CHILDREN'S DIVISION POLICY

Memorandum

Missouri Department of Social Services

CDP26-28

DATE: November 2, 2026

TO: Children's Division

FROM: Sara Smith, Children's Division Director

SUBJECT: **Implementation of an Electronic 14-Day Placement Change Notice Process for Resource Providers**

OVERVIEW:

Purpose & Scope

In accordance with the Foster Parent Bill of Rights (210.566 RSMo) foster parents must provide a two-week written notice requesting the removal of a child from their care, except in emergencies. Effective **November 2, 2026**, Missouri Children's Division (CD) is launching a standardized, electronic 14-Day Placement Change Notice (CD-362) form to meet this requirement. Additionally, the system automates notice routing, improves placement stability oversight, and allows relative caregivers and foster families to provide insights on placement environments best suited for the transitioning children. This does not apply to Interstate Compact on the Placement of Children (ICPC) cases.

Workflow & Responsibilities

1. **Supportive Coaching:**
    - Verbal and empathetic communication remains vital. When a relative caregiver or foster parent contacts staff and makes them aware of a potential placement disruption or the need for a child to be removed from their home, staff must first listen to understand the current concerns and determine if the child can safely remain in the home with available stabilization support and crisis intervention services.
    - If it is determined a placement provider will proceed with giving official notice for any child to be removed from their care and it is not an emergency, the placement provider will be asked to complete the 14-Day Placement Change Notice (CD-362). Completion of this form will satisfy the requirement for written notification.
    - Workers should assist the relative caregiver or foster family with form completion when necessary.
        - If the relative provider or foster family is unable to complete the 14-Day Placement Change Notice in Qualtrics the worker or supervisor should still request an email (preferred) or a handwritten notice from the provider in accordance with the providers' rights and responsibilities under the Foster Parent Bill of Rights.

2. **When a Notice is completed:**

- When the relative caregiver or foster parent submits the notice, a confirmation email will automatically be sent to the relative caregiver or foster parent submitting the form, the worker, and the Circuit Manager (CM) or FCCM point of contact (POC).
- **With Worker Email Provided:** The email confirmation with the resource provider's name will route immediately to the worker and CM or the POC. The worker will need to obtain the 14-Day Placement Change Notice PDF from, and schedule a consultation with, their CM or POC.
- **Missing Worker Email:** If no worker email is listed, the email confirmation and 14-day notice PDF routes directly to the CM or POC based on county jurisdiction/agency selections made.
- The CM or POC must review the notice within **1 business day** and forward it to the assigned worker and supervisor.

3. **Mandatory Consultation Required:**
   - Promptly upon receipt of the 14-day placement notice confirmation email, a consultation is held between the **worker, supervisor, and CM or POC** to review preservation options, determine transition timelines, and schedule the Placement Planning Family Support Team (FST) meeting (CWM 4.7.6 FST Timeline and Exceptions).

4. **Documentation:**
   - **Electronic Data System:** Worker/supervisor must summarize the consultation and agreed action steps within **3 business days** of the consultation.
   - **OnBase:** The 14-day placement change notice PDF must be uploaded under the child's case record within **3 business days** of the consultation. The entry should be named "*14-Day Notice*".

5. **30-Day Ticket Accountability:**
   - **CMs and FCCM POC** are solely responsible for managing and formally closing the tracking ticket within the 14-Day Placement Provider portal (Qualtrics) within **30 calendar days**.
   - **Field Support Managers (FSMs) and FCCM program managers serve** as regional backups and provide queue oversight.

For questions or concerns, please contact:

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Heather Ford, Assistant Deputy Director, Heather.D.Ford@dss.mo.gov

CHILD WELFARE MANUAL POLICY AND/OR COLLATERAL DOCUMENTATION

CWM 4.2 Placements

CWM 4.7.6 FST Timeline and Exceptions

CWM 6.20.3 Responsibilities of the Resource Parent

14-Day Placement Change Notice (CD-362)

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.*