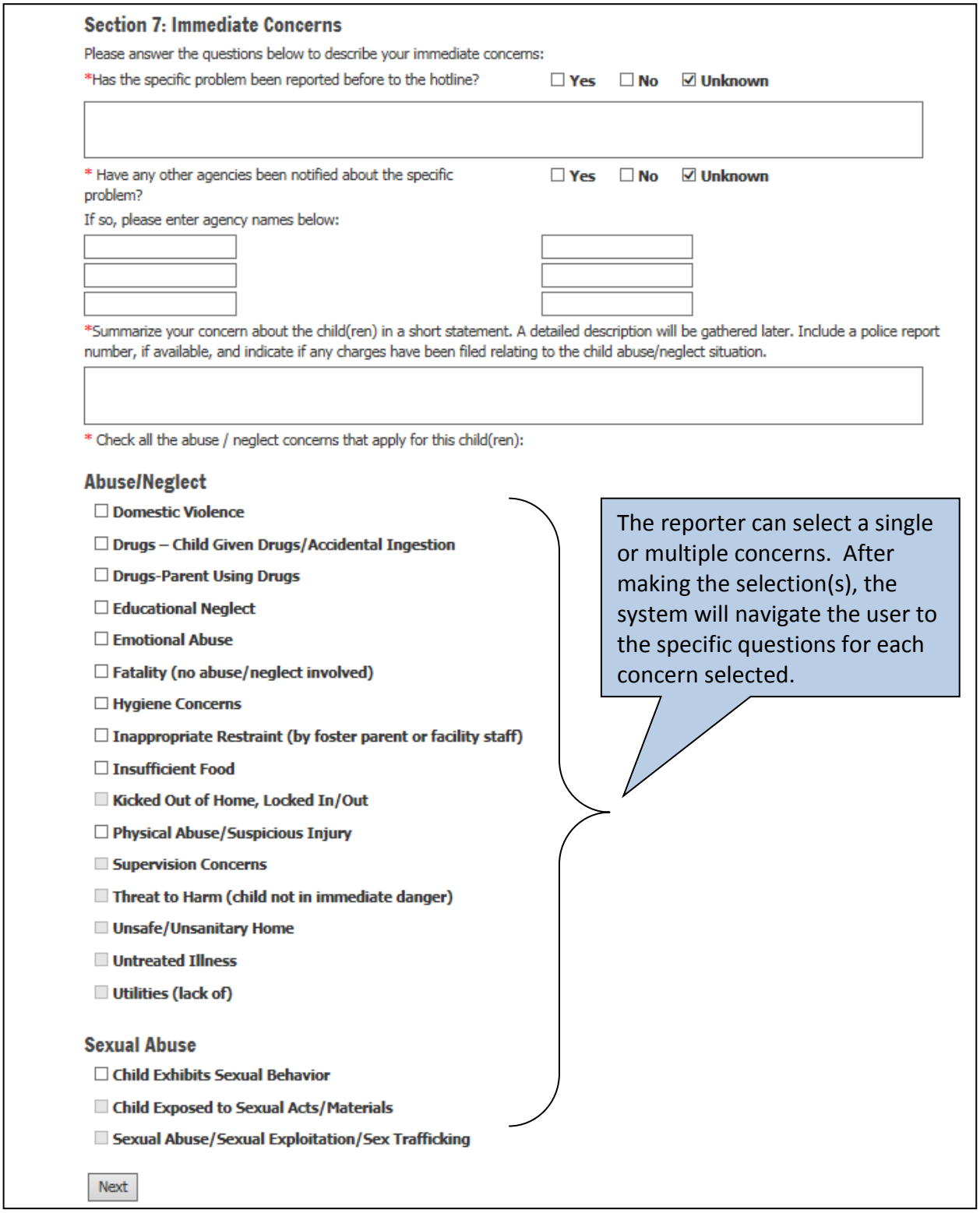


1. Once the reporter completes Section 1: Child(ren) of Concern, other children of concern can be added by selecting Add New Individual, or the reporter can indicate they are done by selecting the Add/Update Individual button. After Add/Update Individual is selected, the Child entered will be added to a grid, and Section 2 will display for entry.



2. The user will continue through all of the sections. After each section, the user will select the Add/Update Individual button and the next section will display.

3. After Sections 1 through 6 are completed, Section 7 will display. Section 7 will provide the user a place to identify the immediate concern(s) and select the Abuse/Neglect concern(s).



