

# Practice Alert

PA25-IA-03

**ISSUED DATE:** October 10, 2025

**TO:** ☒ Children's Division ☐ Contracted Staff

**FROM:** Sara Smith, Children's Division Director

**SUBJECT:** Call Recording at Central Consult Unit

**OVERVIEW:**

This Practice Alert is being issued to advise staff that the Central Consult Unit will begin recording all consults for quality assurance purposes. Call recordings will be expunged after 30 days.

**NECESSARY ACTIONS**

Review this Practice Alert with all leadership, supervisory, and investigative staff, and any other staff that are responsible for utilizing the Central Consult Unit.

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Email: [Marcia.Hazlehorst@dss.mo.gov](mailto:Marcia.Hazlehorst@dss.mo.gov)**NEW/ REVISED CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:**

The CWM 2.5.2.8 Central Consult Unit policy is currently in draft, and will reflect the quality assurance protocol upon finalization.