

Memorandum

CD25- 27

ISSUED DATE: November 6, 2025**TO:** ☒ Children's Division ☒ Contracted Staff**FROM:** Sara Smith, Children's Division Director**SUBJECT:** **Witness, Collateral, and Safety Network Contacts****RATIONALE:**

This memo is to inform staff of policy changes related to witness, collateral, and safety network contacts intended to strengthen the Children's Division's response to Child Abuse/Neglect reports and Newborn Crisis Assessments.

OVERVIEW:

Staff must review [Section 2, Ch. 5.2.12, CA/N Witnesses, Collateral, and Safety Network Contacts](#) in its entirety. Policy has been revised to:

- Provide clarification of the terms "witness", "collateral", and "safety network contact", and their roles within the investigative and assessment process.
- Add specific requirements for contacting witnesses, collaterals, and safety network contacts, who may have **direct and relevant** information about the allegations, including service and medical providers, schools, and law enforcement.
- Reinforce that workers must ensure all allegations, concerns, and barriers identified from any witness, collateral contact, or safety network member are addressed with the family before closing the report.

NECESSARY ACTIONS:

1. Review this memorandum with all Children's Division and contracted staff.
2. Review revised Child Welfare Manual chapters and forms as indicated below.
3. Remind staff a safety re-assessment is required any time there is a change in information known about the family that indicates a safety threat is present.
4. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT:

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MANAGER CONTACT:

Name: Kara Wilcox

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DEPUTY DIRECTOR CONTACT:

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NEW/ REVISED CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:[Section 2, Ch. 5.2.12, CA/N Witnesses, Collateral, and Safety Network Contacts](#)