4. After completing Section 7, the user can select the Next button to proceed.

7. Completing the Report

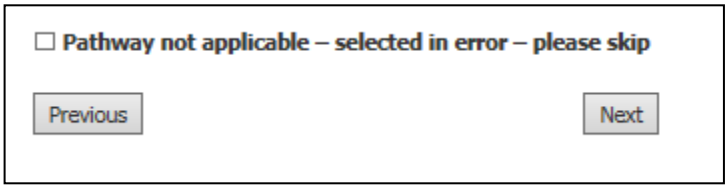
After the mandated reporter has completed the Initial Intake page (identifying the concerns and the individuals involved), the system will proceed to the first of the selected concern screens. These are also referred to as Pathways.

For example, if on the Initial Intake, there were concerns of Physical Abuse/Suspicious Injury and Hygiene Concerns, the user would first navigate to the Physical Abuse/Suspicious Injury page to complete questions about that specific concern. Then when the Next button is selected, the system will navigate the user to the page to answer questions about the Hygiene Concerns.

1. The mandated reporter will answer specific questions about the concern selected. In the example below, the reporter will answer questions about the Domestic Violence concern.
2. At the top of the page, each Child of Concern and each Additional Child of the Home will be listed to the left, and the potential alleged perpetrators will be listed to the right. The reporter must provide the alleged perpetrator for at least one child for the specific concern. There is an Unknown option in addition to all of the individuals who were added on the initial intake page.

3. What happens if the alleged perpetrator is not listed? The user has two options. The user can click the Add Individual button and entry fields will display so the user can add the individual, or the user can navigate back to the Initial Intake page to add the person in the appropriate section. The system will not let the user leave the page until it is completed.

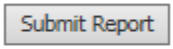
4. Once the alleged perpetrator is selected for the appropriate child, the user must complete all of the questions on the specific pathway page. If the user selected the pathway/concern in error, the user can select the 'Pathway not applicable – selected in error – please skip' selection at the bottom of the page.



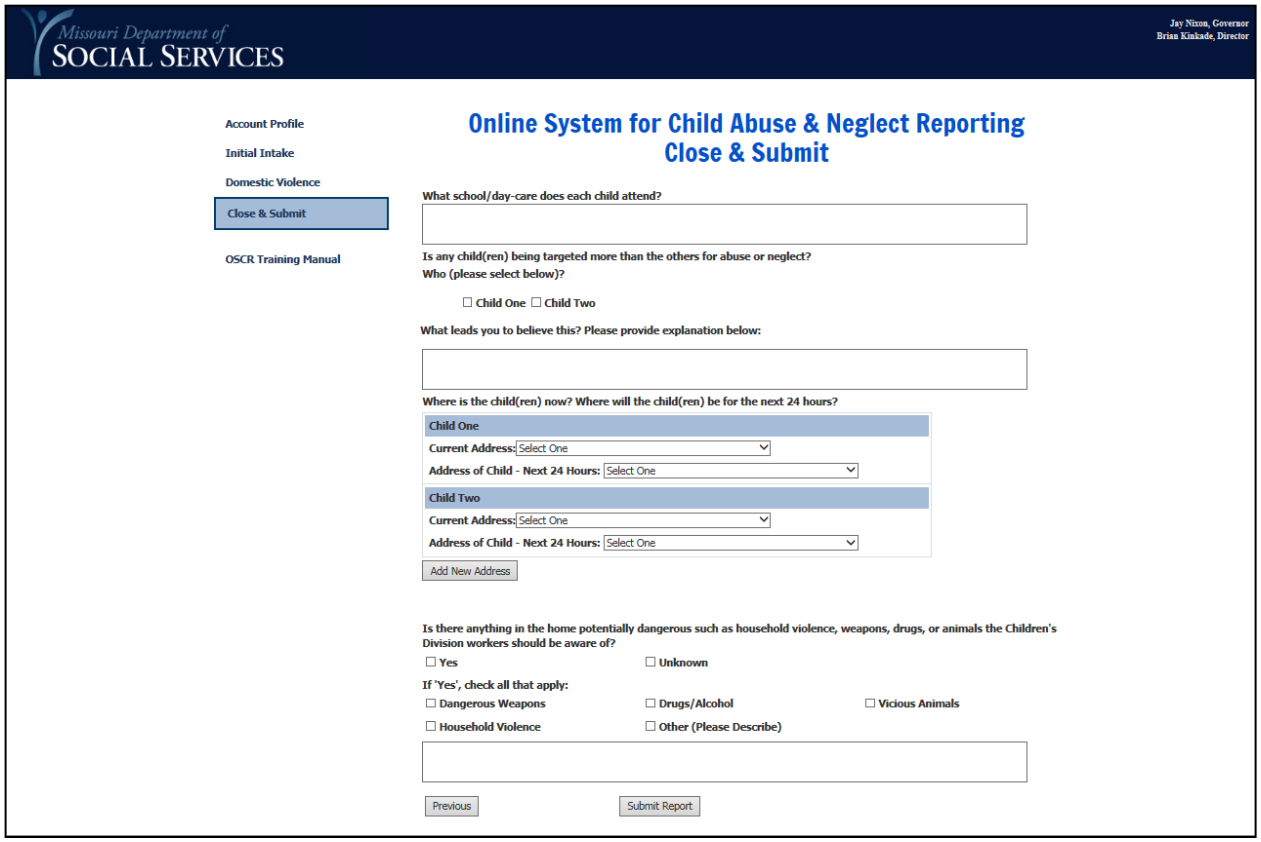
8. Submitting the Report of Concern to the Child Abuse & Neglect Hotline

