

Memorandum

CD25-24

ISSUED DATE: November 5, 2025

TO: ☒ Children's Division ☒ Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: Chief Investigator Policy Updates

RATIONALE:

The purpose of this memo is to inform staff about updates to the Chief Investigator Duties located in the Child Welfare Manual (CWM) Section 2, Ch. 5.2.14, Chief Investigator Consult and Responsibilities.

OVERVIEW:

Huddles

Huddles are required. Chief Investigators will facilitate daily huddles with workers, to determine if cases should be staffed "Safe", "Safe with Plan", or "Unsafe". Chief Investigators must document all huddle conversations about the report in the Conclusion Approval/Administrative Review Notes box in the information system (FACES) to assist the Chief Investigator in identifying any missing policy requirements or directives previously identified prior to report approval.

Chief Investigator Consults

The following changes have been made to Chief Investigator Consult Policy:

- All consults, even safe cases going to CCU, will now be required within 72 hours.
- Chief Investigators should use the following guides, located on eForms, to drive the discussion with the worker:
 - Chief Investigator Consult Guide (CD-327a) for Investigations and Assessments
 - Juvenile Assessment Chief Investigator Consult Guide (CD-327b)
 - Newborn Crisis Assessment Chief Investigator Consult Guide (CD-327c).
- The following headings are to be used to document the consult in FACES

Assessment/Investigation

Verification of Safety

Contact with Parent(s)/Alleged Perpetrator(s)/Collaterals

Safety Assessment Decision of "Safe with Plan" or "Unsafe"

Immediate Safety Intervention Plan (ISIP), if applicable

Temporary Alternative Placement Agreement (TAPA) (CD-295), if applicable

SAFE-CARE Referral, if applicable

Assessment of Risk

Chief Investigator Recommendations

Juvenile Assessments

Verification of Safety

Contact with the Alleged Child Initiator (ACI) and ACI's Parent(s)

Contact with Parent(s) of Victim(s)

Safety Planning

Assessment of Risk

Chief Investigator Recommendations

Newborn Crisis Assessments

Verification of Safety

Contact with Parent(s)/Collateral(s)

Determining the Need for a Plan of Safe Care

Safety Assessment Decision of "Safe with Plan" or "Unsafe"

Immediate Safety Intervention Plan (ISIP), if applicable

Temporary Alternative Placement Agreement (TAPA) (CD-295), if applicable

Assessment of Risk

Chief Investigator Recommendations

- Similar to CCU, Chief Investigators may issue a Need More Information (NMI) and document what policy requirements have not been met, and directives given in the Conclusion Approval/Administrative Review Notes box in the information system (FACES). Notes should clearly identify the person issuing the NMI, due to multiple users of this box.

Chief Investigator Approval of Reports

By approving a report, the Chief Investigator confirms the report has been thoroughly reviewed and agree with the conclusion of the report. To assure policy compliance, the Chief Investigator must use the following checklists provided on eForms to review each report in preparation for approval and closure:

- Family Assessment Checklist (CD-328a)
- Investigation Checklist (CD-328b)
- Juvenile Assessment Checklist (CD-328c) or
- Newborn Crisis Assessment Checklist (CD-328d)

By completing the checklist, the Chief Investigator confirms agreement with the safety assessment determination, the conclusion of the report, and that all policy requirements have been met.

The completed checklist must be uploaded to OnBase and is considered part of the case record. The Chief Investigator will also make an entry into the Conclusion Approval/Administrative Review Notes box in the information system (FACES) stating:

"Chief Investigator (insert name) has reviewed the report and agrees that the case conclusion is appropriate. The corresponding compliance checklist has been completed and uploaded into OnBase."

Any time a local supervisor or CCU specialist issues an NMI that is not completed, the Chief Investigator approving the report will document why the NMI is not necessary for case closure, documented in the "Conclusion Approval/Administrative Review notes" box on the conclusion page in the information system (FACES).

Chief Investigator Observation of Frontline Workers

Chief Investigators are required to partner with each assigned worker once per quarter to participate in or observe case actions in the field. The quarters and observation topics are defined as:

January-March: Initial contact/interview with victim child(ren)

April-June: Home visit with child(ren) and family/parental engagement

July-September: Alleged Perpetrator interview

October-December: Creation of an Immediate Safety Intervention Plan (ISIP) or Temporary Alternative Placement Agreement (TAPA) (CD-295)

Staff must review [Section 2, Ch 5.2.14 Chief Investigator Consult and Responsibilities](#), in its entirety.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division and contracted staff.
2. Review revised Child Welfare Manual chapters and forms as indicated below.

PDS CONTACT:

Name: Cari Pointer

Email: Cari.A.Pointer@dss.mo.gov

MANAGER CONTACT:

Name: Kara Wilcox

Email: Kara.B.Wilcox@dss.mo.gov

DEPUTY DIRECTOR CONTACT:

Name: Marcia Hazelhorst

Email: Marcia.Hazelhorst@dss.mo.gov

NEW/ REVISED CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:

RELATED POLICIES:

2.3.5 Combing Reports: [Combining Reports](#)

3.3.1 Already Investigated CA/N Conclusions: [Already Investigated CA/N Conclusion](#)

5.2.14 Chief Investigator Duties: [Chief Investigator Duties](#)

5.2.17 Unable to Locate CA/N Conclusion: [Unable to Locate CA/N Conclusion](#)

5.2.18: Inappropriate Report Conclusion: [Inappropriate Report CA/N Conclusion](#)

5.3.7.2 Delayed Conclusions: [Delayed Conclusions](#)

5.3.8.3.4 Juvenile Perpetrators: [Juvenile Perpetrators](#)

5.3.8.4 Child Abuse/Neglect Present, Perpetrator Unidentified: [CA/N Present, Perpetrator Unidentified](#)

FORMS AND INSTRUCTIONS:

[Chief Investigator Consult Guide \(CD-327a\)](#)

[Juvenile Assessment Chief Investigator Consult Guide \(CD-327b\)](#)

[Newborn Crisis Assessment Chief Investigator Consult Guide \(CD-327c\)](#)

[Family Assessment Checklist \(CD-328a\)](#)

[Investigation Checklist \(CD-328b\)](#)

[Juvenile Assessment Checklist \(CD-328c\)](#)

[Newborn Crisis Assessment Checklist \(CD-328d\)](#)

[Unable to Locate Checklist \(CD-328e\)](#)

RELATED STATUTE:

Missouri Revised Statute 210.145 RSMo. [210.145 RSMo.](#)