CHILDREN'S DIVISION

Practice Alert

Missouri Department of Social Services

PA25-IA-05

ISSUED DATE: November 6, 2025

TO: ☒ Children's Division ☐ Contracted Staff

FROM: Sara Smith, Children's Division Director

SUBJECT: Specifics on Documentation in CA/N Reports and Referrals

OVERVIEW:

From this point forward, "running narrative" is not allowed on any CA/N Report or Referral.

Each contact must have its own contact entry in the information system (FACES). More than one participant may be included in the contact if multiple participants were present, but multiple dates/times may not be included in one contact.

Individual contacts are also not to be documented in the Conclusion Summary on the Conclusion Screen in the information system (FACES) for Newborn Crisis Assessments, Preventive Service Referrals, and Non-Caretaker Referrals. They must be entered using the Contact Communication Log Screen in the information system (FACES).

This does not apply to Central Consult Unit (CCU) documentation. CCU documentation practices should not be used as the model for documentation in reports or referrals kept at the local level.

NECESSARY ACTIONS

- Review this Practice Alert with all leadership, supervisory, and investigative staff, and any other staff that are responsible for responding to CA/N Reports or Referrals.

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CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION: **N/A**	