After completing all of the concern (pathway) pages, the Mandated Reporter will click on the

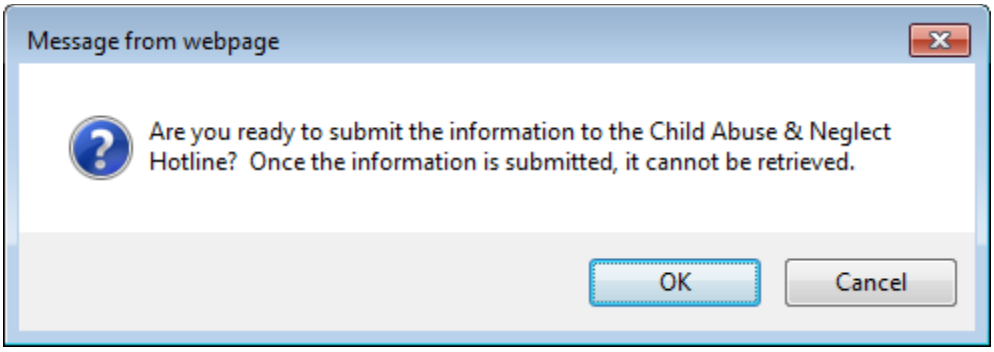
button and the system will navigate to the Close & Submit page.

The Mandated Reporter will complete the questions on the Close & Submit page and then click the 

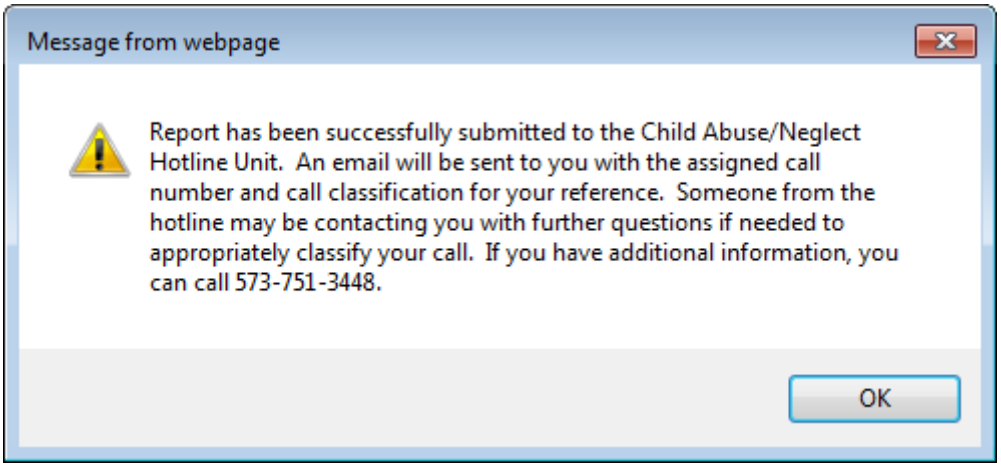
button.



After the Mandated Reporter chooses to submit the report, the system will display a message asking if ready to submit.



If the Mandated Reporter chooses the OK button, the report will be submitted, and the system will display a message indicating the report has been submitted.



Once OK is selected, the system will navigate the user to the Department of Social Services Home page.

9. What to Expect after the Report of Concern is Submitted

After the report is submitted, the Hotline staff will be notified that a report was submitted. The Children's Division (CD) Hotline staff will access the submitted report and review it for valid information. Once it is initially verified, the Hotline staff will accept the submitted report and it will be added to the Family and Children Electronic Services (FACES) application. When it is initially added, it will be added as an incomplete call. The trained Hotline staff will perform a further review of the concern and classify the call.

The CD Hotline staff will review the information carefully, and if further clarification is needed, the Hotline worker may call the Mandated Reporter for further explanation or details. Once the Hotline staff submits the report to field staff, an email will be generated to the Mandated Reporter with the assigned call number and the classification of either (1) Report (2) Referral or (3) Documented Call. If the mandated reporter has any questions, they can call the Hotline at 1-800-392-3738 with the call number as reference.

For technical assistance with OSCR contact the FACES Help Desk at 1-800-392-8725 **Option #3**, during business hours Monday-Friday 8:00am-5:00pm.