

Memorandum

CDP26-20

DATE: August 31, 2026

TO: Children's Division and Foster Care Case Management

FROM: Sara Smith, Children's Division Director

SUBJECT: Resource Provider Notification of Contact Information

OVERVIEW:

This memo outlines a policy revision to the [CWM 4.2.2 Initial Placement Activities](#) 24-hour contact information that is to be given to resource providers for children placed in their care.

Policy has been revised to:

- Ensure resource providers are given the current phone number and contact information for the assigned worker and supervisor for each child placed in their care.
- Expand the required 24-hour contact information provided to resource providers to include written notification of the case management agencies after-hour protocol to be used when the resource provider needs immediate assistance regarding a child placed in their care.
- Establish the information to be provided which shall include, at minimum, the phone number to call outside of normal business hours and a summary of the after-hours protocol and procedures as well as any available emergency and crisis resources.

For questions or concerns, please contact:

Lauren Masterson, Assistant Deputy Director, at Lauren.Masterson@dss.mo.gov

Kate Watson, Deputy Director, at Kate.Watson@dss.mo.gov

CHILD WELFARE MANUAL POLICY AND/OR COLLATERAL DOCUMENTATION:

[CWM 4.2.2 Initial Placement Activities](#)

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.