

# Memorandum

CDP26-07

**DATE:** April 28, 2026

**TO:** Children's Division and Foster Care Case Management

**FROM:** Sara Smith, Children's Division Director

**SUBJECT:** Policy Revision of CWM 8.1.1 Service Delivery Grievance Process

**OVERVIEW:**

The purpose of this revised policy is to describe the changes made to the service delivery grievance process and corresponding CD-Form, Service Delivery Grievance Form (CS-131), to ensure consistent logging and tracking of grievances statewide.

The chief update in the grievance policy requires all grievances to be sent to a centralized email [AskCD@dss.mo.gov](mailto:AskCD@dss.mo.gov) for logging purposes. Once the grievance has been logged, the corresponding Children's Division or contracted staff will be alerted that the grievance is awaiting their screening determination.

Foster Care Case Management (FCCM) agencies complete their own independent grievance process and forward the resolution to [CD.FCCMGRIEVANCERESPONSE@DSS.MO.GOV](mailto:CD.FCCMGRIEVANCERESPONSE@DSS.MO.GOV) which will then be uploaded to the grievance portal by CD staff. Forwarding the resolution does not exempt the FCCM from following responsibilities and best practices outlined in [CWM 8.1.1.3 Responsibilities and Best Practices](#).

For questions or concerns, please contact:

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Mason Blair, Constituent Services Unit Manager, at [Mason.A.Blair@dss.mo.gov](mailto:Mason.A.Blair@dss.mo.gov)

Christina Barnett, Deputy Director, at [Christina.Barnett@dss.mo.gov](mailto:Christina.Barnett@dss.mo.gov)

**CHILD WELFARE MANUAL POLICY AND COLLATERAL DOCUMENTATION:**

[CWM 8.1.1 Service Delivery Grievance Process](#)

[Service Delivery Grievance Form \(CS-131\)](#)

**NECESSARY ACTION:**

1. *Review this memorandum with all Children's Division and Foster Care Case Management team members.*
2. *Review Child Welfare Manual chapters and forms as indicated above.*