

CD26-04

ISSUED DATE: January 14, 2026**TO:** Children's Division Contracted Staff**FROM:** Sara Smith, Children's Division Director**SUBJECT:** Changes to Central Consult Unit (CCU) Protocol**RATIONALE:**

This memo is to inform staff of policy changes related to CCU. These policy changes are intended to provide improved guidance to staff on how to use CCU and to implement requirements to ensure staff are knowledgeable about child safety and policy prior to beginning to use CCU.

OVERVIEW:

Staff must review Section 2, Ch. 5.2.8 Central Consult Unit (CCU) and Section 2, Ch. 5.2.14.9 Preparing Workers for Using CCU in their entirety. All CCU policy has been removed from Section 1, Ch. 9 and can be found in these new policy sections. Policy has been revised to:

- Provide guidance on the meaning of a clear safe case.
- Make changes to cases that are not eligible for consult through CCU.
- Implement criteria that new investigative staff must meet before they can begin using CCU.
- Provide guidance to Chief Investigators on approving their staff to begin using CCU.
- Provide enhanced policy related to CCU protocols for referring cases back to the local office and issuing a Need More Information (NMI).

This memo is also to inform staff of internal CCU protocols for combining reports:

COMBINING REPORTS

Consulting combined calls through CCU requires careful attention to ensure that all involved workers are aware of the reports and that CCU's consultation thoroughly addresses all calls.

- CCU will only combine calls if the primary call is not overdue or in delayed status.
- CCU will not combine any calls in which there are multiple workers assigned to the reports but will notify the Chief Investigator that they may wish to review all of the calls and re-assign reports under one worker.

- When the Chief Investigator combines reports, they must enter a combining calls consultation, per [Section 2, Ch. 5.2.14.4 Combining Calls](#). The documentation of this consult will be utilized by CCU to ensure that any directive given by the local supervisor has been addressed.
- If CCU consulted on the primary report, the worker may contact CCU to complete the combining calls consult and to combine the reports in the information system (FACES).
- If CCU is consulted on the primary report and additional reports are received by the office before the primary report is concluded then:
 - a) CCU's consult on the primary report may not be used on address any issues on related to subsequent reports; and
 - b) CCU should be consulted to review each subsequent report, provided the reports meet eligibility criteria, to ensure all allegations are fully addressed and documentation is thorough.
- If any subsequent report is assessed as safe with plan or unsafe, they may not be combined to any report consulted on by CCU.

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.*

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NEW/ REVISED CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:

[Section 2, Ch. 5.2.8 Central Consult Unit \(CCU\)](#)

[Section 2, Ch. 5.2.14.9 Preparing Workers for Using CCU](#)