



Practice Points

Preventive Service Referrals Sent on all Pending Case Management Cases

The purpose of this Practice Point is to inform staff that Preventive Service Referrals (P-Referrals) will be alerted to field offices when the reported concern does not rise to the level of a CA/N Investigation or Family Assessment, but the Child Abuse Neglect Hotline Unit verifies that any household member in the reported concern has an initial, pending or active FCS, IIS, FCOOHC status in FACES. Local offices should determine the most appropriate personnel to resolve these referrals in matters which involve contracted providers. All other referrals which involve case management services being provided directly by Division personnel should be resolved by the assigned case manager or most appropriate personnel familiar with the family.

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