

PA25-IA-04

ISSUED DATE: 11/06/2025

TO: Children's Division Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: Documenting Witness, Collateral, and Safety Network Contacts

OVERVIEW: Documenting in FACES for Witnesses, Collateral Contacts, and Safety Network Contacts

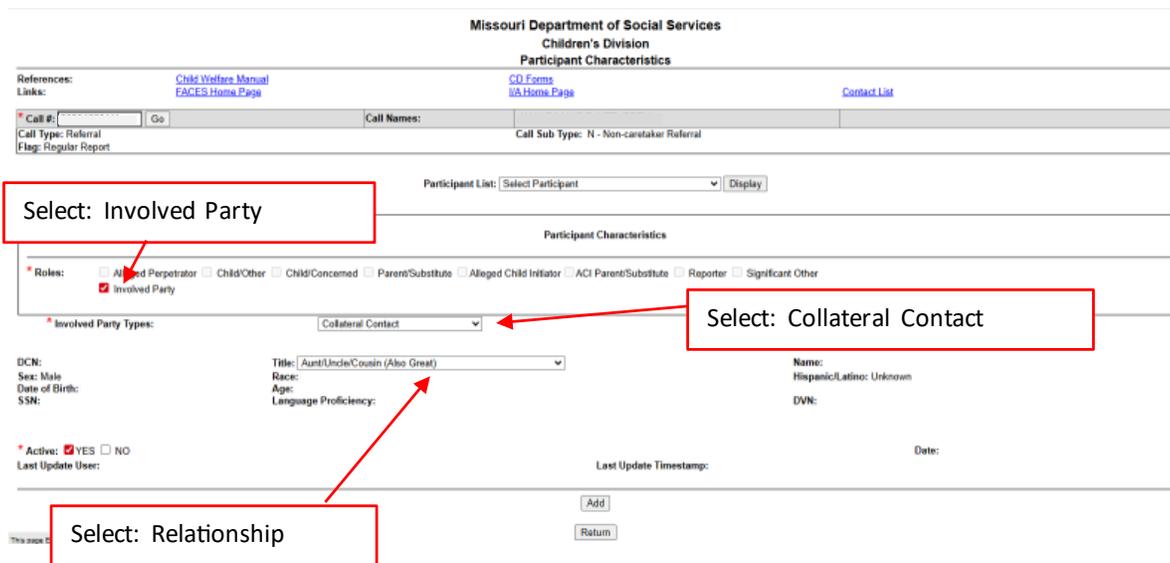
NECESSARY ACTIONS:

To add a witness, collateral, or safety network member as a participant in FACES, enter:

Role: Involved Party

Involved Party Type: Collateral

An individual with an already identified role of "significant other" or any other role cannot also have a role of involved party.



The screenshot shows the 'Participant Characteristics' form in the FACES system. The form is titled 'Missouri Department of Social Services Children's Division Participant Characteristics'. It includes a 'References' section with links to the 'Child Welfare Manual', 'FACES Home Page', 'CD Forms WA Home Page', and 'Contact List'. Below this is a 'Call #' field with a 'Go' button, and 'Call Names' and 'Call Sub Type' fields. The 'Call Sub Type' is set to 'N - Non-caretaker Referral'. A 'Participant List' dropdown is set to 'Select Participant' with a 'Display' button. The 'Participant Characteristics' section has a 'Roles' field with radio buttons for 'Alleged Perpetrator', 'Child/Other', 'Child/Concerned', 'Parent/Substitute', 'Alleged Child Initiator', 'ACI Parent/Substitute', 'Reporter', and 'Significant Other'. The 'Involved Party' role is selected. Below the roles is an 'Involved Party Types' dropdown set to 'Collateral Contact'. The 'DCN' field is empty. The 'Sex' field is set to 'Male'. The 'Date of Birth' and 'SSN' fields are empty. The 'Title' field is set to 'Aunt/Uncle/Cousin (Also Great)'. The 'Race' field is empty. The 'Language Proficiency' field is empty. The 'Name' field is set to 'Hispanic/Latino: Unknown'. The 'DWN' field is empty. The 'Active' field is set to 'YES'. The 'Last Update User' and 'Last Update Timestamp' fields are empty. The 'Date' field is empty. There are 'Add' and 'Return' buttons at the bottom of the form. Three red boxes with arrows point to specific fields: 'Select: Involved Party' points to the 'Involved Party' radio button; 'Select: Collateral Contact' points to the 'Involved Party Types' dropdown; and 'Select: Relationship' points to the 'Title' dropdown.

The individual's name and contact information must be included in the report. This can be accomplished by either adding the specific individual as a participant in FACES and entering their contact information on the contact list screen or by detailing this information within the narrative.

In the contact entry, the worker should clearly document the identity of the individual interviewed, their relationship to the family, and whether they are a witness, a collateral, and/or a safety network member. It is important to remember these individuals may be called upon later to testify or to be included in the family's safety network, making it imperative that they be easily identifiable. Readers may not be familiar with community agencies or other service providers, so it is important that workers clearly identify any professional organization the individual is affiliated with. The worker should also document the date and method of contact, the information provided by the contact, and any follow-up actions taken because of the information received.

Documentation Examples:

Date/Time: 01/30/2025 02:00 PM

Status: Actual Communication

Name/Role: PROBATION PAROLE (Collateral Contact)

Type/Location: Phone - Initiated by CD/Work #

Contact Notes: Worker spoke to Sally's probation officer and collateral contact, Jeremy Smith. Mr. Smith works at the District 2 P& P office in Chillicothe. Mr. Smith stated that in September, Sally tested positive for marijuana, but she has tested negative every month since. Mr. Smith stated he has suspicions Sally is using again. Mr. Smith will have Sally do a UA in the next few days and will let the worker know the results.

Date/Time: 01/14/2025 02:00 PM

Status: Actual Communication

Name/Role: VANESSA JONES (Significant Other)

Type/Location: Phone - Initiated by CD/Work #

Contact Notes: Vanessa is Sara's maternal grandmother. Her phone number is (123) 456-7890. She resides at 123 Main St. in Baldwin. Sara's mother was at work and Vanessa had gone to the house to take Sara to school on the date of the alleged incident. Vanessa witnessed her granddaughter, Sara, come out of her father's bedroom. The door had been shut. Sara was crying but would not tell Vanessa why. Shortly after that her son-in-law also came out of the bedroom. When he saw Vanessa, he left the home, and no one has heard from him since. Vanessa is willing to help the family any way she can.

PDS CONTACT:

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CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:

Refer to CWM 2.5.2.12 Witnesses, Collaterals, and Safety Network Contacts