CHILDREN'S DIVISION POLICY

Memorandum

Missouri Department of Social Services

CDP26-26

DATE: October 26, 2026

TO: Children's Division and Foster Care Case Management

FROM: Sara Smith, Children's Division Director

SUBJECT: **CA/N Courtesy Requests**

OVERVIEW:

This memo outlines policy updates regarding Child Abuse/Neglect (CA/N) courtesy requests. Workers should refer to this memo for interim policy until the Child Welfare Manual (CWM) is updated.

MO CA/N Courtesy Mailbox and Assignment Process

The CA/N Courtesy mailbox (CD.CANCourtesyRequest@dss.mo.gov) will serve as the centralized point of receipt for in-state and out-of-state CA/N courtesy requests.

The MO CA/N Policy Team is responsible for:

- Monitoring the mailbox;
- Reviewing incoming requests to identify the appropriate receiving unit;
- Forwarding the Courtesy Request (CPS-2) to the appropriate Unit Manager (UM) or Assistant Unit Manager (AUM) for assignment;
- Requesting a read receipt when forwarding the request; and
- Following up when acknowledgment of the request is not received.

The centralized mailbox is only intended for the initial submission and routing of CA/N courtesy requests. Once a request has been assigned, routine communication regarding the courtesy should occur directly between the requesting worker and the assigned worker unless assistance from the MO CA/N Policy Team is needed.

A courtesy request should not be made solely because of county, circuit, or regional boundaries. If the drive time from the requesting worker's location to the location where the requested activity will occur is 90 minutes or less, and the request is not an emergency, the requesting worker is responsible for completing the activity and should not submit a courtesy request.

If a CA/N courtesy request is an emergency or requires immediate action during normal work hours, the requesting worker should submit the Courtesy Request (CPS-2) to the CA/N Courtesy mailbox (CD.CANCOURTESYREQUEST@dss.mo.gov) and indicate "Immediate Action Needed" in the subject line.

Additional direct communication between Unit Managers, Assistant Unit Managers, and Supervisors may be necessary to ensure an immediate response when child safety or a mandated response timeframe is involved.

If an emergency in-state CA/N courtesy request is needed after hours or on a weekend, the worker should contact the on-call supervisor directly for assignment.

All out-of-state courtesy requests received after hours or on the weekend will be assigned the next business day.

The local office will continue to monitor circuits' courtesy request inboxes to ensure all CA/N courtesy requests are routed to the CA/N Courtesy mailbox.

For Alternative Care (AC) courtesy requests, including placement walk-throughs and child visits, refer to CWM 4.2.2 Initial Placement Activities. These AC courtesy requests should still be routed to the circuits' courtesy mailbox.

For questions or concerns, please contact:

Cari Pointer, Senior Program Specialist MO CA/N Policy Unit, at Cari.A.Pointer@dss.mo.gov

Misty Allen, Senior Program Specialist MO CA/N Policy Unit, at Misty.M.Allen@dss.mo.gov

CHILD WELFARE MANUAL POLICY AND/OR COLLATERAL DOCUMENTATION:

CWM 4.2.2 Initial Placement Activities

Courtesy Request (CPS-2)

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.*